

# Voluntary Action South Lanarkshire

End of Year Workplan 2014/15 Final Update

**From: 1<sup>st</sup> April 2014**

**To: 31<sup>st</sup> March 2015**

## Key Definitions:

**Red** – Not yet started/Falls well short of target

**3 (2%)**

**Amber** – Work in progress/May fall short of target

**18 (14%)**

**Green** – On target

**104 (84%)**

**Blank** – Not yet measured

**0**

**TOTAL**

**125**

## OUTCOME 1A: MORE PEOPLE HAVE INCREASED OPPORTUNITY AND ENTHUSIASM TO VOLUNTEER

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Traffic Light	Notes
All volunteer opportunities available online to view and apply for on ( <a href="http://www.volunteerscotland.org.uk">www.volunteerscotland.org.uk</a> ); <a href="http://www.vaslan.org.uk">www.vaslan.org.uk</a> and a selection each week will be promoted in the E-bulletin	1.1, 1.2, 1.4, 1.6	1.	# Opportunities registered (Baseline 2013/14: 308 pa)	20-25 refreshed opportunities per month		Achieved 252 Opportunities updated - average 21 per month
Incorporation of MILO capabilities to enhance the take up of local positions utilising the VASLan Website	1.1, 1.7, 1.8	2.	Increased success rate of filling local opportunities:	Local vacancies filled within 6 weeks		90 new volunteering opportunities registered with 65 placements filled (72%)
		3.	Increased operational capacity producing positive feedback.	80% completion of positive feedback returns		811 positive feedback responses (99%)
All volunteer opportunities available in paper format in Directories, one for each area (Cambuslang; East Kilbride; Hamilton & Clydesdale)	1.1, 1.2, 1.4, 1.6, 1.7, 1.8	4.	# new opportunities registered (Baseline 2013/14: 5.5 per month)	6 new opportunities per month		90 New volunteer opportunities created average 7.5 per month
Appointments or Drop In appointments available in all 4 areas (Cambuslang; East Kilbride; Hamilton and Clydesdale) or via email	1.1, 1.2, 1.5, 1.7, 1.8	5.	# Appointments made	20 appointments per week		20 appointments were available weekly for 48 weeks 533 appointments were made 348 appointments attended
		6.	# Appointments cancelled or fail to turn up			185 appointments failed to turn up

		7.	# Drop Ins	5 per week - Over 48 weeks (appropriate to seasonal variation)		16 drop-ins to office and 12 registered at events 974 email enquiries suggests more people using online services to find suitable volunteering.
Increase number of volunteers registered (either through Website, Appointments or Events)	1.1, 1.2, 1.4, 1.5, 1.7, 1.8	8.	# Number of Registration Forms received	Average 60 - 70 new volunteers per month (appropriate to seasonal variation)		905 Volunteers registered, average 75 per month

Continue to Recruit, train and support volunteer advisors to provide volunteer appointments and promote volunteering.	1.5, 1.6, 1.7, 1.8	9.	8 volunteer advisers trained, and receive ongoing support and supervision by VASLan staff.	# Support and supervision sessions		<ol style="list-style-type: none"> <li>1. Recruitment advisor training south Lanarkshire college 7/4/2014</li> <li>2. Recruitment advisor support south Lanarkshire college 28/4/2014</li> <li>3. Recruitment advisor support south Lanarkshire college 6/5/2014</li> <li>4. Volunteer meeting VASLan office 5/6/2014</li> <li>5. Recruitment advisor training East Kilbride library 13/5/2014</li> <li>6. Volunteer meeting VASLan office 22/7/2014</li> <li>7. Volunteer support meeting Lanark 11/08/2014</li> <li>8. Saltire Ambassadors support meeting 11/9/2014</li> <li>9. Recruitment Advisor Training 28/10/2014</li> <li>10. East Kilbride Recruitment Advisor Training 3/10/2014</li> <li>11. Recruitment advisor support East Kilbride 10/10/2014</li> <li>12. Recruitment advisor support South Lanarkshire college 12/10/2014</li> <li>13. Recruitment Advisor support South Lanarkshire College 12/11/14</li> <li>14. Volunteer meeting Hamilton 3/12/2014</li> <li>15. Recruitment Advisor Training – Hamilton 16/12/14</li> <li>16. Recruitment Advisor Training – Hamilton 13/1/2015</li> <li>17. Volunteer support meeting – Hamilton 4/3/15</li> <li>18. Volunteer support meeting – East Kilbride 16/3/2015</li> <li>19. Recruitment Advisor Training – East Kilbride 16/3/15</li> </ol>
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						20. Recruitment Advisor training – Hamilton 26/3/15
		10.	Increase in numbers of volunteer appointments (Baseline 2013/14: 549)	15% increase in appointments		533 Appointments made  974 email enquiries suggests more people using online services to find suitable volunteering.
Volunteer surveys to gain feedback on our service and provide help/support where required. Tracking to include use of Survey Monkey, Telephone and Paper based returns.	1.3		Rolling programme of surveys	Maintain rolling programme		Survey sent to all registered volunteers quarterly (total 905) 107 surveys returned – (survey under reviews for new year to ensure better responses)
		11.	# surveys returned	150 returned per Quarter		
		12.	Quarterly analysis of surveys	Analytical report of volunteers		63% started volunteering 30% waiting to hear from organisation 7% couldn't find anything suitable

Promotion and development of Volunteering towards employment	1.4, 1.7, 1.8	13.	# Events	12 events per year	Attended 15 events.
					<ol style="list-style-type: none"> <li>1. Volunteer talk – Criminal Justice Group 03/04/14</li> <li>2. Information stall - Rural Community Working Initiative 28/04/14</li> <li>3. Volunteer talk - Safari Development Course (1) 08/05/14</li> <li>4. Volunteer talk - Safari Development Course (2) 08/05/14</li> <li>5. Information stall - Adult Learners Week, Rutherglen 20/05/14</li> <li>6. Information stall - Motherwell Pension Centre 21/05/14</li> <li>7. Information stall - Volunteers' Week, TESCO Carluke 05/06/14</li> <li>8. Information stall - Family Man Fun Day, Hamilton 15/06/14</li> <li>9. Information stall - Cambuslang Summerfest 21/06/14</li> <li>10. Information stall - Armed Forces Day, Hamilton 21/06/14</li> <li>11. Volunteer talk - Skills Development Scotland 11/07/14</li> <li>12. Volunteer talk - Safari Development Course 08/12/14</li> <li>13. Volunteer talk - Remploy, 09/12/14</li> <li>14. Volunteer talk - Safari Development Course 26/02/15</li> <li>15. Volunteer talk – Ready 2 Work 10/03/15</li> </ol>
		14.	# Registration Forms	100 Registrations	127 registrations completed (Help in to paid work)
15.	# Enquiries actions	150 Enquiries supported	1733 volunteering enquiries		

Promotion and development of volunteering towards health organisations/services	1.7, 1.8	16.	# Events	4 per year		8 events held <ol style="list-style-type: none"> <li>1. Volunteer talk - ESA 09/04/14</li> <li>2. Volunteer talk - Substance Misuse Team (Hamilton Social Work) 10/04/14.</li> <li>3. Volunteer talk - Hairmyres Hospital 13/05/14</li> <li>4. Volunteer stall - Big Fit Walk, Hamilton 13/06/14</li> <li>5. Volunteer talk - Substance Misuse Team (Hamilton Social Work) 23/09/14.</li> <li>6. Volunteering Presentation – Kirklands Hospital Volunteer Action Group 23/10/2014</li> <li>7. Volunteer talk – Substance Misuse Team (East Kilbride) 19/11/14</li> <li>8. Volunteer talk - Substance Misuse Team (Hamilton Social Work) 16/12/14</li> </ol>
Continue to update VASLan website; Facebook and Twitter to provide more up to date information/advice to volunteers	1.1, 1.7, 1.8	17.	# hits on website	Social media monitoring		440,000 hits on web site
		18.	# 'likes' on Facebook Quarterly analysis report	Analytical evidence		303 Likes on Facebook 681 followers on Twitter
Continue to review and update leaflets and publicity materials for volunteers including Volunteering Handbook for in-house Volunteers	1.1, 1.2, 1.7, 1.8	19.	# leaflets and publicity	Review May 2014		New leaflets created March 2015 and sent to printers

