

## ANNUAL REPORT





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### **CHAIRMAN'S VIEW**

I am delighted to offer the VASLan Annual Report for 2015-16. As usual, it has been an all-consuming year with much activity and I offer my personal thanks for the dedication of our CEO, staff and the Board of Trustees. I hope you enjoy reading this report.

Five years have passed since VASLan emerged in 2011 as the Third Sector Interface (TSI), supported both by the Scottish Government and South Lanarkshire Council. We take particular pride in being recognised by the Scottish Government as one of the best-performing TSIs in the country.

From a standing start, we have developed into a key component for community planning, developing the third sector's response with key organisations and local stakeholders, including important public bodies. It is not an easy task being in the place of interaction - for that is an interface

- as VASLan has to work at different levels with consummate flexibility for cohesion and collaboration to happen. We are faced with competing needs, in a period of diminishing resources and severe political uncertainties. This is when good communication and coordination is vital. To this end we have in the past year developed a Chief Officers Network and sustained the growing localitybased Third Sector Forums in the key geographical areas of South Lanarkshire. In addition. VASLan held four briefings for the sector and held consultations on Scottish Government procurement, Fairer Scotland and the National Conversation on a Healthier Scotland. In the coming year we hope to increase the representation of the Sector in key strategic areas meeting the real needs of our communities.

The encouragement of the voluntary sector in South Lanarkshire continues at a pace

with nearly 300 organisations offered specific support this year, 111 requiring assistance with charity law. The VASLan team more than meets the task with its skills, knowledge and determination to create the necessary interactions between voluntary organisations and the public sector. In this way, all partners can offer a clearer public benefit through increased engagement and stronger collaboration. None of this can happen without the opportunities for volunteers, and the means to value their contribution. VASLan supports volunteering across the region; for without volunteers, the third sector could not operate and our civic and community life would be greatly diminished.

#### Rev. Ian Barcroft Chairman of the board Voluntary Action South Lanarkshire

#### C.E.O.'S VIEW

This year sees VASLan reach a significant milestone: five years as South Lanarkshire's third sector interface. This is the perfect opportunity for us to demonstrate the ideal way in which a TSI should operate, while highlighting notable achievements in that time. This report has been designed to emphasise the four core pillars that VASLan and all TSIs work within to give our communities and our sector the support they deserve.

There have been challenges in the past year; while we, like all organisations, have seen the tightening of finances, the volume of work we face continues to increase. This, in practice, makes it difficult to take on new pieces of work or address emerging agenda. However, we have worked hard to build and consolidate the skills and expertise within the TSI, and shaping the staffing resource around the four pillars. In comparison to the last five years, the interface is now better placed than ever to react to external circumstances and service the needs of the wider voluntary sector.

Particular areas of work are seeing more difficulties than others. Volunteering development poses significant challenges as the nature and shape of volunteering evolves within today's modern and fastmoving society. While clearly an appetite for volunteering remains, projects and organisations are finding it increasingly difficult to fill opportunities. Although symptomatic of a societal shift in the profile of volunteers across the board, we remain fully committed to supporting organisations with volunteer recruitment and policy, and will endeavour to try everything within our power to counteract this trend and increase volunteering numbers.



One notable success has been the sector's response to the introduction of the Third Sector Forum, and we have reinvigorated our commitment to helping third sector

organisations better influence public policy. Our work has benefited from the involvement of Chief Officers from several of the larger bodies and organisations within the sector, helping us achieve a common vision, and we are confident this will secure sustained involvement in the Forum from third sector organisations of all sizes, and from across South Lanarkshire.

We have continued to strengthen our relationships with a range of partners. VASLan now represents the third sector on over fifty Boards, Partnerships, Commissioning Groups, Steering Groups and local action groups. Alongside our core work of helping people volunteer, working with groups to attract funding, developing social enterprise, and building capacity within the sector, this position at the centre of the community planning process will help ensure that the sector's unique perspective, knowledge and expertise will be fully valued and utilised as we look ahead to the future.

