

Voluntary Action South Lanarkshire

Workplan 2015/16

End of Year Progress Update

From: 1st April 2015

To: 31st March 2016

Key Definitions:

Red – Not yet started/Falls well short of target	0
Amber – Work in progress/May fall short of target	5 (5%)
Green – On target	95 (95%)
Blank – Not yet measured	0
TOTAL	100

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

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Baseline (2014-2015)	Progress	Traffic Light	Notes
All volunteer opportunities available online to view and apply for on (www.volunteerscotland.org.uk); www.vaslan.org.uk and a selection each week will be promoted in the E-bulletin as well as one paper copy directory for each area (Cambuslang; East Kilbride; Hamilton & Clydesdale) for use in talks & events	1.1, 1.2, 1.4, 1.6, 1.7, 1.8	1	# Volunteering enquiries (online, email, phone, face to face)	10% increase on base line	1733	1161		
	A, B, C	2	Increased operational capacity producing positive feedback.	80% completion of positive feedback returns	99%	86%		
Increase number of volunteers registered (either through Website, Appointments or Events)	1.1, 1.2, 1.4, 1.5, 1.7, 1.8 A, B, C	3	# Number of Registration Forms received	Average 60 - 70 new volunteers per month (appropriate to seasonal variation)	75 per month	778 registrations (Ave 65 per month)		
		4	# Volunteering campaigns	2 x volunteering campaigns across South Lanarkshire	2	2		Volunteers' Week 2015 New Year Jan 2016
Continue to Recruit, train and support volunteers to provide volunteer appointments, promote volunteering and increase number of volunteer roles within VASLan.	1.5, 1.6, 1.7, 1.8 A, B, C	5	# Volunteers trained	Maintain base line	8	6		Due to volunteers moving into employment a review of the advisor role has been undertaken this year.
Volunteer surveys to gain feedback on our service	1.3	6	# surveys returned	10% increase on base line	107	131		

and provide help/support where required. Tracking to include use of Survey Monkey, Telephone and Paper based returns.	A, B, C							
Promotion and development of Volunteering towards employment	1.4, 1.7, 1.8 A, B	7	# Events	12 events per year	15	28		See appendix 1
Promote employer supported volunteering	1.15 A, B, C	8	# Challenges identified and supported	4 x Challenges	4	5		
Promotion and development of volunteering towards health organisations/services	1.7, 1.8 A, B, C	9	# Events	4 per year	8	4		
Youth Volunteering – promote volunteering and benefits to personal development.	1.2, 1.5, 1.6, 1.7, 1.8 A, B	10	# Targeted events	6 events	9	8		See appendix 1
		11	# young people taking up opportunities	10% increase on young people taking up opportunities	459	507		
Offer information sessions to potential young volunteers about Saltire awards through schools and local youth service providers	1.2, 1.8 A, B	12	# of sessions per year	10% increase on base line	13	10		See appendix 1
		13	# of young people registered for Saltire	10% increase on base line	231	379		
		14	# High Schools supported	Continue to work With 23 High Schools in South Lanarkshire	23	23		23 High schools supported, head teachers meetings, emails information sessions

		15	# Youth Service providers supported	Continue to support 35 local youth service providers and target any new providers in South Lanarkshire.	35	35		35 Youth service providers supported, meetings, emails and information sessions
Continue to grow and develop the Saltire Awards to ensure that our young people's achievements are celebrated in the best possible way.	1.2 A, B	16	# Challenge Awards Issued	Challenge: 10	10	0		Will be better promoted next year
		17	#Approach Awards issued	Approach (10 & 25 hrs): 150	97	81		
		18	# Ascent Awards issued	Ascent 50/100/200/500: 300	325	199		
		19	# Summit Awards issued	Summit: 6	3	0		Will be better promoted next year
		20	VASLan Saltire Awards Ceremony	Nos Attended Nos Awarded (Ascent/Summit)	82 22	N/A 71		Award ceremony planned and taking place during Volunteer's Week 2016
		21	Supporting external Saltire Awards in Schools/Orgs	Support offered to all events	1	1		Calderside Academy
Raise the profile of volunteering in South Lanarkshire	1.2 A, B, C	22	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 2015)	1	1		Award ceremony planned and taking place during Volunteer's Week 2016 136 Nominations received across five categories

