



# Voluntary Action South Lanarkshire

Putting the Voluntary Sector FIRST



Engage



Promote



Involve

Annual Report 2018—2019



## WELCOME

**Rev. Ian Barcroft**  
Chair of the Board,  
VASLan

I write this year's report knowing that I will be stepping down in May 2019 after 8 years as the Chair of VASLan safe in the knowledge that Nancy Barr, our new Chair will continue the excellent progress made by all involved over the years and in furthering those relationships fundamental to our work.

During the development of VASLan into a mature Third Sector Interface (TSI) we have made great strides to strategically define the knowledge, skill base and data analysis to make the voluntary sector count and benefit, not only for its own development, but for those in our communities who require good local services to alleviate particular needs, and especially reduce the factors that cause poverty. I am also extremely proud that in addition to the core tasks recognised for the TSI there was strong acknowledgement of the innovative and ground-breaking work of VASLan, supported and promoted within Scottish Government.

I have been privileged, over the years, to see the countless contributions of time, energy and talent, not wasted, but given opportunity to support and encourage others, particularly those in need of assistance and encouragement in their daily lives.

VASLan's by-words are for the voluntary sector to Engage, Promote and Involve as many people as possible to make a real difference.

Throughout this reporting year VASLan has undergone further development through our programme of change, a programme designed to improve our processes and the support services we deliver to South Lanarkshire's Third Sector.

I offer my personal thanks for the support of the Board of Trustees, our CEO and the dedicated staff of VASLan. I am delighted to have been involved in promoting VASLan, these past 8 years, and may it long be engaged in doing what is necessary for communities in South Lanarkshire to thrive.



**Gordon Bennie**  
Chief Executive Officer,  
VASLan

It is interesting that within the majority of the language focussed on the Voluntary Sector – very successful in delivering extremely positive and valuable impacts in communities and the lives of local citizens, a valuable partner, a significant resource capable of assisting in the delivery of public services – yet there remains a tension around the partnerships in existence and in the determination of the programme for business of those bodies. As the CEO of the Third Sector Interface (TSI) the demands placed on our services continue to grow with the added pressures that are interwoven throughout the many stages of the engagement and involvement and I do not underestimate for one moment the extent of the pressures or demands placed on local organisations and groups in meeting the challenges at the 'coal face'; One thing that is fully apparent however, that to fully comprehend the abilities, capabilities and potential impact of the Third Sector, there is a requirement to have a comprehensive understanding of the bigger picture and the breadth and scale of the challenge, and, alongside recognise the need for productive and progressive relationships between all of the parties involved. Otherwise the existing framework will simply not survive, as to act in isolation is irresponsible!

Encouragingly at the TSI Conference this year Aileen Campbell in her keynote speech also recognised the need for a revitalised arrangement between the Third Sector and Public Sector Agencies and fully endorsed the role to be played by TSIs as the key source of intelligence and the established point of contact. I am delighted to say that VASLan has been at the forefront of this agenda for a considerable length of time, and has made significant improvements within its structure, performance, and capability and is now better placed than ever before to meet all of those demands and more.

As we move into a new operational year we are confident that through our programme of change we are well placed to succeed in what remains a challenging environment and are able to provide the support necessary to the Third Sector at any level – Volunteer, Organisation or Community Groups. Our overall endeavour will continue to be focussed on furthering existing relationships, repairing any that are damaged, and in promoting and developing others.

# What has Changed?

## Our Structure

Our 'programme of change' shaped a revised operational structure (page 9) which was introduced at the end of 2018.

The changes include our management structure, service delivery streams and staff delivery responsibilities.



## Our Work Plan

October 2018 saw the introduction of a new TSI outcomes framework from Scottish Government, aligning this new framework to our revised ways of working brought about changes in the way in which we deliver both the services commissioned by the Scottish Government and the services we deliver to South Lanarkshire's Third Sector.