Gordon Bennie Chief Executive Officer Voluntary Action South Lanarkshire

# WHAT EXACTLY IS A THIRD SECTOR INTERFACE?

As South Lanarkshire's Third Sector Interface, VASLan is just one of 32 bodies across Scotland working to support, develop and strengthen the third sector, and increase the sector's influence and involvement in public policy. All TSIs are working in line with **four core pillars**, and we have sought to emphasise this in this report. Below, you can see the four pillars broken down along with examples of our work in each of these areas.

	SUPPOR	RTING VOLUNTEERING	SOCIAL ENTERPRISE	2
	V	OLUNTEERING ENQUIRIES	<b>BUSINESS PLAN SUPPORT</b>	
	AD\	/ERTISING OPPORTUNITIES	FUNDING SUPPORT	
	V	OLUNTEER APPOINTMENTS	PROJECT PLANNING	
		THE SALTIRE AWARDS	COMMUNITY ASSET ADVICE	
	VOL	UNTEER FRIENDLY AWARD	PROCUREMENT ADVICE	
	THE	VOLUNTEERING AWARDS	SELLING OPPORTUNITIES	
		DISCOUNT TRAINING	NETWORKING OPPORTUNITIES	5
_		START-UP SUPPORT	DISCUSSION FORUMS	
HELP WITH FUNDING APPLICATIONS		FUNDING APPLICATIONS	POLICY BRIEFINGS	
LEGAL STRUCTURES ADVICE		GAL STRUCTURES ADVICE	HEALTH & SOCIAL CARE INTEGRATION	
GOVERNANCE SUPPORT		GOVERNANCE SUPPORT	REPRESENTING THE SECTOR ON BOARDS	
		MARKETING & PUBLICITY	GIRFEC WORKSHOPS	

3

**ORGANISATION SUPPORT** 

COMMUNITY PLANNING

4

### WHAT DO WE MEAN BY THE THIRD SECTOR?

Broadly speaking, the third sector refers to charities, community organisations and social enterprises. The third sector in South Lanarkshire is fundamental to the delivery of a huge number of vital services that a have markedly positive impact upon life in our communities.

Below, we have given a brief insight into the depth and range of work the third sector engages in. These organisations and the volunteers that make their work possible are who we are dedicated to supporting with our work in all four of the key pillars.



### **FIVE YEARS**

VASLan came together through a merger in 2011. What are some of our main achievements in numbers in those five years?

#### **VOLUNTEERING SUPPORT**

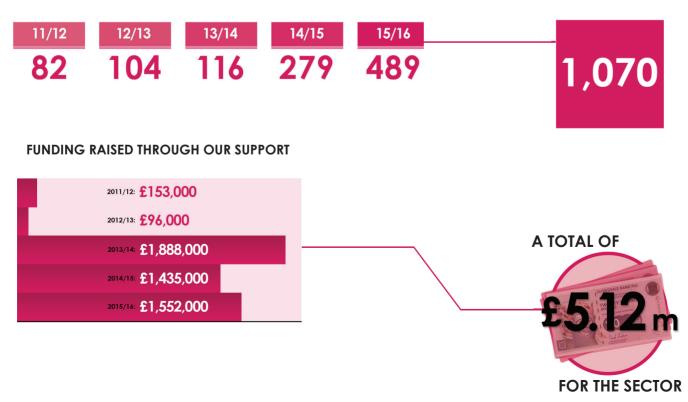


#### VOLUNTEERS REGISTERED WITH VASLAN



#### **ORGANISATION SUPPORT**

PARTICIPANTS AT OUR TRAINING COURSES



#### **SOCIAL ENTERPRISE SUPPORT**





### 2015/16 SUPPORTING & DEVELOPING VOLUNTEERING

The development of volunteering is a central part of what VASLan does. Through a range of work, we help to promote the benefits of volunteering to individuals and communities, create new volunteering opportunities, support volunteers and ensure voluntary organisations are supported to implement effective policies for recruiting and managing volunteers. While this is currently a challenging area of work due to falling numbers of volunteers across the board, we remain committed to spreading the word of the benefits of volunteering and the life-changing impact it has.

