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	Baseline (2014-2015)	Progress	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 A, B, C	23	# Organisations targeted to fill gaps identified	5 organisations per month	New target	63		
Provide support to organisations to: <ul style="list-style-type: none"> Develop new volunteer opportunities Encourage networking and collaborative working Meet their volunteering needs 	1.9, 1.10, 1.11, 1.15 A, B, C	24	# Opportunities registered	20-25 refreshed opportunities per month	252	506 (average 42 per month)		
		25	# new opportunities registered	6 new opportunities per month	90	63		
		26	# Networking events	2 networking events per year	2	11		30/5/15 Strathaven 2/6/15 Hamilton 3/6/15 Cambuslang 3/6/15 East Kilbride 3/6/15 Clydesdale 3/6/15 Uddingston 4/6/15 Clydesdale 4/6/15 Blantyre 4/6/15 Rutherglen 6/6/15 Lanark 6/6/15 Larkhall
Use MILO matching functionality to help identify suitable volunteering opportunities and help organisations find volunteers	1.13, 1.14 1.9, 1.15 A, B, C	27	# Volunteers placed	25% of registered volunteers are placed	New target	36% of survey respondents had started volunteering		

Provide customised volunteer training to organisations	1.9, 1.10, 1.11, 1.12	28	# organisations trained	4 organisations per year	9	11		
	A, B, C	29	# training courses delivered	See overall training under Outcome 3	N/A	21		See outcome 3
Promote and support voluntary organisations to gain 'Volunteer Friendly' awards in South Lanarkshire	1.9, 1.12, A, B, C	30	# engaging in the process	Engage 16 orgs per year (Action plans developed)	16	10		
		31	# awarded	Target: 12 organisations per year awarded	6	2		Kate's Kitchen 25/6/15 Larkhall Community Growers (Oct 15)
Volunteering needs analysis to be carried out annually	1.10 A, B, C	32	# Volunteering Needs Analysis form	Rolled out at mid-point in year September	N/A	Complete		Included within volunteer and organisation surveys

OUTCOME 2: SOCIAL ENTERPRISE DEVELOPS AND GROWS

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Baseline (2014-2015)	Progress	Traffic Lights	Notes
Continue to support and develop Social Enterprise and encourage other organisations to be more enterprising.	2.1, 2.2, 2.3, 2.5 2.7, 2.8 2.9 A, B, C, E	33	# Social Enterprise Organisations	10% Increase in organisations recognising themselves as Social Enterprises	50	67		67 organisations supported with 443 interactions
		34	# new enterprises	10 new social enterprises per year	11	11		
		35	# supported to identify legal structure	Numbers recorded from interactions	New Target	16		
Support organisations to promote their social enterprise activities and by engaging with the Town Centre Action Plan provide opportunities to trade to public, with each other and public sector.	2.1, 2.2, 2.3, 2.5 2.7, 2.8 2.9 A, B, C, E	36	# events	1 SE market place event	2	2		Christmas Pop Up Shops 26 & 27 th Nov '15
		37	# inter-trading opportunities	1 inter-trading event	2	1		Organisation marketplace at AGM Nov 15
Gather more detailed information on Social Enterprises to enable sector analysis reporting	2.3 A, B, C, E	38	# Social Enterprises with staff numbers and turnover recorded in MILO	30 SE organisations details recorded	New Target	30		Information collected in ERDF tracker sheet
Promote use of online Social enterprise toolkit and support materials and introduce links to other websites	2.4 A, B, C, E	39	# organisations accessing toolkit	Record hits per quarter	New Target	18,387 hits		
Provide Social Enterprise information sessions	2.5 A, B, C, E	40	# sessions	2 sessions per year	2	2		4/11/15 – Insurance Event

