

We have recently completed the Capacity Building the Capacity Builders programme, a partnership with bassac and BTEG, funded by The Bridge House Trust. Programme participants described changes in relation to the programme outcomes:

A better understanding of their internal environments, in particular, mission, values and purpose)

*“Before, I felt cloudy about my organisation’s identity. The programme has helped me to develop a better understanding of where it’s at. It is helping me to develop the organisation more strategically and I have written a framework to capture this.”*

A better understanding of their external environments (in particular, public policy pressures and collaborative working opportunities)

*“The programme has helped me become aware of shifts in the bigger picture and how these might influence and affect my organisation. It has highlighted the fact that there are so many changes that I need to be selective about what I get involved in as not everything is going to fit with the organisation. This has proved to be very useful regarding strategic planning and positioning our organisation politically.”*

Increased confidence and ability in managing their environments

*“I know what I know and this has given me more confidence and helped me to forgive myself for my inadequacies. The programme has also given me the space to sit back and think more about internal mechanisms and conflicts between the internal and external worlds. I now feel more confident in pushing through the planning process and managing organisational change.”*

New skills and approaches for organisational problem-solving and improvisation

*“It has helped me to recognise problems that I didn’t even realise the organisation was experiencing; I’m now looking for deeper causes rather than sticking a plaster on a bursting dam. Since participating in the programme, work is no longer sporadic and hit and miss. I’m now trying to develop systems and structures and delegate more appropriately. And I’m contributing to actual organisational changes, for example I’ve written a strategic plan which includes meaningful performance indicators for the first time.”*

The ability to develop innovative and sustainable responses to the challenges they face

*“I’ve learnt the value of solid systems - right across the board in terms of governance, strategy, staff support and appraisals. The organisation had developed ad hoc like a carbuncle, taking on projects without being clear about the impact on the organisation as a whole. We need to look now at what’s necessary for us instead of being dictated to by funders.”*

The potential to make an increased organisational contribution to the broader development of voluntary action and civil society.

*“The programme has helped me to prioritise strategic issues, carry out internal restructuring and to remove myself from the day to day operations, ensuring that I get out or bring someone in at least once a week. In doing this, I’ve been able to realise the importance of LAAs and to recognise that I need to get more involved in the process.”*