### HOW VOLUNTEERING HELPED YVONNE

Yvonne first came to VASLan as part of the Making it Work lone parent support project, and engaged in training, group work and one-to-one support to help her on her route towards employment.

Her key worker suggested volunteering would be a great first step in building skills and confidence before starting to look for work. She met with one of our volunteer advisors, and quickly identified that her previous admin skills could be put to good use. She picked a role within VASLan supporting our hospital transport scheme.

A challenging role, it involves matching up all transport requests with available volunteer drivers, contacting all drivers and people with appointments by telephone, updating the digital calendar, and ensuring drivers have the correct pick-up and appointment details for the week ahead. Yvonne was given training and a named support contact, and she quickly identified ways in which the process could be improved. She also developed guidance for other volunteers working on the project and built good rapport with the volunteer drivers and the clients using the service.

During her time as a volunteer, Yvonne brushed up on her IT and communication skills, and felt more confident to move into employment. She was subsequently successful in securing an admin role within the NHS.

Without volunteers like Yvonne, the transport scheme would not be able to operate and many of those who rely on the service would struggle to attend hospital and GP appointments.



### **VOLUNTEERS' WEEK**

We co-ordinated another Volunteers' Week campaign, raising awareness of the vital impact volunteers make in communities, spreading the word of what volunteering involves, and letting people know they can get involved.

With the message that volunteers are the "roots and branches of what we do", we travelled all over South Lanarkshire presenting voluntary organisations with rosebushes we had commissioned "South Lanarkshire Volunteers". These were planted and will remain where they are to grow and act as a reminder of volunteering's integral part of our communities and society.

### 2015/16 SUPPORTING & DEVELOPING SOCIAL ENTERPRISE

The second of our key strands involves supporting the social enterprise community within South Lanarkshire. Our social enterprise team provides support for all aspects of business start-up and development, while we also support existing social enterprises to sustain their activities and services.

workshop, which covered trustee

relevant insurances.

indemnity, public liability, employer's

liability, buildings, contents and other

The role we play therefore varies vastly depending on where the organisation is at that moment, but the overall aim that we fulfil time and again is ensuring that these organisations feel well-supported and well-advised, and always have someone to go to for guidance tailored to their circumstances.



We hosted an event facilitated by the Supplier Development Programme and procurement officers from South Lanarkshire Council, focusing on the procurement process and how to access Public Contracts Scotland.





### HOW WE SUPPORTED SWADDLE

Swaddle is an organisation that VASLan have supported since early 2015. The project provides high-quality second hand baby clothes and goods at an affordable price with premises in a town centre location. The project also has a parenting room on the premises hosting a programme of activities for new parents.

Swaddle first came to VASLan after being signposted by the local Business Gateway. Initially looking for support in exploring legal structures options, it was decided that becoming a Company Limited by Guarantee was the best route to go down, while we also helped them approach First Port for a Start It award and apply to the First Port Ditto programme. They were successful, and were awarded £3,900 in start-up costs.

Swaddle again engaged with us in looking for premises - specifically a shop-front location. An information session on Commercial Leasing helped them speak directly to local estate agents and engage with Senscot Legal for further information on taking on a lease. Swaddle were subequently successful in securing premises in a retail unit in Hamilton town centre.

We also supported their application to the Big Lottery's Communities and Families Fund, which helped secure £7,200 towards the associated costs of taking on premises. VASLan also supported the organisation in writing their application to OSCR for charitable status, which they secured in February 2016.