								18/11/15 – Asset Transfer Event
		41	# participants	8 participants per session	8	21		4 Attendees at Take Cover 17 Attendees at Community Asset Transfer Event
SE training developed in response to the gaps identified by the sector	2.2 A, B, C, E	42	# SE training	See training in Outcome 3	N/A	4		See outcome 3
Ongoing development reviews, options, appraisals/business health checks	2.2, 2.3, 2.4, 2.5, 2.6, 2.7 A, B, C, E	43	# action plans prepared	20 action plans completed with 10% working towards project / business plan	New Target	14 action plans in place, 3 groups currently working towards business plans		
Work with other local and national support services to provide the best service and support for each SE	2.1, 2.3, 2.4, 2.5, 2.7, 2.8, 2.9 A, B, C, E	44	Participate in Lanarkshire Social Economy Protocol (LSEP)	Representation at all meetings and events	N/A	5		Two LSEP meetings held so far, Jen has attended both
		45	Engaging with national training providers and support services	# Signposted for support	New target	7		Social Firms Scotland Just Enterprise Scottish Business in the Community Supplier Development Programme SENScot Procurement Officer Community Ownership Support Service Scottish Enterprise

								(Canvas Business Model Training) Social Enterprise Academy
Gather information on SE sector and record customer satisfaction	2.5, 2.9 A, B, C, E	46	# social enterprises rating VASLan support excellent / good	10% increase on baseline from 2014/15 survey	10	18		Annual Survey
		47	# organisations who feel more confident to develop their enterprise	10% increase on baseline	10	20		Annual Survey
		48	# organisations identified as "Social Enterprise" and "Working towards being more enterprising"	10% increase on baseline	24	35		Annual Survey
Facilitate dialogue between public partners and third sector organisations on commissioning/ procurement agenda within SE	2.8, 2.9 A, B, C, D, E	49	Attend South Lanarkshire Social Economy Partnership Meetings (Sustainable Economic Growth Board)	# meetings attended	3	4		

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

Service/Activity	Outcome and Common Service	No	Performance Indicators	Target/Timescale	Baseline (2014-2015)	Progress	Traffic Lights	Notes
Continue to support development of new organisations; review/health checks for existing organisations and support identified needs and specific queries.	3.1, 3.2; 3.3; 3.4, 3.5, 3.6, 3.7, 3.8, 3.10 A, B, D	50	# Organisations supported	10% increase on last year's baseline	344	297		1,100 interactions
		51	# health check reviews	10% increase on last year's baseline	92	63		Review of health checks process taken place
		52	# Organisations supported with start-up, charity law, funding, finance, governance and general support interactions	10% increase on last year's baseline	New target	Start-up – 58 Charity Law – 111 Funding – 282 Finance – 23 Governance – 47 General Support - 69		
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 A, B, D	53	# people accessing toolkit	Review and update toolkit and evidence numbers accessing	New target	18,387 hits on toolkit		
Deliver training in line with the needs of the sector.	3.1, 3.2, 3.4, 3.5,	54	# training courses	Maintain last year's baseline	28	21		Emergency First Aid at Work

	3.6, 3.7, 3.10 A, B, C, D							Finance for Practitioners Finance for Practitioners Child Protection Awareness Emergency First Aid at Work Involving and Supporting Volunteers Commercial Leasing Info Event Child Protection Awareness Writing Successful Funding Applications Procurement an Introduction What are your Outcomes Collecting Information to Report on Outcomes? Community Asset Transfer Using Creative Approaches to report on Outcomes Telling My Story, Analysing and Reporting on my Project
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								Pre-start Leadership Mental Health First Aid Basic Book Keeping Managing Volunteers Writing Successful Funding Applications
		55	# Organisations supported with training interactions	10% increase on last year's baseline	160	187		
Localised sector support surgeries across South Lanarkshire	3.1; 3.2, 3.3, 3.4; 3.5; 3.6; 3.7; 3.10 A, B, C, D	56	# surgeries	16 surgeries linked to Third Sector Forum meetings	23	12		Surgeries linked to Third Sector Forum meeting – not started until Jan 16. Additional surgeries held in Oct / Nov 15
		57	# organisations offered face to face support	Maintain baseline	212	200		
Provide relevant topic based Information Sessions	3.1; 3.2, 3.3, 3.4; 3.5; 3.6; 3.7; 3.10 A, B, D	58	# Sessions provided on Legal Structures Charity Law Digital Inclusion	3 sessions (1 on each topic)	New Target	4		'Digital Inclusion - February, Rutherglen and Lanark Charity Law and Legal Structures - March Hamilton
Develop and increase membership of VASLan	3.1; 3.2; 3.3; 3.4; 3.5; 3.7; 3.7; 3.8; 3.10	59	# organisations who become members	Review membership criteria to increase membership	96	121		