## Our Approach to Communication

Based on the revised outcomes framework for TSI's Voluntary Action South Lanarkshire's work plan for Scottish Government focusses on key aims of 'capacity building, connect, voice and to be a central source of knowledge'

The revised EPI reporting structure is allowing the TSI to report on how our day to day work is linked with these 4 overarching aims and VASLan's approach of:

**Engage**

**Promote**

**Involve**

## Our Internal Database

Our Internal database EPI has been significantly improved and is now fully integrated into our new ways of working, producing data on individual performance dashboards to South Lanarkshire wide 'state of the sector' reports.

These changes supported our staff development exercise which focussed on the Scottish Governments vision for Third Sector Interfaces or TSI's to be recognised by their local communities and nationally as 'key agents of change'.

## Our Commitment



During this Year we confirmed our commitment to excellence through EFQM recognition and renewed our Volunteer Friendly accreditation to achieved "Sustained Excellence" status.







## Engage

### Third Sector Forum

We continue to facilitate a quarterly Third Sector Forum in all four localities. Changes to the way we plan and deliver locality Third Sector Forum events encourages wider input from key partners and incorporates topical presentations, briefings, consultations and activities delivered by VASLan, key partners and Third Sector representatives.

Topics covered during this year include:

Managing your data  
Protecting Vulnerable Groups  
Resilience  
Supporting Young People



**17%** increase  
in volunteer  
placements  
arranged

Number of  
organisations  
supported  
increased  
by **31%**

### Support

VASLan remains a key player in supporting the Third Sector by providing advice and direct support to volunteers and voluntary organisation in areas such as capacity building, funding, volunteer recruitment, volunteer support and recognition.

Bridge to Volunteering sessions are regularly delivered to help potential volunteers take the first step towards finding volunteering. These new sessions are tailored to support individuals requiring encouragement and support to find the right volunteering opportunity.

## Events and Consultations

Providing a platform for the Third Sector to engage in consultation has been a priority this year with major changes to VASlan's engagement process.

Utilising a campaign methodology, organisations are now identified according to relevant subject matter rather than a broad sweep approach.

Over  
**70**  
events facilitated

Actively  
engaged with  
**22**  
schools

Delivered talks &  
presentations to  
**44**  
voluntary groups

Over  
**1,100**  
event places  
booked



“Third Sector Forum has enabled us to locate appropriate opportunities for our clients, and a better understanding of services ..... Great networking with lots of information on worthwhile subjects





We set out to improve our communications by using a variety of formats and media to identify and communicate relevant changes in local and national policies to local Third Sector organisations.

We have focussed on improving how we deliver information and promote the Third Sector through targeted campaigns and through a combination of social media, newsletter and our website.

# LOCATOR

The ‘Locator’ Tool has also been updated and is now linked directly to the EPI database to provide improved levels of data, a more accurate search function and the ability for Locator to be accessed via its own website and through mobile devices.

Locator promoted over 2,000 Third Sector services during the year and has been further developed with a new ‘What’s On’ page publicising local events.  
[www.locator.org.uk](http://www.locator.org.uk)







## Volunteer Friendly

With our support seven Third Sector organisations achieved Volunteer Friendly accreditation this year.



*Achieving the Volunteer Friendly accreditation not only gave me acknowledgement that we are a high quality volunteer involving organisation ..... It gave me a good practice framework to work as a practitioner*



## Celebrations

Our Third Sector Awards attracted a wide range of nominations over seven categories with 109 guests from 21 shortlisted organisations attending.

As part of Year of Young People over 80 guests attended our volunteer celebration afternoon tea where MSYP's and YOYP Ambassadors helped VASLan recognise the volunteering achievements of young people.

## Saltire Awards

The number of Saltire certificates achieved by young people totalled 1,335 which is nearly double our baseline figures for Saltire registrations and certificate achievements.

This has been achieved through promotion of Saltire awards to volunteer involving organisations, schools, colleges and universities.



# Promote





## Involve

We have concentrated on Involving local organisations in creating a full and diverse picture of the Third Sector landscape in South Lanarkshire mapping active Third Sector organisations including data on legal structures, targeted client groups, active social enterprises, service provision and locations.

Through this information VASLan has the ability to generate 'live' dashboards and reports, the content of which are directly linked to our EPI platform which feed the state of the sector reports and locality based reports.