### **CHRISTMAS SHOP**

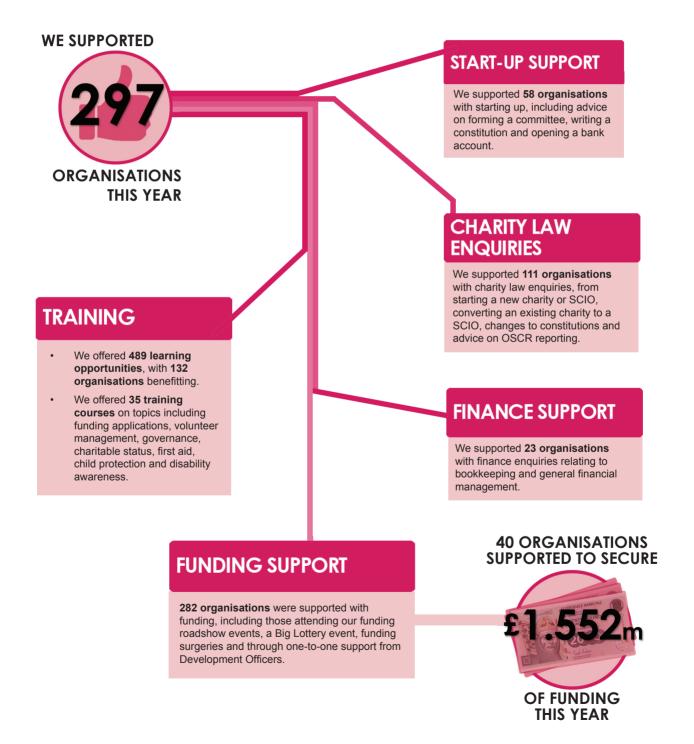
We held a Christmas Shop in December, offering local social enterprises the opportunity to sell products, network with other organisations and highlight the impact their services make on communities.

Ten organisations came together to sell unique items such as knitted toys and clothes, handmade bags, clothes, books, confectionary, and Christmas cards, with profits all going towards social causes in communities.

### 2015/16 SUPPORTING & DEVELOPING THIRD SECTOR ORGANISATIONS

We are dedicated to helping third sector organisations feel well-supported, better-informed and adequately skilled to meet the challenges facing them.

To this end, we offer funding advice and support with funding applications, offer advice on governance and legal structures, run an extensive discounted training programme, offer support with improving policies and procedures related to volunteers, advertise volunteering opportunities, and allow third sector organisations to promote their services via our newsletter, website and social media platforms.





### HOW WE SUPPORTED SWAP N SAVE

Swap n Save One Stop Shop began as a pilot by a small group of women who took part in a series of courses in their local community. The initiative began operating from two local community centres in East Kilbride on a monthly basis. Due to the success of the pilot and increased numbers, local people were asked to volunteer to sustain it. The project eventually could no longer be sustained due to its popularity and increased demand.

Swap n Save came to VASLan, and with our support, became a constituted group and began to share a unit with another charity in the town centre, operating on a once-aweek basis. The project became so popular that it outgrew this unit. During this time, members of the organisation had attended a number of VASLan training courses including those on social enterprise, governance, business development and planning.

VASLan assisted the group in gaining charitable status. With our further support, the group was able to secure £9,550 in order to move into their own shop premises. The group hopes to build on this and continue to work on funding applications in order to expand the service to offer a community hub and employment opportunities.



If it wasn't for VASLan, we wouldn't have got the grant. Christine Caine, Castlehill Bowling Club

I really appreciate the time and effort put in to help me.

> Monique McAdams, East Kilbride Community Trust

### 2015/16 Building the third sector's relationship with **COMMUNITY PLANNING**

The fourth pillar of VASLan's work as South Lanarkshire's third sector interface involves putting the third sector at the heart of local decision-making, working to get to a point where the sector's unique perspective and the knowledge and expertise of our staff and volunteers are fully taken into account when decisions are made that affect life in our communities. Through the Third Sector Forum, we gather the views of the sector in order to represent them on a number of boards and partnerships, including South Lanarkshire's Community Planning Partnership which brings together local agencies including the Council, NHS Lanarkshire, Police Scotland and the Scottish Fire & Rescue Service.



