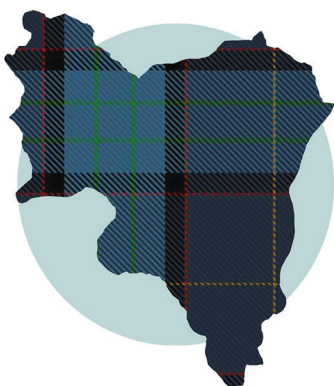


# Annual Report 2016/17



**Voluntary Action**  
**South Lanarkshire**  
Putting the Voluntary Sector FIRST



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# Staff & Volunteers

## BOARD OF DIRECTORS

Rev. Ian Barcroft  
 John Brain  
 John Cassidy  
 John Christie  
 (resigned Nov 16)  
 Bill Tynan  
 Margaret Duffy  
 Nancy Barr  
 Niall McShannon

## CHIEF EXECUTIVE OFFICER

Gordon Bennie

## TEAM LEADERS

Audrey Canning  
 Charlie Duffin  
 Heather Petrie  
 Jenny Gemmell

## IT SUPPORT

Angus Lindsay

## PA to CEO

Letitia Gallacher

## ADMINISTRATION

Chloe Frame  
 David Bett  
 Sharon Stewart

## DEVELOPMENT OFFICERS

Ann Sangster  
 Jen Fleming  
 Peter McGhee  
 Sandra Renicks  
 Stuart Reilly  
 Teeda Boyd  
 Tina Cameron

## COMMUNICATIONS & MARKETING

Amy McDonald

## MENTORING TEAM

Caitlin Barnes  
 Debbie Williams  
 Ian McLaughlan  
 Winnie Brown

## STAFF RESIGNATIONS

Judy Muldoon  
 Eric Stallard  
 Joyce Pye  
 Donald Lawrie  
 Matthew McWhinnie

## VOLUNTEERS

Alliah Shafique  
 Amber Quammie  
 Bernie Cain  
 Billie Mia French Mullen  
 Billy Gallacher  
 Brian Duffy  
 Campbell McEwan  
 Caroline Kneller  
 Claire Doherty  
 Claire Howorth  
 Denise Stewart  
 Elizabeth McGowan  
 Emily Lang  
 Emma Louise Thompson  
 Emma Crossan  
 Gail Caldwell  
 Gemma O'Reilly

George Mackie

Jemma Anne Murdoch  
 John Boyd  
 John Wallace  
 Kathleen Crymble  
 Kayleigh O'Rourke  
 Kerena Yuill

Khosrow Zanjani  
 Laura Donnelly  
 Laura Burns  
 Laura Gallacher  
 Lisa McLaren  
 Nicola Duggan  
 Nicole Shaw  
 Pamela Moyes  
 Peter Stephen  
 Shannen Keeney  
 Stacy McCandless  
 Steven Brock  
 Wendy Stoddart

# Chairman's Address

In my report last year I stated...*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.*

A year later, and in our sixth year as an organisation, I can report that VASLan is emerging and developing further as a key strategic partner for Third Sector involvement in Community Planning and integration.

There is a need for VASLan's role to be redefined in terms of a strategic focus in South Lanarkshire, and I am pleased to report that our CEO, Staff and Board have worked very hard to clarify for the coming year what is required as a strategic partner delivering local outcomes in partnership with community planning and local voluntary sector organisations.



In past years, when forming as a new organisation we focused on specific functions; Volunteering development, Social Enterprise development, Supporting and developing a strong third sector, Building the third sector relationship with community planning, but the future impetus for our work has now to be the delivery of more focused local outcomes, because resources are unfortunately continuing to reduce especially for the most vulnerable. Outcomes will need to be agreed at the local level so that with our partners, VASLan can respond to local priorities which in turn reflect the achievement of national outcomes. This positioning takes time, but VASLan's relation to partners and the sector will mean our own 'bridge building' will continue and we are determined that this will result in our work fully reflecting local priorities.