Youth Volunteering – promote volunteering and benefits to personal development.	1.2, 1.5, 1.6, 1.7, 1.8	20.	Targeted events;	6 events		9 events targeted <ul style="list-style-type: none"> <li>1. Destination Success South Lanarkshire College 4/6/2014</li> <li>2. South Lanarkshire College Launch of new building 21/8/2014</li> <li>3. Fresher’s event South Lanarkshire college 1/9/2014</li> <li>4. Fresher’s event south Lanarkshire College 3/9/2014</li> <li>5. Fresher’s event South Lanarkshire College 5/9/2014</li> <li>6. Volunteer Fair - University of the West of Scotland 26/9/2014</li> <li>7. Youth Strategy Launch Rutherglen 4/11/2014</li> <li>8. Volunteer Event – South Lanarkshire College 27/1/15 – 29/1/15</li> <li>9. Equalities Event - South Lanarkshire College 30/3/15 – 2/4/15</li> </ul>
		21.	# young people taking up opportunities (Baseline 2013/14 = 373 young people)	15% increase on young people taking up opportunities		459 young people.



Offer information sessions to potential young volunteers about Saltire awards through schools and local youth service providers	1.2, 1.8	22.	# of sessions per year (Baseline 2013/14: 10 per year)	10% increase on base point at 2013/14		13 sessions completed
						<ol style="list-style-type: none"> <li>1. University of the West of Scotland Volunteering group 16/5/2014</li> <li>2. Schools Volunteering ceremony 6/6/2014</li> <li>3. Talk to Potential Saltire Ambassadors 10/6/2014</li> <li>4. Volunteering Academy – University of the West of Scotland 3/7/2014</li> <li>5. Saltire Ambassadors session 25/7/2014</li> <li>6. Lanark Grammar Assembly 12/9/2014</li> <li>7. Youth Strategy Launch – South Lanarkshire Council – 4/11/2014</li> <li>8. Biggar High School Assembly – 10/11/2014</li> <li>9. More choice more chances event Lanark 11/11/2014</li> <li>10. Schools Volunteering Meeting with all east Kilbride schools reps 19/11/2014</li> <li>11. Schools Volunteering meeting – Calderglen High School 3/2/15</li> <li>12. Schools Volunteering Meeting – Blacklaw Primary School 6/3/15</li> <li>13. St Andrews and St Brides school assembly – 17/3/15</li> </ol>
		23.	# of young people registered for Saltire (Baseline 2013/14: 282 young people)	15% increase on base point for 2013/14		231 new Saltire Volunteer Registrations (Plus 493 online registrations via Saltire website)

		24.	# High Schools supported	Continue to work With 21 High Schools in South Lanarkshire		<ol style="list-style-type: none"> <li>1. Several emails to all 21 schools with information and support.</li> <li>2. Meeting with Schools volunteering East Kilbride 6/8/2014</li> <li>3. Meeting with schools volunteering east Kilbride 12/8/2014</li> <li>4. Meeting with schools volunteering east Kilbride 18/8/2014</li> <li>5. Meeting with active breaks worker and head teacher Lanark Grammar 27/8/2014</li> <li>6. Meeting with Strathaven academy head teacher 27/8/2014</li> <li>7. Meeting with head teacher Calderside Academy 9/9/2014</li> <li>8. Meeting with teacher Biggar High School 9/9/2014</li> <li>9. Meeting with Schools Volunteering staff East Kilbride 11/12/2014</li> <li>10. Addition of 2 private schools who have agreed to have assemblies taken by VASLan to encourage volunteering and promote saltire awards. 23 High schools now supported</li> </ol>
		25.	# Youth Service providers supported	Continue to support 35 local youth service providers and target any new providers in South Lanarkshire.		35 Organisations currently being supported.
Continue to grow and develop the Saltire Awards to ensure that our young people's achievements are	1.2	26.	# Challenge Awards Issued	Challenge: 30		10 Challenge
		27.	#Approach Awards issued	Approach (10 & 25 hrs): 150		10 Hour: 32 issued 25 Hour: 64 issued

celebrated in the best possible way.		28.	# Ascent Awards issued	Ascent 50/100/200/500: 300		50 Hour: 124 issued 100 Hour: 112 issued 200 Hour: 61 issued 500 Hour: 28 issued
		29.	# Summit Awards issued	Summit: 6		3 summit awards
		30.	VASLan Saltire Awards Ceremony	Nos Attended  Nos Awarded (Ascent/Summit)		82 attendees - 22 award winners 60 elected members and guests 84 awards issued for 200/500/summit
		31.	Supporting external Saltire Awards in Schools/Orgs	6 events		1. Schools volunteering ceremony 6/6/2014 We continue to offer to attend but there has been little uptake as most prefer to do in-house.
Raise the profile of volunteering in South Lanarkshire	1.2	32.	Revitalise Volunteer Recognition Awards for South Lanarkshire  Volunteer of the Year Young Volunteer of the Year (under 16) Young Volunteer of the Year (16-25) Long-Serving Volunteer Volunteering Group/Organisation (Special Award if applicable)	1 Event (Oct/Nov 2014)		Revised dates for events in 2014. Event held 2/6/14 for Volunteers Week – Mad Hatter Tea Party to celebrate our 'Hats off to Volunteers Week'.  We are also planning a major event for 2015 but preparatory work has been carried out in the last 6 months.

## OUTCOME 1B: VOLUNTEER INVOLVING ORGANISATIONS ARE BETTER ABLE TO RECRUIT, MANAGE AND RETAIN VOLUNTEERS

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Traffic Lights	Notes
Volunteer survey to identify opportunity gap across South Lanarkshire. Specific targeting of organisations to secure opportunities which in turn closes the gaps identified.	1.9, 1.10, 1.15	33.	# Quarterly survey	Quarterly survey on volunteering		Main gap from surveys is that organisations did not get in touch with prospective volunteers. This is being addressed through the introduction of Volunteer Friendly awards as well as better support to organisations around recruitment policies.
		34.	# new opportunities (Baseline 2013/14: 5.5 per month)	6 new opportunities per month		90 New opportunities created
Provide support to organisations to: <ul style="list-style-type: none"> <li>• Develop new volunteer opportunities</li> <li>• Encourage networking and collaborative working</li> <li>• Meet their volunteering needs</li> </ul>	1.9, 1.10, 1.11, 1.15	35.	# New opportunities (Baseline 2013/14: 67/year)	15% increase in new opportunities per year		90 new volunteer opportunities (34% increase)
		36.	# Networking events	2 networking events per year		1. Hats off to Volunteering Event 2. Volunteer Friendly Networking Event
		37.	# Organisations supported (Baseline 2013/14: 25/month)	28 organisations supported each month		344 Organisations supported (average 28 per month)
Provide information and guidance on policies, good practice etc., available through website and carry out Health Checks for Volunteering with Organisations	1.9, 1.12	38.	# hits on website	Analytical evidence from website		440,000 website hits, 240,000 locator hits in the last 12 months
		39.	# health checks (Baseline 2013/14: 133/year)	15% increase on health checks		92 health checks completed (new systems have been put in place for next year)

Target groups to fill volunteer opportunities through publicity & campaigns to encourage volunteering from a wider range of backgrounds and experiences.	1.13, 1.14	40.	# Opportunities filled	30 new volunteering positions filled each year		65 volunteer placements filled
		41.	# Volunteering campaigns	2 x volunteering campaigns across South Lanarkshire		<ol style="list-style-type: none"> <li>1. 'Hats off to Volunteers' held during Volunteers Week in June 2014. Competitions, celebration event, displays with numerous organisations and elected members recognising the vital contribution they make to their communities.</li> <li>2. New Year – New Start</li> </ol>
Use MILO matching functionality to help identify suitable volunteering opportunities and help organisations find volunteers	1.9, 1.13, 1.15	42.	# Organisations who successfully take on volunteers following match through MILO (Baseline 2013/14: 14/month)	16 successful matches/ placements per month		90 new opportunities registered 65 placements filled
Update VASLan website and Facebook to provide more up to date information/advice to volunteer organisations	1.9, 1.13	43.	# hits on website	Analytical social media report		440,000 hits on website
		44.	# 'likes' on Facebook	Analytical social media report		303 'likes' on Facebook 681 followers on Twitter
Provide customised volunteer training to organisations	1.9, 1.10, 1.11, 1.12	45.	# organisations trained	4 organisations per year		9 Organisations trained at two Involving and Supporting Volunteers training sessions <ol style="list-style-type: none"> <li>1. 1/12/14 (5 organisations)</li> <li>2. 26/3/15 (4 organisations)</li> </ol>
		46.	# training courses developed (Baseline 2013/14: 3 customised training sessions)	4 Training Courses		Film Making for Volunteers Digital Film Making Photography