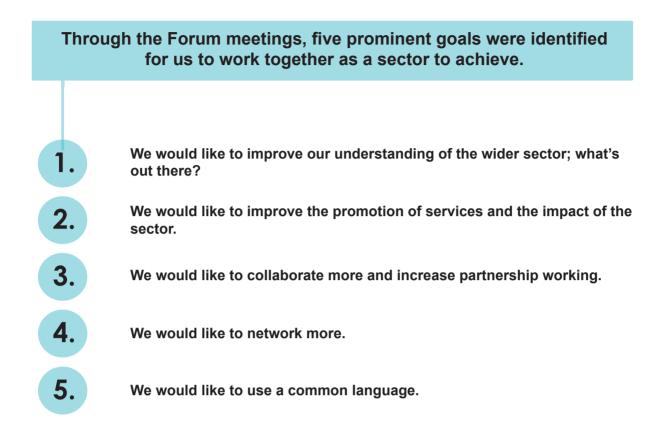
At last year's AGM, we launched the locality-based **Third Sector Forum**: meetings for local charities, community organisations and social enterprises offering an opportunity for discussion, networking and contribution to public policy. **One year on, where are we?** 



#### PARTICIPANT FEEDBACK FROM THE THIRD SECTOR FORUM







#### **BOARDS & PARTNERSHIPS WE REPRESENT THE THIRD SECTOR ON:**

COMMUNITY PLANNING PARTNERSHIP **STRATEGIC ECONOMIC GROWTH BOARD** HEALTH & SOCIAL CARE INTEGRATED BOARD ADULT PROTECTION COMMITTEE CORPORATE CONNEC-TIONS STRATEGIC JOINT COMMISSIONING BOARD LANARKSHIRE DATA SHARING ALCOHOL & DRUGS PARTNERSHIP DIGITAL INCLUSION GROUP REGEN: FX YOUTH TRUST BOARD SOUTH LANARKSHIRE CHIEF OFFICERS GROUP LOCALITY COMMUNITY LEARNING BOARDS COMMUNITY ENGAGEMENT COORDINATION GROUP CAMBUSLANG & RUTHERGLEN HEALTH & SOCIAL CARE LOCALITY BOARD GIRFEC PARTNERSHIP BOARD CHOOSE LIFE SUICIDE PREVENTION FINANCIAL INCLUSION NETWORK CAMBUSLANG & RUTHERGLEN THIRD SECTOR FORUM EAST KILBRIDE EARLY YEARS BOARD LIVING WAGE STEERING GROUP MAKING IT WORK PARTNERS GROUP MILO STEERING COMMITTEE T.S.I. CHIEF OFFICERS GROUP CHANCE TO CHANGE STEERING GROUP SOUTH LANARKSHIRE SOCIAL ECONOMY STEERING GROUP TACKLING POVERTY LEAD OFFICERS GROUP CHILDREN'S SERVICES STRATEGY GROUP CLYDESDALE THIRD SECTOR FORUM NHS STRATEGY WORKING GROUP CHILD PROTECTION COMMITTEE CONTINUOUS IMPROVEMENT GROUP HAMILTON. BLANTYRE & LARKHALL COMMUNITY LEARNING & DEVELOPMENT MORE CHOICES MORE CHANCES STRATEGY GROUP EAST KILBRIDE THIRD SECTOR FORUM CAMBUSLANG & RUTHERGLEN EARLY YEARS GROUP SYRIAN VULNERABLE PERSONS STRATEGIC GROUP LANARKSHIRE SOCIAL ECONOMY OPERATIONAL GROUP CAMBUSLANG & RUTHERGLEN COMMUNITY LEARNING & DEVELOPMENT EAST KILBRIDE COMMUNITY LEARNING & DEVELOPMENT EAST KILBRIDE HEALTH & SOCIAL CARE LOCALITY BOARD CLYDESDALE EARLY YEARS BOARD RURAL PARTNERSHIP BOARD TACKLING POVERTY & INEOUALITIES BOARD CLYDESDALE HEALTH & SOCIAL CARE LOCALITY BOARD HAMILTON. BLANTYRE & LARKHALL THIRD SECTOR FORUM CHILDREN'S SERVICES LOCALITY PLANNING GROUP GIRFEC TRANSFORMATIONAL GROUP RECONNECT STEERING GROUP REALIGNMENT OF CHILDREN'S SERVICES STEERING GROUP NHS VOLUNTEERING STRATEGIC GROUP WELL CONNECTED STEERING GROUP HAMILTON. BLANTYRE & LARKHALL HEALTH AND SOCIAL CARE LOCALITY BOARD CLYDESDALE COMMUNITY LEARNING & DEVELOPMENT HAMILTON, BLANTYRE & LARKHALL EARLY YEARS