I look forward to the day when VASLan, as a mature Third Sector Interface, will be responsible for identifying need and co-ordinating local resources to meet local priorities rather than, the older model of necessarily delivering infrastructure for voluntary services. What VASLan does and how we do it should be defined by local need and improving outcomes especially for the most vulnerable in our communities.

In this way all partners can offer a clearer and transparent public benefit through increased engagement and stronger collaboration. The whole will be better than the sum of its parts! We are setting the blueprint for a modern interface, and lively interested interaction across South Lanarkshire. Come and get involved. A welcome awaits you, and if you do participate the people of South Lanarkshire, especially the most vulnerable will gain the benefit.

**Rev. Ian Barcroft**  
**Chairman of the Board**

**Voluntary Action**  
**South Lanarkshire**

# A Word From The CEO

As the years have passed since we became the Third Sector Interface for South Lanarkshire the demands placed on VASLan have continued and this year has been no different to those of before.

In many ways the increasing challenges are a sign of the times for all and we constantly seek answers to a range of questions and problems in an attempt to find ways of eking out budgets or stretching our staff resources just that little bit further; and each year we claim it cannot go on and it will not stretch! From every negative however there are always positives and within VASLan this has shaped the organisation you see today.

As a progressive learning organisation I am pleased to say the 'journey' is well on course and our character, strength of purpose and preparation are the key components now utilised in advancing and promoting the case of the Third Sector, advocating on its behalf and building capacity that sustains a wide range of organisations, groups and vital services.

Alongside this, the reinvigorated Third Sector Forum and Chief Officers' Group also provide a valuable local voice and



reference point which many public sector partners are seeking and together is that bridge between partners and communities across South Lanarkshire.

During the past year we have witnessed a greater emphasis than ever before being placed on the importance of the Third Sector in supporting the reform of Public Services and the role which many local groups could play in this.

We at VASLan have continued to expand those relationships and I am grateful to be in a position of acknowledging the mounting input and active discussions involving community groups and volunteers - the local voice of communities.

Across the sector we have risen to challenges of 'locality working' and particularly in the field of Health and Social Care. Those vital bridges are

being shaped and in some instances are now being built.

It is never easy to outguess the twists and turns of any journey, far be it this one, and to be at the forefront of activity requires both focus as well as strategic vision. The Board of Directors over the last six months have steered VASLan towards a more strategic approach and it is fitting to report how this was recognised in a recent report to the Scottish Government as the primary requirement for all TSI's in future.

This was a long and challenging process and I would like to thank the Board and members of the Management Team for their outstanding contribution and hard work.

As we look to the future, we continue our work in many areas to support the Voluntary Sector contribution to the fabric and life of South Lanarkshire. It is important to reflect *'Synergy is the creation of a whole that is greater than the simple sum of its parts.'*

**Gordon Bennie**  
Chief Executive Officer

Voluntary Action South Lanarkshire

# Our Contribution Towards Volunteering

VASLan, as ever, are committed to promoting the benefits of volunteering. As the Third Sector Interface we ensure anyone who wants to volunteer is given the opportunity to do so. Our staff provide a wide range of services and support to volunteers including advice, information and support for volunteers; help finding suitable volunteering opportunities; Saltire Awards for young volunteers and Volunteering Awards.

Volunteering is beneficial to everyone - you may have a desire to share your knowledge, have fun, help your local community or you may be looking to gain skills, experience and training to help you achieve a goal or improve your health and wellbeing. Whatever your motivation the volunteers in South Lanarkshire that we support provide much needed services and connect communities.

## Kathleen's Story

Kathleen contacted VASLan after she spoke to a member of our staff at a Volunteering Event held in South Lanarkshire College. As a mature student, Kathleen was keen to maximise her time back in education and understood the benefits of volunteering to help broaden her knowledge and gain experience.