	A, B, C, D							
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 A, B, C, D, E	60	# events	2 events per year	3	2		Oct 15 March 16
		61	# participants	20 organisations in attendance at each event	70 (average)	97		68 attend Funding Roadshow 29 attended Big lottery event
		62	Amount of funding supported	10% increase in funding coming into South Lanarkshire	£1,435,041	£1,552,660		
Develop research and consultation opportunities within the sector. Monitor and evaluate our impact on third sector development.	3.9, 3.11 A, B, C, D	63	# Research / surveys / consultations	1 piece of research per year	1	1		Book Keeping Service
		64	# organisations rating training / support as excellent / good	10% increase on baseline	13	40		
		65	# organisations who say they are better managed or deliver better services as a result of using TSI services	10% increase on baseline	10	31		
Increase visible presence of VASLan in the local community.	3.1; 3.2; 3.3; 3.6; 3,9. A, B, D	66	Communications & Marketing Plan established.	Plan produced and implemented	N/A	Complete		
		67	# survey and social media evidence	Analytical evidence of social media on monthly basis.	N/A	Facebook: 453 Likes Twitter: 892 followers		
		68	# articles submitted to press and published	Newsletter – Ebulletins and Regular press coverage	16	23		Film Festival, Volunteers' Week 2015, Strolling Steady (Euan Duguid), Employability Edinburgh trip,

								VASLan on the Road, Funding Roadshow, Social Enterprise Pop-Up Shop, Board members, Volunteering Award nominations, Swap n Save, Big Lottery Funding advice
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 A, B, D	69	Increased footfall on both website and social media # accessing information # newsletter subscription	Increase in hits on website and newsletter subscribers	440,000 hits 528 subscribers	674,000 web hits 597 newsletter subscribers		
Reshaping Care for Older People								
Capacity building for organisations which support older people in South Lanarkshire (incl. Governance; Planning & development; Funding; Expand current services; Recognise future opportunities/threats and develop suitable responses)	3.2; 3.3; 3.4; 3.5; 3.6; 3.7 A, B, C, D	70	# organisations assisted	Support individual groups – 20 per quarter.	90	240		
		71	# organisations who are looking to expand or develop services	20 per year	35	11		Funding for RCOP ceased Oct 2015. Groups will be supported directly by Core Team & 1 Dev Officer under H&SC Integration.
Assist third sector organisations to participate in networking	4.3, 4.8, 4.9 A, B, C, D	72	# organisations participating in third sector forum	15 organisations participating	New target	79		
Investigate opportunities for partnership working in new and existing services	4.3, 4.8, 4.9	73	# gaps in service identified by South Lanarkshire partnership	Ongoing development work	N/A	Ongoing		Locality Partnerships are still work in

	A, B, C, D							progress and have not formally been set up to identify gaps under H&SC. It is hoped these will be in place Feb 2016.
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 A, B, C, D	74	# organisations involved	10 organisations involved per year	10	3 (RCOP)		RCOP: 3 groups trained vols to deliver regular strength & balance sessions in their community. H&SC:
		75	# groups supporting older people who will get involved.	25 groups involved per year	25	30 (RCOP)		RCOP: 16 groups supported members to take part in walking challenge & 14 groups held strength and balance sessions. H&SC:
Act as the link between local integrated community support teams and local third sector in South Lanarkshire.	4.1; 4.3; 4.7; 4.8; 4.9 A, B, C, D	76	Develop ICST understanding of third sector	Increased engagement via formal communication lines on a quarterly basis	N/A	2 Digital Inclusion sessions held		
		77	Ongoing mapping and development of local communities (including Locator database maintenance)	Quarterly Review with Partners	N/A	Locator updated Oct 15		
		78	# Locator Hits	Increase hits	352,000	247,311		April to Dec