Promote and support voluntary organisations to gain 'Volunteer Friendly' awards in South Lanarkshire	1.9, 1.12,	47.	# engaging in the process	Engage 16 orgs per year		Promoted in newsletter and at all Thematic Networks. Engaged with 18 organisations in the Volunteer Friendly process. 9 organisations went forward to participate in Volunteer Friendly during the first 6 months.
		48.	# awarded	Target: 12 organisations per year awarded		September 2014 – 6 organisations awarded Volunteer Friendly. 10 organisations have been working towards Volunteer Friendly and will receive awards during volunteers week 2015
Volunteering needs analysis to be included within organisation development plans	1.10	49.	# Volunteering Needs Analysis form	Roll-out to volunteering organisations over the year		Included in annual survey sent out January 2015
Promote employer supported volunteering	1.15	50.	# Publicity campaigns	2 x Campaigns promoting employer supported volunteering across South Lanarkshire		1) Promoted during Volunteers Week (June 2014) 2) Current promotion through newsletter and press (Feb 2015)
		51.	# Challenges identified and supported	4 x Challenges		4 organisations identified and currently seeking suitable challenges

## OUTCOME 2: SOCIAL ENTERPRISE DEVELOPS AND GROWS

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Traffic Lights	Notes
Continue to develop and support social enterprise thematic network to support, inform and develop the needs of its members.	2.1, 2.2, 2.3, 2.7, 2.9	52.	Increase members of network (Baseline 2013/14: 44)	10% growth in SE membership		44 members of the Network. The Thematic Networks were reviewed and a decision to move to Third Sector Forums was taken so no new members recruited.
		53.	# agencies involved	4 SEN meetings per year		<ol style="list-style-type: none"> <li>1. Dumfries and Galloway visit and network meeting 4/4/2014</li> <li>2. Sensl meeting 25/4/2014</li> <li>3. SENSL networking event with Firstport 11/12/2014</li> <li>4. Training / Networking event with Rural Direct – 25/3/15</li> </ol>
		54.	# new enterprises	4 networking opportunities per year		<ol style="list-style-type: none"> <li>1) Networking Meeting (April)</li> <li>2) Dumfries and Galloway visit and network meeting 4/4/2014</li> <li>3) Sensl meeting 25/4/2014</li> <li>4) SENSL networking event with Firstport 11/12/2014</li> <li>5) Training / Networking event with Rural Direct – 25/3/15</li> </ol>

		55.	# events	2 SE market events per year		<ul style="list-style-type: none"> <li>- Pop Up Shop for 4<sup>th</sup>/5<sup>th</sup>/6<sup>th</sup> December</li> <li>-</li> </ul>
		56.	# taking part in training events	6 training opportunities per year		<ul style="list-style-type: none"> <li>- Emergency First Aid at Work 13/5/14 12 attended, 6 orgs</li> <li>- Data Protection Awareness 20/5/14 24 attended, 13 orgs</li> <li>- Basic Book Keeping 29/5/14 9 attended, 3 orgs</li> <li>- PVG Awareness 5/6/14 10 attended, 7 orgs</li> <li>- Child Protection Awareness 10/6/14 9 attended, 4 orgs</li> <li>- Preparation of Charity Accounts in Receipts and Payments Format 19/6/14 9 attended, 5 orgs</li> <li>- Introduction to Governance 26/6/14 11 attended, 5 orgs</li> <li>- Effective Minute Taking 26/6/14 10 attended, 5 orgs</li> <li>- Introduction to Governance 2/10/14 5 attended, 4 orgs</li> <li>- Writing Successful Funding Applications 22/10/14 25 attended, 20 orgs</li> <li>- Legal Structures Seminar 27/10/14 11 attended, 8 orgs</li> <li>- Data Protection Awareness 24/11/14 9 attended, 6 orgs</li> <li>- PVG Awareness 25/10/14 7 attended, 3 orgs</li> <li>- Effective Minute Taking 17/11/14 7 attended, 5 orgs</li> </ul>



					<ul style="list-style-type: none"> <li>- Involving and Supporting Volunteers 1/12/14 6 attended, 6 orgs</li> <li>- Exploring Social Enterprise 7/11/14 7 attended, 5 orgs</li> <li>- Mental Health First Aid 17&amp;24.3.15 10 attended, 5 orgs</li> <li>- Basic Book Keeping 19/1/15 6 attended, 6 orgs</li> <li>- Influencing Politicians and Political Structures: Equalities 28.1.15 9 attended, 6 orgs</li> <li>- Equality Act 2010; 2.3.15 1 attended-1 org</li> <li>- Management Structures and Governance 18.2.15 9 attended, 4 orgs</li> <li>- Social Media Training 19.2.15 10 attended, 6 orgs</li> <li>- Effective Minute Taking 4.2.15 6 attended, 4 orgs</li> <li>- Social Media Workshop 11.3.15 9 attended, 7 orgs</li> <li>- Writing Successful Funding Applications 18.3.15 16 attended, 9 orgs</li> <li>- Involving and Supporting Volunteers 19.3.15 5 attended, 4 orgs</li> <li>- Trading and Economic sustainability 25.2.15 13 attended, 8 orgs</li> <li>-</li> <li>-</li> </ul>
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		57.	# surveys returned	2 surveys per year		Reduced to one per year –included in annual survey sent out January 2015
		58.	# organisations supported (Baseline 2013/14: 64 orgs)	20% growth in 2014/15		50 Organisations Supported 344 Interactions with Organisations (Baseline was number of interactions last year – we now have a SE Officer who is working closely with organisations as can be seen in increased number of interactions)
Develop social enterprise website to highlight SEs locally and create a platform for inter-trading activity within the voluntary sector.	2.1, 2.5, 2.8, 2.9	59.	# hits to website	Promotion of website		A decision was taken to shelve SE website due to changes with networks Information made available through VASLan website which had 440,000 hits
		60.	# inter-trading opportunities	2 inter-trading events		1. SE Pop-up shop (4/5/6 <sup>th</sup> December 2015) 2. Social Enterprise Trade Fair (20 <sup>th</sup> March 2015)
Continue to develop the social enterprise network joint marketing plan, finding additional funding where necessary to fulfil the plan.	2.1, 2.5, 2.8,	61.	% Increased business from baseline survey	Increase in business recorded through annual surveys		This information is no longer being recorded due to the change from networks to Third Sector Forums
Revitalise Social enterprise toolkit and support materials and introduce links to other websites	2.4	62.	# organisations accessing toolkit	Toolkit and materials (training, guidance) available Target 100 hits per month		Toolkit updates complete and Resource Kit site now live. Number of hits on resource kit since 1/3/15 was 1398