### 2015/16 CHANGING LIVES THROUGH EMPLOYABILITY PROJECTS

Our two employability mentoring projects - Chance to Change and the Enhanced Volunteering Initiative (EVI) - continued to have a life-changing impact. The schemes provide specialist guidance, training and support to those needing additional help to find work, with Chance to Change catering specifically to those between the ages of 16 and 25 who have committed multiple low-tariff offences in the past but are looking to change their lives. The projects illustrate the power of volunteering, pairing volunteer mentors with each client in order to offer them longterm, sustained support and guidance, meeting on a weekly basis and helping them on every step of the journey.



### SARAH'S STORY

Sarah had been severely bullied at school. She suffered from stress, anxiety and depression and appeared extremely withdrawn. She was referred to VASLan's Enhanced Volunteering Initiative (EVI).

Sarah completed a PX2 personal development course and began attending a craft class every Wednesday with the same group. She also met weekly with a mentor she had been matched with through the project, and, alongside other activities, her confidence began to grow.

She decided that she wanted to work with children and began a placement at a nursery. She began an SVQ through her placement and is now working three days a week and receiving a training allowance. She has set her sights on an apprenticeship with the nursery.

Speaking about her time with EVI, Sarah said: "It's been really good - I made new friends and gained a lot more confidence. I got a great mentor and the workers were amazing, they helped me a lot."



### 2015/16 HELPING FAITH GROUPS TO TACKLE POVERTY & INEQUALITY

Tackling poverty and inequalities is a key priority for South Lanarkshire Community Planning Partners, and community organisations clearly have a significant role to play in this. This includes a range of services, activities and facilities provided by faithbased organisations.

With this in mind, South Lanarkshire Council and

NHS Lanarkshire provided funding to enable VASLan to map faith-based activity for our Locator database, share good practice and provide closer support to faith groups and organisations looking to develop or establish anti-poverty projects.

Additionally, faith groups were invited to apply for funding support.



Paying for materials and equipment, laptops, cookers, microwaves, energy top-up cards, a Men's Shed to form a community space, support training for volunteers, maintenance for a caravan used by families who can't afford a holiday.

#### **CALDERWOOD BAPTIST CHURCH** (AWARDED £2,150)

Building on a successful job club, the Church wanted to support others facing obstacles to finding work.

They are now training church volunteers to deliver a pre-release session in HMP Addiewell, working alongside the existing prison Workrite system. This session allows participants to get to know their local Job Club volunteers prior to release to make them more comfortable seeking support in the future. "Just because an individual has a criminal conviction in their past does not mean they have nothing to offer. If it did, we would be writing off large numbers of our working population.

"It isn't easy for people with convictions to re-enter the workplace, so it is a privilege to ensure our volunteers are well-trained and equipped to provide specialist support to such individuals. Life isn't all about finding a job, but when someone secures employment, it is proven to dramatically reduce their chances of re-offending."

alderwood aptist hurch

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### 2015/16 OUR ROLE IN HEALTH & SOCIAL CARE INTEGRATION

This year has been full of activity surrounding the process of Health and Social Care Integration. VASLan are working to promote the vital work the third sector does in the realms of health and social care. We want to make it easier for the sector to demonstrate the enormous impact it makes through evaluation and evidencing, in order that it is best placed to continue to deliver such services in the future, and grow the capacity within the sector to ensure that people are supported to achieve the nine national healthy and wellbeing outcomes (as listed below).