		79	Promotion of Locator to Partners and local communities through talks / events	10 events / talks	New Target	10		
GIRFEC / EARLY YEARS								
Act as the link between statutory partners and third sector so they are fully informed of GIRFEC/Early Years agenda	4.1; 4.3; 4.7; 4.8; 4.9 A, B, C, D	80	Develop understanding to third sector of GIRFEC and Early Years agenda	Increased engagement with third sector and partners	N/A	9 +1 Roadshows targeting 48 + 13 participants representing 13 childminders and 19 + 5 organisations		Evaluations from participants for evidence. Toddler groups of childminders being encouraged to host roadshows to raise awareness
Communicate relevant information via weekly ebulletin and networks	4.1; 4.3; 4.7; 4.8; 4.9 A, B, C, D	81	# articles/communications to third sector	Articles submitted in weekly ebulletin and other publications	1	2		GIRFEC Topic newsletter and a follow up invite/article to access bespoke GIRFEC support in Aug 15
		82	Ongoing mapping of children and young people's services across South Lanarkshire (including database maintenance)	Analytical review of database and its usage	N/A	569 organisation information requests sent ; 112 organisations responded		76 organisation details have been confirmed and updated; 24 organisations have ceased to operate. A further 74 organisations details have been updated on MILO
Develop capacity building to support the third sector in GIRFEC/Early Years agenda	4.1; 4.2; 4.3; 4.5; 4.7 A, B, C, D	83	#organisations/groups involved	Ongoing development work	N/A	22		11 received funding support; 2 supported to work collaboratively on early years

								agenda (healthy valleys & spell)
Provide the sector with updates on key areas of activity within children's services, with particular attention on child protection and lessons learned from significant case reviews.		84	# of issue specific briefings issued to the sector	Disseminate appropriate updates on children services and findings from significant case reviews	3	2		Barnardo's leaflet providing information regarding CSE for service providers. Dissemination of electronic version and hard copies of Child protection Guidance for Voluntary sector.
EMPLOYABILITY								
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	85	# clients receiving mentoring support through Enhanced Volunteering Initiative	40 clients supported	40	40		
	A, B, C	86	# clients (young offenders aged 16-25) receiving mentoring support through Chance to Change PSP (Reducing Reoffending Change Fund)	40 clients supported	40	42		
		87	Funding secured to continue EVI / C2C beyond March 2016	Funding secured	N/A	C2C Funded to March 2017 EVI Funding not renewed funding being sought		

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	Baseline (2014-2015)	Progress	Traffic Light	Notes
Reformat the Thematic Networks into locality based Third Sector Forums (TSF).	4.1, 4.2, 4.3, 4.4, 4.5, 4.8 A, B, C, D	88	Four locality based Third Sector Forums to be held quarterly.	Inaugural TSF's to have met by June 2015. <i>(3 TSF meetings in the 2015 work plan year, quarterly thereafter)</i>	New Target	<ul style="list-style-type: none"> • Chief Officers meeting held • Draft Terms of Reference discussed • Two "Values" sessions held 		Launch of TSF delayed to coincide with VASLan AGM. An additional Chief Officers event held during Aug 15 to establish terms of reference and values for the TSF. Two 'Values' events were held late August with a revised ToR and Values being issued to partners.
Promote, support and develop Third Sector Forums as the platform to highlight good practice, develop partnerships working, highlight issues and promote solutions from the sector, and submit papers at CPP level covering locality and area wide Third sector views.	4.1, 4.2, 4.3, 4.4, 4.5, 4.8 A, B, C, D	89	# Third Sector organisations engaging with locality based forums.	Increased range of locality based Third sector partners attending and contributing toward TSF meetings.	New Target	79 Third sector orgs attended the initial launch events.		Engagement levels to be established following launch of TSF.
		90	# papers submitted to CPP	4 papers submitted to CPP per year. <i>(3 papers in the 2015 work plan year,, quarterly thereafter)</i>	1	1		

		91	# TSF promotional events	1 event within this work plan year, 2 events per annum thereafter.	New target	1		Inaugural TSF event being planned for early Dec 15, full calendar of events being issued before year end.
Re-launch and promote the South Lanarkshire Compact as the vehicle to improve and harness the relationship between public sector procurement and the sector through the Third Sector Forums, the South Lanarkshire Compact and community planning.	4.1, 4.2, 4.3, 4.5 4.7; 4.8; 4.9 A, B, C, D	92	# TSF partner organisations aware of and agreeing to the key principles and aims of the South Lanarkshire Compact and to the commitments made therein to make the Compact a reality.	TSF partners have active involvement with locality forums.	New Target	Compact discussed through Chief Officers meeting and T.O.R. reflect Compact aims		South Lanarkshire Compact forms the basis of the draft Terms of Reference issued to partners.
Further develop media, marketing and communications as a work stream within the TSF that facilitates updates and information provided by the wider sector.	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	93	# Organisations contributing toward TSF communications and marketing.	TSF locality partners involved in the positive promotion of services provided and the links to South Lanarkshire priorities.	New Target	3		Values' sessions facilitated by Covey befriending. VASLan and Kilbryde Hospice represented the wider sector at a health strategy reference group, Sept 15
Use feedback from TSF work streams to inform locality development and propose solutions to community and sector issues.	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	94	# Active work streams reporting.	TSF partners feeding into active work streams and reporting into CCP papers	New Target	Discussed by Chief Officers following Forum meetings Jan 16		Work stream to be agreed, areas for consideration include; Mental health, Learning disabilities,