To build improved levels of knowledge we are also in the process of developing reports on the number of service users, the number of volunteers active within the Third Sector and the economic footprint of the local Third Sector.

The effort applied to the creation of the dashboards and reports has resulted in the significant success in being able to portray the state of the local Third Sector, level of support being offered and provided by the local Third Sector and level of support being offered and provided by the local Third Sector Interface.

### Partnerships

TSI Involvement in Lanarkshire Green Health Partnership helped secure funding through Scottish National Heritage to employ a development officer to support the partnership in developing Green Health Volunteering across Lanarkshire.



With the support of Health and Social Care Partnership an East Kilbride Volunteering Collaborative has been established to improve the integration of volunteer recruitment, inductions and training between Health and Social Care providers in both the public and Third Sector. Funding for this initiative secured by a collaborative approach through South Lanarkshire Integrated Care Fund will investigate the feasibility of a standardised approach and development of a volunteer passport which would allow a versatile approach to volunteering in health.

### Team Effort

Our weekly operational meetings review all elements of communications highlighting and recording the level and type of communication used to engage with partners, including;

- Third Sector Integrated Care Funding
- NHS Lanarkshire: views on realistic medicine
- National Third Sector GIRFEC project
- Charity Law Consultations
- The Impact of Brexit on the Third sector
- Regional Transport, Strategy / Public Survey



“The South Lanarkshire Health and Social Care Partnership have worked closely with VASLan on a range of initiatives to ensure that people can access the many supports available to them within their communities that promote their health, wellbeing and participation in community life.”



## Strategic Involvement

Our method of capturing our involvement in strategic development and decision-making enables monitoring of priority engagement on behalf of the sector. VASLan has engaged on both national and local levels providing a Third Sector perspective in over 25 strategic groups in areas such as:

- \* Community Planning Partnership
- \* Integrated Joint Board
- \* Strategic Planning Group
- \* Community Justice Partnership
- \* Building and Celebrating Communities Programme Board
- \* TSI National Forum and Committees & Cross-Party Groups
- \* Health and Social Care Locality Planning Groups
- \* Health and Social Care Forum
- \* Lanarkshire Social Economy Partnership (LSEP)
- \* Mental Health Strategy
- \* National Third Sector GIRFEC Project
- \* Scottish Government Saltire Review Group
- \* SL Mental Health & Wellbeing Partnership
- \* Third Sector Chief Officers Group
- \* Community Learning & Development

## Briefings

- South Lanarkshire's Children & Families Children's Services Plan 2017-2020.
- Adult volunteering recognition award
- Disability Assistance
- Unpaid Carers
- PVG Disclosure Services
- Mental Health & Wellbeing
- Community Assets
- ECare consultation

VASLan have enabled Third Sector involvement during the 2018-19 period on subjects such as;