Social Enterprise market place events developed locally.	2.5	63.	# market place opportunities	2 SE market place events per year		<ul style="list-style-type: none"> <li>- 4<sup>th</sup>/5<sup>th</sup>/6<sup>th</sup> December Pop Up Shop</li> <li>- Social Enterprise Trade Fair (20<sup>th</sup> March 2015)</li> </ul>
		64.	# organisations taking part	10 organisations per event		<ul style="list-style-type: none"> <li>- 11 organisations participated in Christmas Shop</li> <li>- Over 20 organisations participated in Trade Fair (joint event with North Lanarkshire and Business Gateway)</li> </ul>
'What is Social Enterprise?' information sessions	2.5	65.	# sessions	2 sessions per year		<ul style="list-style-type: none"> <li>- 'Exploring Social Enterprise' Session - 7<sup>th</sup> November 2014</li> <li>- What is Social Enterprise Session - 25<sup>th</sup> March 2015</li> </ul>
		66.	# participants	With a minimum of 10 participants per session		<ul style="list-style-type: none"> <li>- 8 participants – 7/11/14</li> <li>- 11 participants – 25/3/15</li> </ul>
		67.	# follow ups	3 follow-ups per session		<ul style="list-style-type: none"> <li>- All organisations Followed up and continue to be supported</li> </ul>
Develop a 'live' database of potential enterprising voluntary organisations, link them to the network and support them to develop enterprising activity.	2.6	68.	Increased growth (Baseline 2013/14: 64 per year)	20% growth SE in South Lanarkshire		50 Organisations Supported 344 Interactions with Organisations (Baseline was number of interactions last year – we now have a SE Officer who is working closely with organisations as can be seen in increased number of interactions)
		69.	# new enterprises	10 new social enterprises per year		<ul style="list-style-type: none"> <li>11 start-ups currently being supported, continuing to identify and support potential new enterprising projects</li> <li>2 currently in process of becoming SCIO's</li> <li>2 currently in process of becoming CICs</li> <li>2 registered as a CIC's</li> </ul>
	2.2	70.	# SE training	6 training events per year		<ol style="list-style-type: none"> <li>1) 11<sup>th</sup> September Governance Skills</li> <li>2) 27<sup>th</sup> October Legal Structures</li> </ol>

SE training developed in response to the gaps identified by the sector						<ul style="list-style-type: none"> <li>3) 7<sup>th</sup> November Exploring Social Enterprise</li> <li>4) 13<sup>th</sup> Jan Governance</li> <li>5) 28<sup>th</sup> Jan Influencing Politicians &amp; Political Structures</li> <li>6) 2<sup>nd</sup> March Equality Act: What do we need to know?</li> </ul>
						71.
Ongoing development reviews, options, appraisals/business health checks	2.2; 2.3; 2.4; 2.5; 2.6, 2.7	72.	# organisations identified for future development (Baseline 2013/14: 3 per month)	4 per month		<ul style="list-style-type: none"> <li>- Staff turnover has led to closer working between Core and Growth Development staff, meaning organisations are identified at outset as potential Social Enterprise.</li> <li>- 50 organisations supported with 344 interactions</li> </ul>
			73.	# project / business plans prepared	20 project plans completed with 10% working towards full business action plan	
Facilitate dialogue between public partners and third sector organisations on commissioning/ procurement agenda within SE	2.1; 2.8	74.	# No of Events/Meetings	2 per year		3 meetings took place of new South Lanarkshire Social Economy Steering Group implemented with TSI representations – action plan has identified priority areas for new work plan.

### OUTCOME 3: THIRD SECTOR ORGANISATIONS ARE WELL MANAGED AND DELIVER QUALITY SERVICES

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Traffic Lights	Notes
Continue with development plans for new organisations; review/health checks for existing organisations - with targeted action points and time scales agreed by both parties	3.1, 3.2; 3.3; 3.4, 3.5, 3.6, 3.7, 3.8, 3.10	75.	# new groups (Baseline 2013/14: 65)	10% increase on last year's baseline	Green	136 New organisations registered
		76.	# health check reviews (Baseline 2013/14: 133)	15% increase on last year's baseline	Yellow	92 health checks carried out
		77.	# orgs becoming charities/SCIOs	12 organisations becoming charities per year	Green	Supported 62 organisations with Charitable Status
		78.	# orgs supported (Baseline 2013/14: 550)	20% increase in organisations supported in 2013/14	Yellow	344 Organisations supported with 1244 interactions. The number of organisations being supported has decreased due to staffing levels however recruitment of a new Development Officer is taking place.
Regularly Update Online tool kit available through the website	3.1, 3.3, 3.2, 3.4, 3.5; 3.6; 3.7; 3.8; 3.10	79.	# people accessing toolkit	Review and update toolkit and evidence numbers accessing	Green	Resource Kit rolled out March 2015
Deliver training in line with the needs of the sector.	3.1, 3.2, 3.4, 3.5, 3.6, 3.7, 3.10	80.	# training courses (Baseline 2013/14: 18)	20% increase on last year's baseline	Green	Quarterly training plan developed from analysis of health checks & surveys <ol style="list-style-type: none"> <li>1. Emergency First Aid at Work 13/5/14 12 attended, 6 orgs</li> <li>2. Data Protection Awareness 20/5/14 24 attended, 13 orgs</li> <li>3. Basic Book Keeping 29/5/14 9 attended, 3 orgs</li> <li>4. PVG Awareness 5/6/14</li> </ol>

						<p>10 attended, 7 orgs</p> <p>5. Child Protection Awareness 10/6/14 9 attended, 4 orgs</p> <p>6. Preparation of Charity Accounts in Receipts and Payments Format 19/6/14 9 attended, 5 orgs</p> <p>7. Introduction to Governance 26/6/14 11 attended, 5 orgs</p> <p>8. Effective Minute Taking 26/6/14 10 attended, 5 orgs</p> <p>9. Introduction to Governance 2/10/14 5 attended, 4 orgs</p> <p>10. Writing Successful Funding Applications 22/10/14 25 attended, 20 orgs</p> <p>11. Legal Structures Seminar 27/10/14 11 attended, 8 orgs</p> <p>12. Data Protection Awareness 24/11/14 9 attended, 6 orgs</p> <p>13. PVG Awareness 25/11/14 7 attended, 3 orgs</p> <p>14. Effective Minute Taking 17/11/14 7 attended, 5 orgs</p> <p>15. Involving and Supporting Volunteers 1/12/14 6 attended, 6 orgs</p> <p>16. Exploring Social Enterprise 7/11/14 7 attended, 5 orgs</p> <p>17. Mental Health First Aid 20 &amp; 27/1/15 8 attended 2 orgs</p> <p>18. Basic Book Keeping 19/1/15 6 attended, 6 orgs</p> <p>19. Influencing Politicians and Political Structures: Equalities 28.1.15 9 attended, 6 orgs</p> <p>20. Equality Act 2010; 2.3.15 1 attended-1 org</p>
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					<ul style="list-style-type: none"> <li>21. Management Structures and Governance 18.2.15 9 attended, 4 orgs</li> <li>22. Social Media Training 19.2.15 10 attended, 6 orgs</li> <li>23. Effective Minute Taking 4.2.15 6 attended, 4 orgs</li> <li>24. Social Media Workshop 11.3.15 9 attended, 7 orgs</li> <li>25. Mental Health First Aid 17&amp;24.3.15 10 attended, 5 orgs</li> <li>26. Writing Successful Funding Applications 18.3.15 16 attended, 9 orgs</li> <li>27. Involving and Supporting Volunteers 19.3.15 5 attended, 4 orgs</li> <li>28. Trading and Economic Sustainability 25.2.15 13 attended, 8 orgs</li> </ul>
		81.	# participants	No of participants	273 participants from 160 organisations
Localised sector support surgeries across South Lanarkshire	3.1; 3.2, 3.3, 3.4; 3.5; 3.6; 3.7; 3.10	82.	# surgeries	20 surgeries per year	<p>23 Information Sessions/Surgeries hosted.</p> <ul style="list-style-type: none"> <li>1. Information Session – Cambuslang 15/04/14</li> <li>2. Surgery – East Kilbride 01/05/14</li> <li>3. Information Session – Lanark 06/05/14</li> <li>4. Information Session – Larkhall 21/05/14</li> <li>5. Surgery – Larkhall 28/05/14</li> </ul>

						6. Surgery – Lanark 28/05/14 7. Information Session – Uddingston 10/06/14 8. Information Session – Blantyre 17/06/14 9. Information Session – East Kilbride 18/06/14 10. Surgery – Blantyre 24/06/14 11. Surgery – Lanark 25/06/14 12. Information Session – Cambuslang 27/08/14 13. Surgery – Lanark 27/08/14 14. Information Session – Carluke 09/09/14 15. Information Session – Biggar 09/09/14 16. Information Session – Forth 15/09/14 17. Surgery – East Kilbride 18/09/14 18. Surgery – Carluke 07/10/14 19. Surgery – Biggar 07/10/14 20. Information Session – Lanark 21/10/14 21. Surgery – Cambuslang 12/11/14 22. Surgery – East Kilbride 20/11/14 23. Surgery – Lanark 25/03/15
		83.	# participants	120 organisations per year		212 Organisations have met face to face
Develop and increase membership of VASLan	3.1; 3.2; 3.3; 3.4; 3.5; 3.7; 3.7; 3.8; 3.10	84.	# organisations who become members (Baseline 2013/14: 113)	30% increase in membership over the year		96 Members who have been fully supported do not necessarily rejoin until they require support. Membership is now under a full review.