She was also keen to support her local community and felt taking on a volunteering role would give her some insight into how to do this. Kathleen accessed the volunteering opportunities online through Volunteer Scotland and was interested to see that there was an opportunity within the College to

be a Volunteering Advisor – supporting other students to find appropriate volunteering opportunities.

During her time volunteering, Kathleen built up her own community organisation – East Kilbride Back to



School Bank – and was able to access VASLan support and advice to establish the organisation and attend relevant training.

She continues to support others through the Back to School Bank and gives up much of her own time to ensure children have school uniforms and also delivers Christmas presents.

Kathleen continues to engage with the TSI and has built some good partnerships with local voluntary organisations. She has been supported to access funding and has attended our Volunteer Management Training so she is able to support her own volunteers. Kathleen spoke at our AGM last year about her experiences as a volunteer. She continues to inspire others in the community to volunteer.



# Volunteering In Numbers



**719** Saltire Awards presented to young volunteers

**40** talks and events on volunteering



## Volunteers' Week

Volunteers' Week was once again a focus for much of our volunteering promotion. We held a variety of events including the reintroduction of the Volunteering Awards, a celebration volunteering event, two volunteer fairs and a superhero mask theme to encourage organisations to get involved. The Volunteering Awards attracted 139 nominations across 5 categories and the winners in each category were invited to attend the Award Ceremony.

The superhero theme was incorporated into the award ceremony as photo props were laid on the tables encouraging participants to post selfies on Social Media and the photographs sent in by organisations beforehand were also shown on a screen.



# Supporting & Developing Social Enterprise

Social Enterprise like any other type of business generates profit, however, unlike other businesses Social Enterprise reinvest their profits into Social or Environmental aims of the organisation. As part of VASLan's remit to support the Third Sector of South Lanarkshire we are tasked, as one of our four key strands, to support the Social Enterprises and Enterprising Organisations working in South Lanarkshire.

VASLan's Social Enterprise team can provide support for all aspects of start up from an initial idea, starting up a project, to developing and growing an existing organisation to develop innovative ways to sustain their activities and services. We also facilitate a Social Enterprise Virtual Network of over 25 local enterprising organisations, providing a platform for discussion.

## How We Helped Feel the Warmth

Feel the Warmth is a Social Enterprise which, over the past year, our Development team have provided support to in a variety of ways. The organisation addresses the effects cold weather has on the Health and Wellbeing particularly of older people in communities across Scotland. The concept was to provide affordable heated products "Heated Wearables" such as waistcoats for elderly individuals. VASLan have provided support to Feel the Warmth in a number of ways including procurement support and signposting to

further training opportunities. As a result of their learning and increased confidence the organisation then took part in our Adding Social Value in



Procurement marketplace. This event allowed them a chance to engage with Local Authority Procurement Officers as well as a range of specialist procurement

support organisations which provided a very useful opportunity. In addition to this the organisation has also been supported in developing its volunteering opportunities and its policies and procedures around recruiting volunteers. We have also ensured that Feel the Warmth is well placed to support volunteers and this was further bolstered by board members participating in our Managing Volunteers training. VASLan will continue to support the organisation as they develop and grow.

# Social Enterprise In Numbers



**11**

Social Enterprises established

**64**

Social Enterprises supported



**10**

organisations participated  
in annual pop up  
Social Enterprise event

## A Year In Social Enterprise



The annual pop up Social Enterprise event was held in the lead up to Christmas and was delivered in the shape of a craft fair. The event was a great opportunity to increase the visibility of Social Enterprise in South Lanarkshire, highlighting both the great work and talent within the area.

In partnership with South Lanarkshire Council, SENS Scot and the Supplier Development Programme an event on adding Social Value in Procurement was delivered. This event was particularly of value for its networking opportunities and in providing organisations the opportunity to speak directly to both those on the panel and procurement professionals in attendance.