								Older people and Health Improvement.
Update and inform the Third Sector with regards to Government policy.	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	95	# consultations that VASLan have participated in	3 consultations per year	New Target	3		Scottish government procurement consultation April 2015 fairer Scotland consultation October 2015 Conversation on a Healthier Scotland
Comment on behalf of third sector following consultation and / or working group	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	96	# of briefings produced for the third sector	3 Briefings per year	New Target	4		Health (Tobacco, Nicotine etc. and Care) (Scotland) Bill October 2015 British Sign Language Bill October 2015 2 x Equality
Contribute on behalf of third sector to UK/Scottish/Local government or NHS consultations	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	97	# of working groups set up in order to respond to consultations	3 Working groups	New Target	1		procurement consultation working group 24/4/15
Continue to develop key partnerships with the third / public / private sectors that bring real benefits to the sector and local community	4.1, 4.2, 4.4, 4.5, 4.6 A, B, C, D	98	Support to Faith network and hosting of Development Officer Post	Officer recruited and delivering on agreed agenda	New Target	Officer in post		Officer resigned Dec 2015. Residual monies from Partners (NHS/SLC) were allocated from bids to Faith Groups. Full details on

								spend will be given by May 2016 following completion of monitoring forms.
		99	Continued support as partner to Making it Work Lone Parent Support Partnership and hosting of two Key Workers	Key workers maintained and delivering to KPI's	New Target	Two key workers supported		
		100	# Other key partnerships participated in	Report on partnerships attended	New Target	55 partnerships		See appendix 1

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

	We will:	Approach	Status/Plan
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"> • Annual surveys to sector/partners with appropriate analysis, and continue to report and act in accordance with findings. • Ongoing volunteering surveys on rolling programme with appropriate analysis and feedback. • Inform development workers of policy change to cascade to sector, as well as providing information through website/E-bulletin to sector and partners. • Update and continue to develop MILO and 'Locator' database (interactive mapping of sector by service) available to partners and sector. 	<ul style="list-style-type: none"> • Annual sector survey issued to sector • Volunteering surveys issued monthly and analysis provided to staff on a monthly basis. • Policy information gathered, analysed and shared with staff and wider sector regularly. These included: Community Empowerment; Tobacco, Nicotine and Care; British Sign Language; Fairer Scotland; Equalities Bill. • MILO and Locator updated regularly and annual data cleanse took place in December /January. We have also added Youth services to Locator during the year.
5.2	Use the intelligence to develop and deliver services in response to community need.	<ul style="list-style-type: none"> • Continual health checks of voluntary organisations in sector • Facilitate identification of gaps/target services/resources • Conduct analysis and act accordingly for service delivery. 	<ul style="list-style-type: none"> • Health checks programme continuous – health check form reviewed to be more useful in identifying gaps and training needs. • Review of training delivery undertaken to respond to analysis of health check and annual survey intelligence. New training has been introduced during the year.
5.3	Engage relevant stakeholders in the design, delivery and review of policies and services.	<ul style="list-style-type: none"> • 'Strategic Group' (made up of voluntary sector across South Lanarkshire and public partners) will meet quarterly and assist in directing and shaping services. • Seek contribution of Compact Partners to influence and shape services complementary to the delivery of public services. 	<ul style="list-style-type: none"> • Development of Third Sector Forum has been fully introduced in the year. Four Locality Forums now up and running. 105 people attended from 85 organisations. • Locality Health and Social Care Meetings have also been introduced which include a VASLan staff member and a third sector rep from the Third Sector Forum. A range of third sector organisations were also involved in Strategic Commissioning planning under H&SC.