Develop and support Funding road shows and events to increase the amount of funding coming into South Lanarkshire	3.2, 3.3, 3.4; 3.5	85.	# events	3 events per year		<ol style="list-style-type: none"> <li>22<sup>nd</sup> October 2014 – Funding Roadshow Lanark 62 attended</li> <li>11<sup>th</sup> December 2014 – First Port Event Hamilton 14 attended</li> <li>18 March 2015 – Funding Roadshow East Kilbride 71 attended</li> </ol>
		86.	# participants	20 organisations in attendance at each event		Lanark – 69 Participants Hamilton – 14 participants (Social Enterprise Funding) East Kilbride – 71 participants
		87.	Amount of funding supported (Baseline 2013/14: £1.8 M)	20% increase in funding coming into South Lanarkshire		£1,435,041 worth of successful funding applications supported Further £99,581.99 awaiting outcome (Baseline included a very large grant to one organisation of over £1million last year)
Continue to develop media, marketing and communications strands to enable us to update and inform the sector.	3.1; 3.2, 3.3, 3.6; 3.7; 3.11	88.	Increased footfall on both website and social media # accessing information # newsletter subscription	Quarterly analytical report on website/social media		303 'likes' on Facebook 681 followers on Twitter 528 newsletter subscribers 440,000 hits on web site
Develop research and consultation opportunities within the sector. Monitor and evaluate our impact on third sector development.	3.9; 3.11	89.	# research/surveys/ Consultations	2 research/ consultations per year		Annual Survey sent out February 2015  TSIS Intern joined us in January 2015 to carry out research into book keeping needs of small voluntary organisations.
		90.	# surveys returned	Bi annual Survey September and March.		Volunteer Survey distributed quarterly (69 returned) Annual survey sent out February 2015 (76 returned) Book Keeping survey sent out March 2015 (33 returned)

		91.	# reports	Annual Report		Annual Report produced for AGM in November 2014
Continue to support Membership Organisations to achieve Volunteering Friendly Awards in South Lanarkshire.	3.4; 3.6, 3.7; 3.10	92.	# organisations to be recognised with Volunteer Friendly Awards	12 organisations achieving award		<p>Engaged with 18 organisations in the Volunteer Friendly process. Blantyre soccer academy, Hope Café, St Brides Centre, Machan Trust, Healthy Valleys, Barnardos Axis, Larkhall and District Volunteer group, Care and repair, New Lanark Trust, Covey Befriending, community links, LAMH, Kate's Kitchen, Larkhall Community Growers, Forth and district initiative, Uddingston Episcopal Church, Lanarkshire rape Crisis Centre, and Thornton Road community centre. 9 organisations went forward to participate in Volunteer Friendly. During the first 6 months</p> <p>September 2014 – 6 organisations awarded Volunteer Friendly. 10 organisations have been working towards Volunteer Friendly and will receive awards during volunteers week 2015</p>
Increase visible presence of VASLan in the local community.	3.1; 3.2; 3.3; 3.6; 3,9.	93.	Communications & Marketing Plan established.	<ul style="list-style-type: none"> <li>Website re-viewed</li> </ul>		Website review/changes is underway, and we will complete all changes by June 2015.
		94.	# survey and social media evidence	<ul style="list-style-type: none"> <li>Analytical evidence of social media on monthly basis.</li> </ul>		303 'likes' on Facebook 681 followers on Twitter 528 newsletter subscribers
		95.	# articles submitted to press and published	<ul style="list-style-type: none"> <li>Newsletter – Ebulletins and Regular press coverage</li> </ul>		16 newspaper articles published

To improve electronic timesheets and increase use by all staff.	3.6	96.	# timesheets completed satisfactorily.	All staff to use technology including IT enabled processes to support and improve effective operation		All staff completing timesheets
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<b>Reshaping Care for Older People</b>						
Capacity building for organisations which support older people in South Lanarkshire (incl. Governance; Planning & development; Funding; Expand current services; Recognise future opportunities/threats and	3.2; 3.3; 3.4; 3.5; 3.6; 3.7	97.	# organisations assisted	<ul style="list-style-type: none"> <li>Support individual groups – 20 per quarter.</li> </ul>		<p>Over 90 groups supported over the year. Support included:-</p> <ul style="list-style-type: none"> <li>recruitment of volunteers</li> <li>plans to increase membership</li> <li>support to set up groups</li> <li>funding <ul style="list-style-type: none"> <li>raising awareness of Locator and that inclusion of their activities/services on Locator gives them an online presence</li> </ul> </li> </ul>

develop suitable responses)		98.	# organisations who are looking to expand or develop services	<ul style="list-style-type: none"> <li>• 20 per year</li> </ul>		<p>Over 35 groups supported over the year.</p> <ul style="list-style-type: none"> <li>• Transfer of Morning Call Service to Larkhall and District Volunteer Group.</li> <li>• Support of Larkhall and District Volunteer Group in implementing their Business Plan.</li> <li>• Discussions with 2 community transport groups possibly interested in taking over Camglen Transport Service and Volunteer Driver Service.</li> <li>• Discussions with 3 groups possibly interested in taking over Telephone Befriending.</li> <li>• Assisted in the working plan to organise Men's Sheds in South Lanarkshire.</li> <li>• Supported Hunter House, East Kilbride to extend and increase its use by the community</li> <li>• Assisted Claremont Parish Church in plans to provide services for those affected by dementia</li> <li>• Supported Care at Home Service in Clydesdale to advertised for volunteers through church network</li> <li>• 14 groups supported to access People's Health Trust Health Engage Funding.</li> </ul>
Assist third sector organisations to participate in networking.	4.3, 4.8, 4.9	99.	# organisations participating in networks	<ul style="list-style-type: none"> <li>• 15 More groups participating in VASLan and other networks per year</li> </ul>		<p>The Locality Officers have helped and encouraged groups to take up opportunities to gain information and network; including -</p> <ul style="list-style-type: none"> <li>• Contacted groups and confirmed attendees for the 60 allocated places for SLC's Adult Health and Social</li> </ul>

					<p>Care Integration Consultation Events in June</p> <ul style="list-style-type: none"> <li>• Contacted groups and confirmed attendees for the 48 allocated places for SLC's Adult Health and Social Care Integration Consultation Events in December</li> <li>• Contacted 12 groups for Seniors Together Last Word Conference.</li> <li>• Encouraged groups to attend Older People, Health and Care Thematic Network meetings.</li> <li>• Relevant groups attending PPF meetings attended by Locality Officers were encouraged to attend VASLan Thematic Meetings.</li> </ul>
Investigate opportunities for partnership working in new and existing services	4.3, 4.8, 4.9	100.	# gaps in service identified by South Lanarkshire partnership	<ul style="list-style-type: none"> <li>• Ongoing development work</li> </ul>	<p>Ongoing development work -</p> <ul style="list-style-type: none"> <li>• Stay Connected Projects - addressing the identified gaps of social isolation and community transport. <ul style="list-style-type: none"> <li>○ Morning Call Service transferred to Larkhall and District Volunteer Group with 22 service users.</li> <li>○ Telephone Befriending Service - Over the course of the pilot, 7 befriending links were made. However, for a variety of reasons, all have now ceased.</li> <li>○ Volunteer Driver Service – since start of pilot - 57 return journeys undertaken; 11 cancellations by user; 11 no driver available.</li> <li>○ Volunteer Driver Handbook revised.</li> </ul> </li> </ul>