# Supporting & Developing Third Sector Organisations

One of the primary functions of VASLan as the Third Sector Interface for South Lanarkshire is to provide support to Third Sector organisations to enable them to be well managed and deliver quality services. Our Development Officers can provide a range of organisational support, whether you are commencing the start-up process or already a fully formed organisation, seeking grant funding or exploring the possibilities of changing legal structure or looking for volunteers. We can assist with a range of support needs such as: start-up advice; applying for charitable status; identifying potential funding opportunities; drafting applications; and more.

## How we helped Childcare in the Community

Originally established as an unincorporated association in 2012, Whitehill based charity Childcare in the Community approached us for support with changing legal structure. With employees, premises and an income exceeding £250,000, the charity's trustees recognised that the current legal structure was no longer sufficient and wished to restructure in order to protect themselves from the potential risks of being unincorporated.

The trustees and a senior member of staff met with one of our Development Officers to identify an alternative legal structure and decided on their

initial preference of a SCIO. Over the coming months the charity was supported through the conversion process: drafting a new SCIO constitution;



completing the application to incorporate the SCIO; applying to remove the existing charity from the register and finally, dissolving the existing

organisation.

Through our support the SCIO was successfully incorporated in June 2016, 4 months after the first meeting and retained the same name and charity number as the application was made prior to OSCR's recent incorporation process revisions. With the SCIO registered we provided further support to the charity, helping to advertise for additional trustees and assisting with a successful application to secure £7,500 from the Robertson Trust towards the cost of purchasing a community bus. VASLan have continued to work with the charity to identify additional funders for the future.

**1,342**  
interactions with  
organisations




**95**  
organisations supported  
with Charity Law

**228**  
organisations supported with funding



**48** funding applicants  
successful to the sum of  
**£1,835,869**



We offered **29** Training Courses and **14** information events  
equating to **350** learning opportunities being offered benefiting  
**236** organisations



**124**



organisations are members of  
VASLan

# The Third Sector's Relationship with Community Planning

VASLan participates in a number of strategic partnership boards, groups and networks representing the Third Sector at all levels of engagement which cover the four core areas (Volunteering; Social Enterprise; Organisation Support and Strategic Engagement). VASLan engages with the Third Sector and localities at all levels to strengthen the relationships and ensure that the voice of the community is heard at a strategic level.

## Third Sector Chief Officers' Group (TSCOG)

VASLan are clear that as the Third Sector Interface we need to operate in a collaborative environment to ensure the views of the sector are reflected across Community Planning Partners, strengthening the relationship between the Public and Third Sector.

To support and promote increased collaboration, a Third Sector Chief Officers' Group (TSCOG) and Locality based Third Sector Forums (TSF) have been established.

During 2016/17 there has been a concerted effort to strengthen the TSCOG and TSF, with the specific interest and focus of the TSCOG being aligned to the key TSF guiding principles of 'Partnership' and 'Accountability' whilst building stronger strategic relationships through mutual support, sharing of knowledge and expertise.

VASLan are committed to working in partnership with the TSCOG to achieve this aim.



# THIRD SECTOR FORUM

SOUTH LANARKSHIRE

**296 organisations were represented at locality Third Sector Forum events during 2016/17**

The Third Sector Forum (TSF) events covered a range of topics, from discussing where the TSF links into the community planning process; exploring 'what's out there', looking at community based assets that are values led with a wide and diverse skills base and discussing and exploring where the sector aligns with and supports Health and Social Care.

A range of Third Sector organisations and partners presented services and updated attendees in the localities. The first delivery year was about starting to 'bed in' the TSF, the next phase is to start the process of utilising these locality events to build a positive engagement platform where partners can discuss and develop ideas that support a community based approach to services.