#### THE INTEGRATED CARE FUND The South Lanarkshire Health and Social Care Partnership set aside funding for over the next two years for third sector projects and organisations targeting key areas involved in health and social care. FOR **OVER TWO YEARS** SUCCESSE APPLICATIONS Which collectively covered all nine criteria: People who use health and People, including those with People are able to look after 3 2. disabilities or long term social care services have and improve their own health conditions, or who are frail, are positive experiences of those and wellbeing and live in able to live, as far as reasonably services, and have their good health for longer. practicable, independently and at dignity respected. home or in a homely setting in their community Health and social care services People who provide unpaid care 6. Δ. are centred on helping to maintain or improve the quality of life of people who use those are supported to look after their Health and social care services own health and wellbeing, contribute to reducing health inequalities. including to reduce any negative services impact of their caring role on their own health and well-being. People who work in health and 8. social care services feel People using health and engaged with the work they do **Resources are used** social care services are safe and are supported to effectively and efficiently in from harm. continuously improve the the provision of health and information, support, care and social care services. treatment they provide

#### SUCCESSFUL APPLICATIONS INCLUDED PROJECTS INVOLVING:

Self-management of conditions Health education Peer support Information and signposting Alternative therapies Encouraging independence Respite One-to-one support Physical health Social prescribing Connectivity Mental health Befriending

## WHAT'S IN THE FUTURE?

**Volunteering**: we will continue to reinvigorate our approach to volunteering across South Lanarkshire, exploring **new and innovative ways of increasing participation** and **enhancing volunteer experience**.

We will **promote the importance of Volunteer Awards**, **Saltire Awards** and **Third Sector Organisations Awards** through **celebration and recognition ceremonies** across South Lanarkshire.

We will continue to **develop VASLan's IT tools Milo and Locator** through using **enhanced data capture** and **introduce a Locator App** to increase external usage.

We will continue to promote and broaden partners' understanding of the **Third Sector Forum** as a key resource for **consultation and engagement with the third sector**.

The Forum will also **drive forward agenda** across all four localities, brokering a **partnership approach** to provide support and develop solutions that **address local need** and provide **fresh perspective on the delivery of public services**.

We will continue to **cascade information to communities** to broaden understanding of the implications and responsibilities of **Community Empowerment legislation**, and to work alongside partners to be a **conduit between statutory services and communities**.

We will continue to **support social enterprise** by exploring ways to engage enterprising organisations, providing **networking**, **learning and marketplace opportunities**.

We will continue to promote the Living Wage among the South Lanarkshire third sector.

We will work collaboratively with partners to **evidence and highlight the impact of third sector service provision** across a range of agendas (e.g. Community Planning; Health and Social Care; Early Years; Adult and Child Protection; Mental Health; Autism).

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Voluntary Action South Lanarkshire is the area's dedicated support body for charities, community groups, social enterprises and volunteers

# VOLUNTEERING

### Could you help?

Arts & Crafts • Food Banks • Environmental Work • Work with Children Work with Disabled People • Driving • Older People's Groups • Mentoring Handyperson • Befriending • Sport • Retail • Catering

Local charities and community organisations are changing lives in Rutherglen on a daily basis. They need your help.

If you want to learn more about volunteering, call Voluntary Action South Lanarkshire on 01698 300 390 or email volunteer@vaslan.org.uk.

# **DOYOURUNA** COMMUNITY ORGANISATION?

Voluntary Action South Lanarkshire offers bespoke support to charities, community groups and social enterprises with:

Funding Volunteer Management Volunteer Recruitment Marketing & PR Networking Governance Bookkeeping Contributing to Public Policy Business Planning Volunteer Friendly Start-up Legal Structures

For more information, call 01698 300 390 or email office@vaslan.org.uk.



Voluntary Action South Lanarkshire Putting the Voluntary Sector FIRST 155 Montrose Crescent Hamilton www.vaslan.org.uk



# **ROOM HIRE SERVICE**

We help sustain our work by renting out high-quality meeting rooms at our office building in Hamilton. **Discounts are available for third sector organisations.** 

The rooms are bright, well-furnished, designed for comfort, and equipped with wi-fi, with other technical equipment available on request. Coffee, tea and catering packages are available.

For more information, visit www.vaslan.org.uk/content/room-hire-panel or:

#### Call: 01698 300 390 Email: office@vaslan.org.uk