						<ul style="list-style-type: none"> <li>○ In 2014/5, three new volunteer drivers recruited, vetted and trained. Three drivers no longer available. Currently five volunteer drivers.</li> <li>● Strolling Steady Project <ul style="list-style-type: none"> <li>○ Identified need for older people to improve their strength and balance and general level of mobility/activity by walking and thus improve their wellbeing and help to prevent falls.</li> <li>○ Funding was secured for the project from the Lottery Fund.</li> <li>○ Strength and Balance Sessions <ul style="list-style-type: none"> <li>▪ 13 Volunteers recruited and trained to lead Strength and Balance sessions in their local areas.</li> <li>▪ 25 S &amp; B Sessions have been held (over 340 participants)</li> <li>▪ 9 S &amp; B Sessions are booked for coming months</li> <li>▪ Organisations are being invited to book S &amp; B Sessions.</li> </ul> </li> </ul> </li> <li>○ Walking Challenge Project. <ul style="list-style-type: none"> <li>▪ 100 people signed up to take part (100 intended)</li> <li>▪ Recruited one walker to act as Case Study</li> </ul> </li> <li>● Identified need for older people to receive / access information.</li> </ul>
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						<ul style="list-style-type: none"> <li>○ Locator database for activities maintained.</li> <li>○ Proposed Local Information Sessions across the localities giving information on:- <ul style="list-style-type: none"> <li>▪ Self-directed Support</li> <li>▪ Power of Attorney</li> <li>▪ Making a Will</li> <li>▪ Welfare Changes/ DWP</li> <li>▪ Integration of Health &amp; Social Care</li> </ul> </li> <li>● Identified need for basic training in befriending for church befrienders.</li> <li>● Identified need for more activities within some sheltered housing complexes.</li> </ul> <p>Promoted the activities/services for older people provided by the voluntary sector at the My Home Life Event, which was designed to establish local involvement in the independent Care Home Sector.</p> <p>Locality Officers have undertaken a variety of training to enable them to deliver their support more effectively.</p>
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Develop community capacity to support ongoing engagement and involvement in service redesign activity and ensure that older people's agenda included.	4.1; 4.2; 4.3; 4.5; 4.7	101.	# organisations involved	<ul style="list-style-type: none"> <li>10 organisations involved per year</li> </ul>		<p>Contacted groups and confirmed attendees for the 60 allocated places for SLC's Adult Health and Social Care Integration Consultation Events in June.</p> <p>Contacted groups and confirmed attendees for the 48 allocated places for SLC's Adult Health and Social Care Integration in December.</p>
		102.	# groups supporting older people who will get involved.	<ul style="list-style-type: none"> <li>25 groups involved per year</li> </ul>		<p>Contacted 12 groups for Seniors Together Last Word Conference.</p> <p>Relevant groups attending PPF meetings attended by Locality Officers were encouraged to become/remain involved.</p> <p>Represented older people's standpoint at Out of Hours Service Review</p> <p>Represented older people's standpoint at meeting of joint North and South PPFs to prepare their response to Draft Regulations and Orders Relating to Public Bodies (Joint Working) (Scotland) Act 2014.</p> <p>Involved with government re conference on future of elderly care and development of elderly care.</p> <p>Involved with Healthcare Improvement Scotland in review of Standards for Older People in Hospital.</p>

<p>Act as the link between local integrated community support teams and local third sector in South Lanarkshire.</p>	<p>4.1; 4.3; 4.7; 4.8; 4.9</p>	<p>103.</p>	<p>Develop ICST understanding of third sector</p>	<ul style="list-style-type: none"> <li>• Increased engagement via formal communication lines on a quarterly basis</li> </ul>		<p>Acted as a link between the third sector and other sectors including national and local government, the health board and the independent sector.</p> <ul style="list-style-type: none"> <li>• With NHS Lanarkshire through <ul style="list-style-type: none"> <li>○ Cancer Strategy</li> <li>○ Neurology Strategy,</li> <li>○ Out of Hours Primary Care Review.</li> <li>○ Joint North and South PPFs response to Draft Regulations and Orders Relating to Public Bodies (Joint Working) (Scotland) Act 2014.</li> </ul> </li> <li>• With local authority through <ul style="list-style-type: none"> <li>○ Greenspace</li> <li>○ RCOP Conference in Lanark</li> <li>○ SLC Sheltered Housing Annual Conference.</li> <li>○ SL Disability Partnership</li> </ul> </li> <li>• Attended conferences run by SLC to improve networking – <ul style="list-style-type: none"> <li>○ Forward at Fifty</li> <li>○ Financial Harm Seminar</li> <li>○ SL Access Panel's Safe, Healthy and Independent Living event.</li> </ul> </li> <li>• Recruitment of organisations and attendance at for Adult Health and Social Care Integration Consultation Events.</li> <li>• Increased contact with groups outwith South Lanarkshire at Human Rights Working Party on Integration of Health and Social Care.</li> <li>• Involved with government re conference on future of elderly care and development of elderly care.</li> </ul>
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					<ul style="list-style-type: none"> <li>Involved with Healthcare Improvement Scotland in review of Standards for Older People in Hospital</li> <li>Promotion of the activities/services for older people provided by the voluntary sector at the My Home Life Event, which was designed to establish local involvement in the independent Care Home Sector.</li> </ul>
		104.	Ongoing mapping and development of local communities (including Locator database maintenance)	<ul style="list-style-type: none"> <li>Quarterly Review with Partners</li> </ul>	<ul style="list-style-type: none"> <li>The redesigned Locator now gives information on disabled access, parking for disabled use and accessible toilets. Also now searchable by day, as well as location and activity.</li> <li>By visiting groups and organisations and doing on-line checks, ensured Locator details are correct and worked to complete other information including disabled access and facilities</li> </ul>
		105.	# Locator Hits	<ul style="list-style-type: none"> <li>Analytical review of database and its usage</li> </ul>	<p>Total hits since launch 500,000. 240,000 hits this year.</p> <p>Impact Assessment of Locator in Clydesdale Report completed and submitted.</p>

		106.		<ul style="list-style-type: none"> <li>Expand knowledge of and encourage usage of Locator by partners and communities.</li> </ul>		<ul style="list-style-type: none"> <li>When at meetings/conferences and visiting groups, raised awareness of Locator and that inclusion of activities/services on Locator gives groups an online presence.</li> <li>Supported enquiries from Health/Social Work professionals.</li> <li>Distributed Locator leaflets to libraries, other venues and groups in person and by email.</li> </ul>
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<b>GIRFEC / EARLY YEARS</b>						
<p>Act as the link between statutory partners and third sector so they are fully informed of GIRFEC/Early Years agenda</p> <p>Communicate relevant information via weekly ebulletin and networks</p>	4.1; 4.3; 4.7; 4.8; 4.9	107.	Develop understanding to third sector of GIRFEC and Early Years agenda	<ul style="list-style-type: none"> <li>Increased engagement with third sector and partners</li> </ul>		Data collection / audit tool issued for testing, this is designed to collect provider data on how they engage with GIRFEC wellbeing indicators. During the 3 <sup>rd</sup> Quarter of 2014 VASLan supported a parental consultation covering a range of subjects including awareness and understanding of GIRFEC. The data from this consultation is targeted towards the Pan Lanarkshire Parenting Support Strategy, the data from this consultation will be used to inform future support events / sessions with third sector partners.
		108.	# articles/communications to third sector	<ul style="list-style-type: none"> <li>Articles submitted in weekly ebulletin and other publications</li> </ul>		One entry onto the newsletter, communication platforms being discussed within the Children, Youth and Families thematic network to expand the membership to include virtual members.