## Third Sector Forum Feedback

*"It helped me discover where we fit in the Third Sector"*

*"Worthwhile presentations and discussions"*

*"Great meeting - gained a lot"*

*"Always a great opportunity to meet groups working in the area"*

*"Valuable opportunity to share and learn"*

*"Good to hear other people and their work"*

*"Impressed by the number of organisations present"*

# Health & Social Care Integration

2016/17 saw the first year of delivery of 19 projects with support from the Integrated Care Fund. These projects engaged with over 7,000 individuals across a range of interventions linked to the 9 National Health and Wellbeing Indicators.

## Jean's Story

Jean is 90 years old and has been a service user at EK Shopmobility for several years and has been coming to The Meeting Place since it opened. Jean uses their mini-bus service, Shopmobility and The Meeting Place – a thriving community hub for older and disabled people. Jean is well known to the staff, volunteers and service users and frequently admits that without the service she could not get out of her home on her own.

It had been noticeable that Jean's health was deteriorating so, EK Shopmobility were able to come up with a couple of solutions to help her. A few of the service users now phone Jean at night to check on her, and when she loses her appetite a service user often bakes for her. All these small things show a sense of community spirit at EK Shopmobility and help keep Jean independent and in her own home.





## Here are some of the headlines within key areas:

### Early Intervention, Prevention and Health Improvement

Health and Social Care education or training:	385 sessions delivered
Physical Health Activities:	221 people attended
Access to health information:	1,294 people advised
Support for Independence:	1,247 people linked to local help services
	3,497 practical jobs carried out

### Support for Unpaid Carers

Carers receiving respite:	237 carers
1:1 Support:	66 carers directly supported

### Support for Self-Care and Self-Management

Peer Support Groups:	67 people attended
Self-Management Groups:	74 people attended

### Intermediate Care

Befriending Services:	55 people supported
Alternative Therapy:	52 people in receipt

### Mental Health Support

Social Prescribing: (Advocacy, representation, applications)	746 people supported
Signposting:	321 people signposted

During this first year a great deal of supporting evidence has been gathered that reflects the impact of these services and highlights the strength of Third Sector provision

# Chance to Change Project

The Chance to Change Mentoring Project was a public social partnership, run by Voluntary Action South Lanarkshire, in partnership with Routes to Work South, South Lanarkshire Council and Lanarkshire Community Justice Authority. The project was aimed at reducing reoffending in young people by introducing volunteer mentors who helped them to gain positive outcomes and worked specifically with 16-25 year olds who had been involved in criminal activity and didn't

have the support to move forward with their lives.

The Chance to Change project ended in March 2017 and funding was secured for the launch of the new project 'Chance 2 Change' which will continue the work of helping young people to improve their lives with a focus on mental health and wellbeing. Featured below are some of the successes the Chance to Change project have been responsible for over the past four years.



**22**

Volunteering Placements Completed

**53**

Gained Employment



**145**  
referrals

**10**

Moved into Further Education



**19**

Completed Work Placements

## Dan's Story

Having had issues with alcohol and drugs from a young age, disputes with family resulted in Dan becoming homeless. He began to pick up regular police charges and was eventually sentenced to serve time in a young offenders' institute.

On release, Dan was referred to Chance to Change. He engaged well with the programme and attended all his training sessions. He met weekly with a Volunteer Mentor from the project and also began to volunteer two days a week at a local community garden where he was eventually offered a full-time job.

Unfortunately, Dan was then involved in an alcohol-related incident in which he assaulted another man and as a result received a prison sentence. But his involvement with the programme did not end there and his previous progress was still recognised.

Upon Dan's release, he was re-matched with his former Mentor and supported by his previous employer at the community garden. In a letter from prison to Chance to Change staff, Dan wrote: "Thank you for all your support before and during the sentence, it really means a lot."

