

Action Plan 2023

with Achievements



ACTION PLAN 2023

STRATEGIC AREA	OBJECTIVE	HOW	ACHIEVEMENTS
1. Resources able to meet increasing demands, particularly volunteer recruitment and retention	A. Deliver 2022/23 financial plans.	A. Regularly review the sustainability of income sources and their impact on achieving charitable purposes in the short, medium and longer term. Assess needs, monitor spend and recommend changes as required.	✓ Target met.
	B. Effective volunteer development programme with opportunities to celebrate volunteering.	B. Provide training opportunities and consistently find opportunities to recognise and support volunteers.	✓ Provided First Aid, Safeguarding, Manual Handling & Dementia Awareness courses. Focus meetings for Friendly Talkers / Walkers and very well attended social evenings for drivers and couriers with opportunities to share ideas and get feedback.
2. Operational processes are efficient and effective	A. Review which matters are reserved for the board and which can be delegated.	A. Exercise powers of delegation to team leaders/ coordinators/steering groups and/or individual trustees and volunteers.	✓ Steering Groups set up for Harebell Club and Minibus Outings. Coordinators for Street Contacts, Friendly Talkers / Walkers and Litter Pickers established and team leaders for events in progress. Recruited a new role called Services Coordinator (employed).
	B. Agree what information is needed to assess delivery against agreed plans, outcomes and timescales.	B. Share timely, relevant and accurate information in an easy-to-understand format for the different members and stakeholders of RCG.	✓ Informative and impactful Annual Review containing wide variety of service provision during 2023. Revised presentation of grant data and operational statistics for trustees.

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3. Wider community focus is developed, including expanding awareness, funding and services	A. Recognise the charity's broader responsibilities towards the community and the environment, and act on them in a manner consistent with the charity's purposes, values, and available resources.	A. Consider the benefits and risks of partnership working and continue to build effective joint working where appropriate. Adjust RCG delivery when required.	 Continue to work in partnership and collaboration with several different groups including St Albans & District Foodbank, James Marshall Foundation, Citizens Advice and the Social Prescribers at the local surgeries. RCG assisted with delivery of the Christmas Hampers. Litter Picking initiative developed in collaboration with Parish Council and Redbourn in Bloom.
	B. Submit applications for grants that align with our charity purpose.	B. Assess grant requests referred by professional third parties with connection to the person in need, and build ability to signpost and/or assist. Monitor and report to donors and membership/stakeholders as required.	 Grant requests for families received from St Luke's School, Surgeries, St Albans & District Foodbank, Citizens Advice. <i>Grants received from:</i> HCF for Warmth, Energy and Food HHCT for transport to medical appointments as required St Albans District Council for Outings Redbourn Coop for food insecurity CDA Rural for social events HCC for marketing HCF for volunteer training NFU for community support

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4. Robust governance maintains standards at the highest level	A. The board regularly considers information from other similar organisations to compare or benchmark the organisation's performance.	A. Maintain regular contact with similar local organisations and learn, report and adopt good practice where appropriate.	☒ Information sharing with local charities has assisted adoption of good practice. Success in securing an experienced facilitator from HCF for tailored support in training/development for Trustees. Trustee session in November on principles of good governance, included developing board roles and volunteer management. Resulted in recruitment plan for a new employed role: Services Coordinator.
	B. Actively manage risks.	B. Retain overall board responsibility for risk management. Board to discuss and decide the level of risk it is prepared to accept for specific and combined risks.	☒ Revised and updated Risk Map with useful input from newer trustees.