		109.	Ongoing mapping of children and young people's services across South Lanarkshire (including database maintenance)	<ul style="list-style-type: none"> <li>Analytical review of database and its usage</li> </ul>		<p>Mapping process entering 3<sup>rd</sup> phase with all previous MILO entries corrected, services naming conventions being reviewed to ensure all appropriate children and young people services are identified using consistent terminology.</p> <p>Naming conventions reviewed and aligned to existing MILO entries, corrections made to ensure appropriate entries are identified as "children's services". Work starting on alignment of MILO entries to "Locator" tools to support awareness of available services.</p>
Develop capacity building to support the third sector in GIRFEC/Early Years agenda	4.1; 4.2; 4.3; 4.5; 4.7	110.	#organisations/groups involved	<ul style="list-style-type: none"> <li>Ongoing development work</li> </ul>		<p>Draft roadshow materials prepared, Roadshow materials being modified to reflect the finds of the parental consultation.</p> <p>Supporting a cluster of pre 5 groups in Carstairs, Carstairs Junction, Carnwath area with focus on identifying and breaking down barriers to engagement.</p> <p>Pilot mapping of Pre 5's families exercise conducted in 2 villages (Carstairs Junction &amp; Douglas).</p> <p>Supporting parents to engage in consultation process (for HEART group and Parenting Strategy Supporting the "Attachment Strategy Steering Group" to conduct awareness audit on Attachment based practice.</p>
Provide the sector with update on key areas within children's services,			# of issue specific briefings issued to the sector	Disseminate appropriate updates on		3 Summaries of significant child protection case reviews disseminated in the first quarter of 2015.

with particular attention of child protection and lessons learned from significant case reviews.				children services and findings from significant case reviews		<p>Agreed briefings to be issues as released.</p> <p>Child protection guidance for the voluntary sector written, published and being issued.</p>
<b>EMPLOYABILITY</b>						
Continue to work in partnership with local authority and other third sector organisations to provide a range of employability support to clients furthest from the jobs market - using volunteering as a stepping stone to employment	1.5; 1.7; 4.1; 4.3; 4.6; 4.7; 4.8; 4.9	111.	# clients receiving mentoring support through Enhanced Volunteering Initiative	40 clients supported		42 clients supported
		112.	# clients (young offenders aged 16-25) receiving mentoring support through Chance to Change PSP (Reducing Reoffending Change Fund)	40 clients supported		41 clients supported
		113.	Funding secured to continue EVI / C2C beyond March 2015	Funding secured		<p>Extension funding for C2C secured through Reducing Reoffending Change Fund</p> <p>Awaiting notice of ESF European programme funding for EVI</p>

**OUTCOME 4: THIRD SECTOR ORGANISATIONS FEEL BETTER CONNECTED AND ARE ABLE TO INFLUENCE AND CONTRIBUTE TO PUBLIC POLICY**

Service/Activity	Outcome and Common Service	No.	Performance Indicators	Target/Timescale	Traffic Light	Notes
<b>THEMATIC NETWORKS</b>						
Continue to promote, support and develop thematic networks as vehicle to highlight issues within the sector and submit solution papers at CPP level.	4.1, 4.2, 4.3, 4.4, 4.5, 4.8	114.	# papers submitted to CPP	4 papers submitted to CPP per year		Ongoing difficulties over understanding by local authority on the input by the third sector.  Following the difficulties we have had with Thematic Networks we are currently working on replacing them with locality based Third Sector Forum's during 2015. We have 4 localities in South Lanarkshire. A paper was recently presented to the CPP to reflect the move to Locality based Third Sector Forum's.
		115.	# organisations participating within thematic networks (Baseline 2013/14: Older/Health: 79 Rural: 52 Youth: 40 Social Ent: 44	10% increase in active members		Older People Health and Care 79 Rural 52 Children youth and families 61 Social enterprise 44

		116.	# thematic network meetings	4 meetings per year of each theme		<p>Older People Health and Care Meetings 9/6/2014 network 4/9/14 network 3/6/2014 sub group 5/8/2014 sub group</p> <p>Sensl Meetings 4/4/2014 network 25/4/14 network 11/12/2014 network</p> <p>Children Youth and Families Meetings 8/5/2014 network 4/9/2014 network 8/7/2014 sub group 6/12/2014 network Rural 27/5/2014 network</p>
Develop the South Lanarkshire Compact	4.1, 4.2, 4.3, 4.5	117.	# Compact Summits	2 summit meetings per year		<p>Struggling to get people involved on both voluntary and public sector after no change following original signing of Compact. Moving towards Locality based Third Sector Forum's in 2015 which will promote the Compact.</p>
Continue to harness the relationship between public sector procurement and the sector through the thematic networks, compact development and community planning.	4.1; 4.5; 4.7; 4.8; 4.9	118.	# Events	3 guest speakers per year through SE network		Local authority public sector procurement spoke at the network in April.
		119.	# Consultations	2 consultations per year and quarterly reviews		Networks are experiencing some difficulties internally and we are currently reviewing how the networks can be revitalised. Following discussion with sector and partners we will move towards Locality based Third Sector Forum's from April 2015.



Continue to develop media, marketing and communications strands to enable us to update and inform the sector.	4.1, 4.2, 4.4, 4.5, 4.6	120.	# people accessing information	50% rise in social media audience by March 2014		249 'likes' on Facebook (15% increase) 593 followers on Twitter (15% increase)
		121.	# articles produced	30 articles printed in local and national press per year		16 newspaper articles published

<p>Continue to develop key partnerships, Public Social Partnerships, forums and networks within the third/voluntary/private sectors that bring real benefit to the sector and local community.</p>	<p>4.7, 4.8, 4.9</p>	<p>122.</p>	<p># key partnerships</p>	<p>8 key partnerships per year</p>		<ol style="list-style-type: none"> <li>1. <b>UWS</b> – partnership work continuing including, recruitment advisor based in UWS, Third sector inclusion in module, Volunteer friendly seminar and volunteering events</li> <li>2. <b>South Lanarkshire College</b> – partnership work continuing including recruitment advisor based in college and inclusion of VASlan at employability/volunteering events</li> <li>3. <b>NHS</b> representation at the NHS Volunteering Action Group</li> <li>4. <b>Library Service</b> use of libraries for volunteering appointments carried out by a Volunteer throughout South Lanarkshire. Currently Lanark, Hamilton, East Kilbride and Cambuslang are all used for volunteer appointments.</li> <li>5. VASLan have a key role in the <b>faith network</b> which has been established between various faith groups, VASLan and the council. This network has been established to work particularly with the poverty agenda. Funding has been found to enable the employment of a part time development worker.</li> <li>6. <b>Lanarkshire data sharing partnership</b> – part of the board representing the third sector of South Lanarkshire along with public service partners.</li> </ol>
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		123.	# public social partnerships	1 PSP		Chance to Change PSP continuing
		124.	# thematic showcase events	2 showcase events per year		Employability Showcase for Chance to Change project – 27/10/14 OSCR Consultation Event – 15/10/14
Use evidence gathered from surveys and training evaluations to identify issues and provide evidence to feed into papers to CPP on specific topics	4.5, 4.7	125.	# of organisations that wish to contribute and provide evidence	2 x Sector Surveys per year		Volunteer Survey distributed quarterly (69 returned) Annual survey sent out February 2015 (76 returned) Book Keeping survey sent out March 2015 (33 returned)

## OUTCOME 5: THE THIRD SECTOR INTERFACE IS WELL MANAGED AND EFFECTIVE

	<b>We will:</b>	<b>Approach</b>	<b>Status/Plan</b>
5.1	Understand the landscape of community, third sector and volunteering activities in our local area by collecting intelligence and maintaining a database of local third sector organisations, volunteers and volunteering opportunities, including the MILO Core Minimum Fields.	<ul style="list-style-type: none"> <li>• Bi-annual surveys to sector/partners with appropriate analysis, and continue to report and act in accordance with findings.</li> <li>• Ongoing volunteering surveys on rolling programme with appropriate analysis and feedback.</li> <li>• Inform development workers of policy change to cascade to sector, as well as providing information through website/E-bulletin to sector and partners.</li> <li>• Update and continue to develop MILO and 'Locator' database (interactive mapping of sector by service) available to partners and sector.</li> </ul>	<p>Surveys reduced to once per year to be sent out January 2015</p> <p>Volunteering surveys rolled out quarterly.</p> <p>Information is cascaded to the sector through our weekly E-bulletin.</p> <p>Milo and Locator continually being updated. We are introducing a children and families version of Locator</p>
5.2	Use the intelligence to develop and deliver services in response to community need.	<ul style="list-style-type: none"> <li>• Continual health checks of voluntary organisations in sector</li> <li>• Facilitate identification of gaps/target services/resources</li> <li>• Conduct analysis and act accordingly for service delivery.</li> </ul>	Health checks continue to be carried out to the sector.
5.3	Engage relevant stakeholders in the design, delivery and review of policies and services.	<ul style="list-style-type: none"> <li>• 'Strategic Group' (made up of voluntary sector across South Lanarkshire and public partners) will meet quarterly and assist in directing and shaping services.</li> <li>• Seek contribution of Compact Partners to influence and shape services</li> </ul>	<p>Strategic group have continued to meet, although attendance has been sporadic.</p> <p>Difficult to engage as there is no visible evidence that local authority are seeking to engage.</p>