**We would like to thank the  
Chance to Change Funders & Partners  
for their support**



# Getting It Right for Every Child (GIRFEC)

**During 2016/17 VASLan delivered GIRFEC Roadshows in each of our 4 localities to help embed the GIRFEC approach to working with children and families. The Roadshows provided voluntary organisations with a range of tools to help them understand the assessment process and improve outcomes for children.**

In preparation for Part 4 and Part 5 of the Children and Young People (Scotland) 2014 Act, VASLan used the roadshows to introduce organisations to “Touchpoint”. This is a generic tool devised by Scottish Government that would highlight the main areas for strategic and operational managers of third sector organisations to focus on and assist them in preparation for the implementation of the Act.

In addition, GIRFEC overviews were directly delivered to staff; volunteers; and members of voluntary sector organisations.

Two bespoke sessions were also delivered to carers from Asian and Polish backgrounds.

Links were forged with the National Third Sector GIRFEC team and support has been provided from them to enable our Development Officer to provide guidance to Third Sector organisations on how to more widely utilise existing tools to improve outcomes for children.

## Other Related Work

VASLan is also part of the Third Sector Interface’s GIRFEC Reference Group which is a network providing a platform to share good practice and discuss possible solutions to issues encountered.

A mapping of support services in the Voluntary Sector for those within the Autism community has been a key factor in the progress of the local authority Autism Strategy.

A similar mapping exercise for Realigning Children’s Services revealed the high level of contribution provided by voluntary organisations to children’s services in South Lanarkshire.



# The Future For VASLan

## Strategic Plan

VASLan's Board and Management Team have been working on our new Strategy which will launch at this year's AGM. As part of the Strategy - what works well and where improvements are needed has been assessed .

We have identified a number of strategic priorities and objectives which over the next three years we will work towards.

## Partnerships

VASLan will work in Partnership with the third sector, with a clear focus of mobilising the sector in shaping local accountability and empowerment; facilitating, championing and challenging the power dynamics that the sector has to deal with.

## Communities

In seeking to extend the role and input of local communities we will do so through the Third Sector Forum Structure, consisting of: members of VASLan; locality Third Sector Forum and the Chief Officers' Group.

VASLan will establish a strategic approach with identified locality focussed development officers leading on sector engagement, feeding to and from the Third Sector Forum structure together with providing specialist support on core areas across all localities.

## IT

We will enhance our intelligence gathering mechanisms with improved IT systems and social media coverage to support the sector and our partnership initiatives.

VASLan's online services will be improved with the introduction of our new Locator database and user friendly web page. Our online resource kit for organisations will be updated, a volunteer friendly online network will be established and we will introduce a web based Third Sector Forum for sharing information.

## GDPR

We will adopt a whole organisation approach to the General Data Protection Regulation (GDPR) - a new EU law that will come into effect on 25 May 2018 to replace the current Data Protection Act.

# Room Hire Service



We have four meeting rooms of varying sizes available for hire during office hours (Out of Hours and Weekends can be accommodated at an additional cost). These rooms are situated within our office building in Hamilton, at 155 Montrose Crescent, Hamilton, ML3 6LQ, within easy walking distance of Hamilton West train station and just across the road from South Lanarkshire Council headquarters on Almada Street. **Discounts are available for third sector organisations.**

Our rooms are equipped with free wi-fi, and laptop/projector/flipchart are available on request at an additional cost. The rooms are bright, well-furnished, designed for comfort, and can accommodate flexible desk layouts. Coffee, tea and catering packages are available.

For more information visit [www.vaslan.org.uk/meetingrooms](http://www.vaslan.org.uk/meetingrooms) or call **01698 300390**

# Check out our new website

[www.vaslan.org.uk](http://www.vaslan.org.uk)



As the Third Sector Interface for South Lanarkshire, our website will keep you updated on everything to do with the sector.

Catch-up on the latest third sector news; access our newsletter; search the latest funding and volunteering opportunities; and more.

## VASLan's new LOCATOR TOOL

Find out what's going on in your area at:

[www.locator.org.uk](http://www.locator.org.uk)

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