			<ul style="list-style-type: none"> • Third Sector Chief Officers have been involved in the development of Terms of Reference for Third Sector Forum and the make-up of Strategic Group. • Contribution from partners to fully contribute to locality Third Sector Forums (NHS; South Lanarkshire Council; Police; Fire Brigade). Opportunities for Partners to attend and interact with topics.
	Communication and Promotion		
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"> • 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. 	<ul style="list-style-type: none"> • Marketing plan developed following a review of internal structures to ensure a more coordinated approach. • Changes to website, Ebulletin and update of leaflets • Planning towards new VASLan Volunteer Awards which will take place during Volunteers Week in June.
5.5	Promote the impact the sector has on the communities we live in.	<ul style="list-style-type: none"> • Promote the sector through the Ebulletin • Annual Report available to sector and partners. • Introduce a Monthly bulletin for local elected members 	<ul style="list-style-type: none"> • E bulletin continues to be well received with positive feedback and response to articles. • Annual report produced for AGM 6th November 2015 • VASLan Impact Report introduced highlighting the work and impact of the TSI.
	Partnership Working		
5.6	Communicate the interests of communities to wider stakeholders	<ul style="list-style-type: none"> • Networking events • Papers being developed from Third Sector Forums will inform/influence and possibly determine public services. • 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. 	<ul style="list-style-type: none"> • Chief Officers groups meetings and two values sessions took place to establish Terms of Reference for new Third Sector Forum. • Forum launched at AGM 6/11/15 with first locality forums commenced January 2016. • Annual report disseminated following AGM • VASLan fully involved in the Health and Social Care Integration; Early Years; Children and Adult Protection • Opportunities for Partners to be involved in VASLan's volunteering awards (Judging Panel; Presentation of Awards)

5.7	Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.	<ul style="list-style-type: none"> • Third Sector Forums (input at highest levels) • Fully involved in Health and Social Care Integration • Fully involved in Community Planning Partnership structure • Fully involved with Early Years Collaborative Partnership • Also involved in several strategic partnerships underpinning these structures. • Continue to look at funding opportunities for the development of the organisation. 	<ul style="list-style-type: none"> • Continue to be fully involved in 55 strategic structures and partnerships • Continually asked to contribute / attend new or additional structures to represent third sector interests. New structure in the last year have included Locality Health and Social Care and Locality Early Years. • Exploring opportunities to develop organisation.
5.8	Engage local community representatives, Councillors, MSPs, MPs and others.	<ul style="list-style-type: none"> • 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. • Continuation of electronic briefings to elected members 	<ul style="list-style-type: none"> • Continue to have active involvement with range of representatives particularly through events, training and celebrations. This year we introduced a 'Volunteer Rose' during Volunteers Week and took part in the majority of planting ceremonies, promoting volunteering across the region. • Electronic briefings sent to all elected members, and we have invited all new elected members to come and visit the organisation. Presentations have also been made to all 4 x Area Committees with elected members in attendance.
5.9	Work positively with Voluntary Action Scotland and our peers in the network.	<ul style="list-style-type: none"> • Actively participate in TSI Networks; and also in several partnerships with VANL, and work with other TSI's. 	<ul style="list-style-type: none"> • Attended TSI practice forums opportunities and VAS conference • Have delivered a number of joint training opportunities with VANL and other TSIs • Staff member chairs MILO User group and attends Strategic Group and has delivered training to TSI's
	Equalities		
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"> • Services are delivered 9 am – 9 pm on weekdays. Also extended opening on Saturdays to facilitate external requests. • On-line facilities/telephone support reviewed and updated as required. 	<ul style="list-style-type: none"> • Continue to respond to all requests for support, training, meeting room hire. (There has been a decline in out of hours bookings). • All locations within South Lanarkshire are supported with regular volunteer appointments, outreach drop in