		complementary to the delivery of public services.	
	<b>Communication and Promotion</b>		
5.4	Develop communications strategy and plans to improve our reach to stakeholders, to raise our profile, to promote our services and values. The communications plans will take consideration of the range of needs of different audience groups.	<ul style="list-style-type: none"> <li>Develop a communications and marketing plan for 2014/15 which includes: Social Media; Website; Ebulletin; Surveys; Leaflets; Campaigns; Brand recognition; Events Calendar and Planning etc.</li> </ul>	Plan developed encompassing all items mentioned. Special topic based ebulletins trailed during summer month were well received.
5.5	Promote the impact the sector has on the communities we live in.	<ul style="list-style-type: none"> <li>Promote the sector through the Ebulletin</li> <li>Annual Report available to sector and partners.</li> <li>Introduce a Monthly bulletin for local elected members</li> </ul>	<p>Continue to promote the sector through the bulletin.</p> <p>Annual report published and distributed at AGM</p> <p>Decision made to change the bulletin to every 2 months.</p>
	<b>Partnership Working</b>		
5.6	Communicate the interests of communities to wider stakeholders	<ul style="list-style-type: none"> <li>Networking events</li> <li>Papers being developed from Thematic Networks will inform/influence and possibly determine public services.</li> <li>Collecting and disseminating good practice examples and successful innovations amongst all partners on a quarterly basis through a variety of articles. Distribution of Annual Report to wider stakeholders.</li> </ul>	<p>Staff continue to attend networking events.</p> <p>Difficulties with some of the networks and this is currently being reviewed.</p> <p>Consultation underway with third sector on relevance of Thematic Networks and the changes proposed by moving to locality based Third Sector Forums across the 4 areas of South Lanarkshire. This is seen as the way forward and will complement what is being set up under Health and Social Care. Findings will come out end April 2015.</p>
5.7	Develop partnership approaches and identify opportunities for partnership working locally, regionally and	<ul style="list-style-type: none"> <li>Thematic Networks (input at highest levels)</li> <li>Fully involved in Reshaping Care for Older People agenda</li> </ul>	Difficulties with some of the networks and getting commitment from highest level of local authority.

	nationally to achieve better outcomes.	<ul style="list-style-type: none"> <li>Fully involved in Community Planning Partnership structure</li> <li>Fully involved with Early Years Collaborative Partnership</li> <li>Also involved in several strategic partnerships underpinning these structures.</li> <li>Continue to look at funding opportunities for the development of the organisation.</li> </ul>	<p>Involved in RCOP but with little investment to the sector. Our staff have had to be innovative in their approach. Our CEO attends all CPP meetings. Paper was presented at March CPP on the direction of change from thematic networks to Locality based Third Sector Forums.</p> <p>Fully involved in Early Years and took an active part in the recent audit. Joint partner with local authority for training delivery.</p> <p>Fully involved in several strategic partnerships.</p> <p>Small amounts of funding have been secured.</p>
5.8	Engage local community representatives, Councillors, MSPs, MPs and others.	<ul style="list-style-type: none"> <li>Active/open involvement at all levels of VASLan with a range of community representatives; councillors; MSP's/MPs and others. This is evidenced through feedback on our weekly E-bulletin and Social Media networking.</li> <li>Introduction of electronic monthly briefing to elected members in 2014/15</li> </ul>	<p>Increase in number of MP's MSP's and councillors attending Saltire Awards</p> <p>Electronic briefing is now submitted every 2 months.</p>
5.9	Work positively with Voluntary Action Scotland and our peers in the network.	<ul style="list-style-type: none"> <li>Actively participate in TSI Networks; and also in several partnerships with VANL, and work with other TSI's.</li> </ul>	<p>Attendance at youth forum; Lead officers meetings and West of Scotland TSI's meeting. Regularly work with VANL in several projects. Presented at Vas Conference on MILO. Support other TSI's with MILO etc.</p>
	<b>Equalities</b>		
5.10	Develop flexible responses to meet different needs; e.g. opening times, drop-in facility, outreach locations, telephone helplines and online facilities	<ul style="list-style-type: none"> <li>Services are delivered 9 am – 9 pm on weekdays. Also extended opening on Saturdays to facilitate external requests.</li> <li>On-line facilities/telephone support reviewed and updated as required.</li> </ul>	<p>Continue to be flexible with opening times and external requests.</p> <p>Support both online and by telephone.</p> <p>Outreach support continues across South Lanarkshire.</p>

		<ul style="list-style-type: none"> <li>• 20+ Outreach locations are supported in both rural and urban areas of South Lanarkshire.</li> </ul>	
5.11	Make our services, publicity materials and premises as accessible as possible.	<ul style="list-style-type: none"> <li>• Premises as above. Also have wheelchair access.</li> <li>• Staff regularly work evenings/weekends to support sector's needs</li> <li>• Website – available in different font sizes</li> <li>• Calendar of Events promoted through website</li> <li>• Develop database of Press Contacts</li> <li>• Publicity materials available in different font sizes</li> </ul>	<p>Wheelchair access only available in ground floor.</p> <p>Staff continue to support the needs of the sector by working weekends and evenings.</p> <p>Events are all promoted via website.</p>
5.12	Be proactive in engaging all of our stakeholders.	<ul style="list-style-type: none"> <li>• Regular surveys to stakeholders</li> <li>• Open door policy</li> <li>• Weekly E-bulletin</li> <li>• Website</li> <li>• Locator Tool – interactive mapping tool of the voluntary sector in South Lanarkshire used by stakeholders and sector</li> <li>• Events – AGM; Funding Events; Surgeries; Conferences; Awards; Training</li> </ul>	Continue to engage with our stakeholders using all the means as described.
5.13	Focus limited resources toward those who need them most	<ul style="list-style-type: none"> <li>• Fully involved in welfare reform agenda.</li> <li>• Active partner in 'Tackling Poverty' agenda.</li> <li>• Working closely with young people furthest from employment market through our employability programs</li> <li>• Reducing Reoffending as active partner in Public Social Partnership</li> <li>• Train and support volunteer mentors</li> </ul>	Continue to support our communities where the support is needed the most; tackling poverty; welfare reform; employability; reducing reoffending.
	<b>Internal Management</b>		
5.14	Implement monitoring and evaluation procedures for continuous improvement.	<ul style="list-style-type: none"> <li>• Surveys to sector and partners</li> <li>• Analytical evidence via website/database/social media and</li> </ul>	Survey being reviewed.

		<p>surveys and will revisit monitoring tools to include new questions</p> <ul style="list-style-type: none"> <li>• Introduce Monitoring/Evaluation training to sector to help improve responses from third sector to SOA</li> <li>• Introduce new Appraisal system for VASLan staff</li> </ul>	<p>Monitoring/Evaluation training being introduced.</p> <p>Appraisal system rolled out and completed by all staff.</p>
<b>5.15</b>	Treat our people well, ensuring a good working environment, good conditions of employment and recognition for people's contribution.	<ul style="list-style-type: none"> <li>• Planning days</li> <li>• Team building &amp; social activities with staff</li> <li>• Supervision and Annual Reviews</li> <li>• Staffing Sub – regular meetings with Team Leaders and staff</li> </ul>	<p>Staff and Board development day 20/6/14. Regular social activities and internal staff newsletter set up. Regular support and supervision with staff.</p> <p>Mgmt Team regularly meet with staffing sub, and present updates to Board at every meeting.</p>