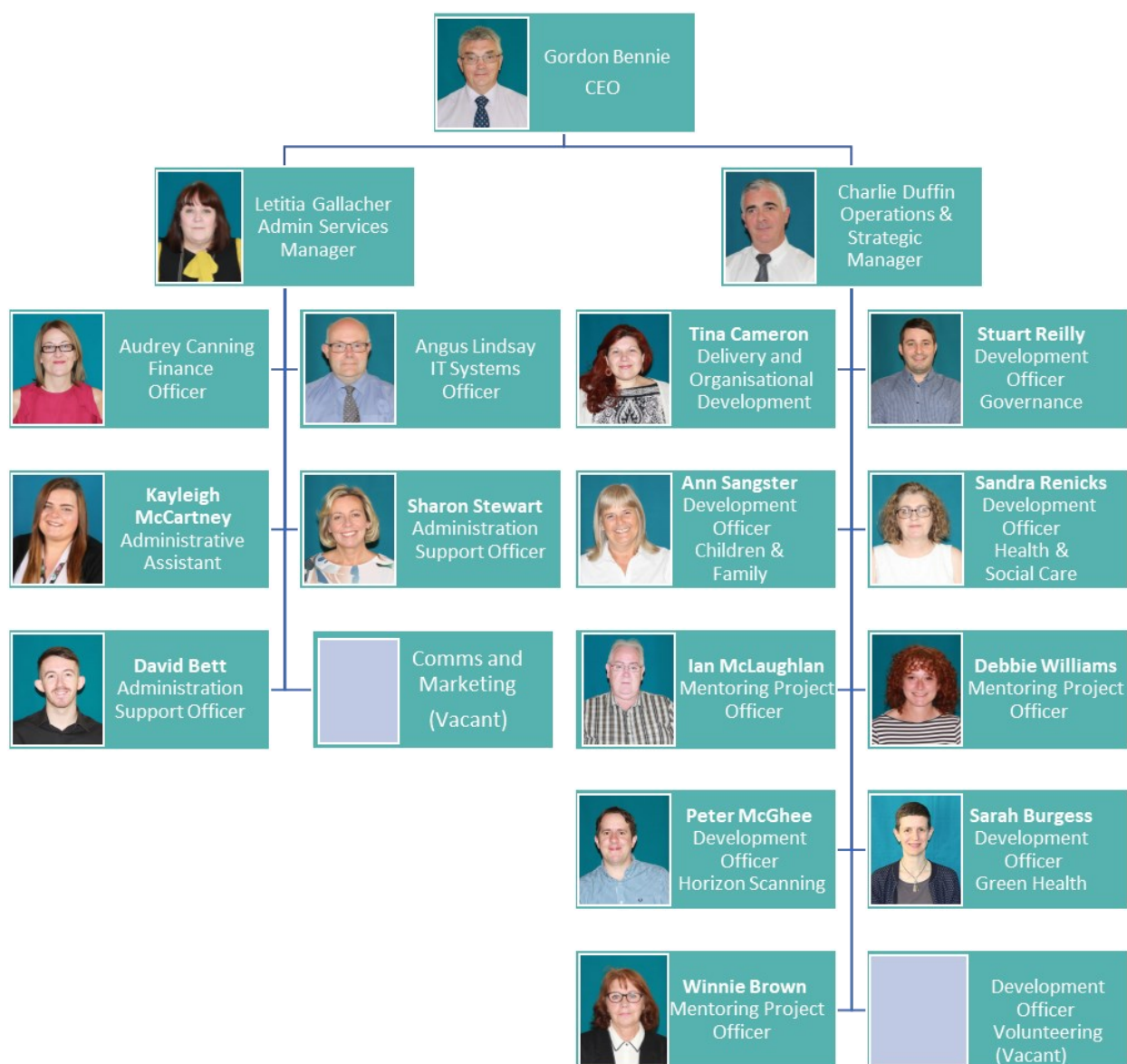
The **VASLan Board** continues to provide support with our work and our future planning

Rev Ian Barcroft (Chair)  
Bill Tynan

Nancy Barr (Vice Chair)  
Jean McKeown  
Dr John Brian

John Cassidy (Vice Chair)  
Niall McShannon

## VASLan Staff Structure



**We would like to take this opportunity to thank the VASLan Board, staff and volunteers for all their hard work and commitment and their ability to embrace change this year.**





## Future Planning

As we move into 2019-2020 we will be putting in place the next stages of our programme of change and improvement.

Working with partners toward a more flexible approach to the services we deliver.

Introducing further updates to the Locator tool.

Providing more detail on the economic footprint of South Lanarkshire's Third Sector.

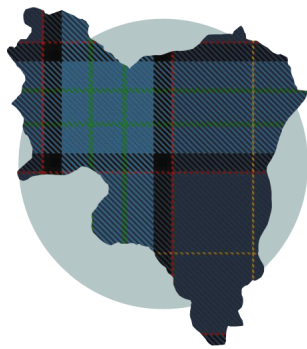
Improved information sharing through targeted campaigns

Building further efficiencies into our organisation.

Revising and refreshing our Strategic Plan, and,

Continuing to provide valuable support to a wide range of community and Third Sector Organisations together with highlighting and celebrating the impact of South Lanarkshire's Third Sector and its many volunteers in the delivery of local community-based services and interventions.





# Voluntary Action South Lanarkshire

Putting the Voluntary Sector FIRST

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



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