		<ul style="list-style-type: none"> • 20+ Outreach locations are supported in both rural and urban areas of South Lanarkshire. 	<p>programme for organisations and Third Sector Forums are held in all four localities quarterly.</p>
5.11	Make our services, publicity materials and premises as accessible as possible.	<ul style="list-style-type: none"> • Premises as above. Also have wheelchair access. • Staff regularly work evenings/weekends to support sector's needs • Website – available in different font sizes • Calendar of Events promoted through website • Develop database of Press Contacts • Publicity materials available in different font sizes 	<ul style="list-style-type: none"> • Continue to respond to sector needs and review services and materials regularly
5.12	Be proactive in engaging all of our stakeholders.	<ul style="list-style-type: none"> • Regular surveys to stakeholders • Open door policy • Weekly E-bulletin • Website • Locator Tool – interactive mapping tool of the voluntary sector in South Lanarkshire used by stakeholders and sector • Events – AGM; Funding Events; Surgeries; Conferences; Awards; Training 	<ul style="list-style-type: none"> • Always looking to engage with stakeholders and actively seeking new ways of communicating • Locator has been updated to include Youth services in this year, and has been highlighted as an excellent resource in two Audits this year (Children's Services and Older People) carried out on South Lanarkshire Council.
5.13	Focus limited resources toward those who need them most	<ul style="list-style-type: none"> • Fully involved in welfare reform agenda. • Active partner in 'Tackling Poverty' agenda. • Working closely with young people furthest from employment market through our employability programs • Reducing Reoffending as active partner in Public Social Partnership • Train and support volunteer mentors 	<ul style="list-style-type: none"> • Continue to engage with relevant agendas to support those most in need • Promotion of 'Living Wage' campaign to third sector. • Supporting three employability projects focussing on young offenders, lone parents and people with multiple barriers to employment using volunteer mentors and key worker models • Locality Third Sector Forum's helps to ensure agenda is relevant and third sector put forward items they want for agenda.
	Internal Management		
5.14	Implement monitoring and evaluation procedures for continuous improvement.	<ul style="list-style-type: none"> • Surveys to sector and partners • Analytical evidence via website/database/social media and surveys and will revisit monitoring tools to include new questions 	<ul style="list-style-type: none"> • Surveys reviewed annually to ensure relevant with new questions added • Analytical evidence reviewed and changes implemented • Monitoring and Evaluation training took place Nov 15

		<ul style="list-style-type: none"> • Introduce Monitoring/Evaluation training to sector to help improve responses from third sector to SOA • Continue to use and improve Appraisal system for VASLan staff 	<ul style="list-style-type: none"> • Appraisal system under review and quality improvement project being introduced. • 2 x new Team Leaders introduced (plus integrated into Management Team)
5.15	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"> • Planning days • Team building & social activities with staff • Supervision and Annual Reviews • Staffing Sub – regular meetings with Team Leaders and staff 	<ul style="list-style-type: none"> • Staff development discussed regularly at staff meetings, management meetings. • Team building – Murder Mystery night for staff and board. • Staffing sub meeting with Team Leader involvement.

TSI Name:	Voluntary Action South Lanarkshire			
Total grant received from Scottish Government	£ 269,600			
		Salary Costs	Non-Salary Costs	Total
Outcome 1A:	More people have increased opportunity and enthusiasm to volunteer (Common Services 1.1 to 1.8)	£ 31,283.00	£ 12,000.00	£ 43,283.00
Outcome 1B:	Volunteer involving organisations are better able to recruit, manage and retain volunteers (Common Services 1.9 to 1.16)	£ 31,283.00	£ 6,000.00	£ 37,283.00
Outcome 2:	Social enterprise develops and grows (Common Services 2.1 to 2.9)	£ 30,310.00	£ 16,000.00	£ 46,310.00
Outcome 3:	Third Sector organisations are well managed and deliver quality services (Common Services 3.1 to 3.11)	£ 37,412.00	£ 18,000.00	£ 55,412.00
Outcome 4:	Third Sector organisations feel better connected and are able to influence and contribute to public policy (Common Services 4.1 to 4.9)	£ 42,066.00	£ 12,000.00	£ 54,066.00
Outcome 5:	The Third Sector Interface is well managed and effective (Common Services 5.1 to 5.14)	£ 31,874.00	£ 1,372.00	£ 33,246.00
	Total expenditure	£ 204,228.00	£ 65,372.00	£ 269,600.00

We have included a letter under the Outcomes and Common Services Column which shows how each service / activity relates to the following areas of strategic direction as identified by Scottish Government.

- A. Tackling inequality
- B. Supporting communities and developing social capital
- C. Contributing to public service reform and prevention
- D. Commitment to good governance and management and collaboration within the sector.
- E. Commitment to engaging with the Town Centre Action Plan.