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| **ENABLING** |
| *“We want to enable as many members as possible to achieve their vision and mission”*Objectives1. Double our membership in the next 3 years to reach 800+ member organisations.
2. Annually revise our free membership offer and benefits which focuses on engagement and enabling members to connect with organisations not currently accessing our support.
3. A locality first operational model enabling our members to access our core TSI support offer delivered by knowledgeable, well trained staff team.
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| Powered By Our People, We Will:* Segment our intelligence of non-members and develop bespoke approaches to become relevant too, and engage with, these groups to join our membership community.
* Listen to our members, learning and improving based on what membership benefits and supports are most valued and impactful.
* Create a schedule of bespoke support locally through a blend of group surgeries, training, and 1 to 1 engagement.
* Retain data integrity of our membership to allow for effective leadership, vision, and co- ordination.
* Utilise our Online Learning Platform (the Learning Circle), peer to peer support and locality surgeries as resources to build capacity and capability within our TSI workforce to support capacity building at a locality level including topics such as governance, legal structures, charity law, finance, volunteer management, evaluation, funding, and business planning.
* Develop an internal and external coaching culture which unlocks the capability and potential of the third sector workforce, fostering learning organisations where the sector enables each other
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| **FACILITATING** |
| *“We want to facilitate a best practice single point of access for support and advice”*Objectives1. Develop our ‘Participation & Influence Model’ which maps out a consistent approach to support volunteers, community organisations and Social Enterprise access our full offering.
2. Facilitate a range of participative spaces and resources to support others deliver upon their visions and missions.
3. Improve the ‘customer journey through VASLan’ leading to 10% year on year improvements in ‘sector satisfaction surveys’.
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| Powered By Our People, We Will:* Have consistent ‘what matters to you third sector’ discussions, signposting towards supports based on identified needs via strengths based conversations.
* Facilitate a range of locality and thematic networks, events and training with a focus on active listening, converting ideas to action with a ‘you said, we did’ feedback loop.
* Promote volunteering and enterprising approaches to a wellbeing economy.
* Explore innovation around non-clinical supports e.g. Improving the Cancer Journey and Social Prescribing.
* Further raise the visibility of volunteering, community organisations and Social Enterprise through organisational spotlights and wider communications approaches
* Embrace our digital capability, maximizing the benefits to members of our CRM system, Locator App, Learning Circle.
* Take a co-production approach to ensure local needs are reflected in the distribution of funds managed by VASLan, striking a balance between being an effective capacity builder and grant-maker.
* Facilitate the development of sector wide consortia funding bids, and collaborate to attract external and/or local funding to localities.
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| **CHAMPIONING** |
| *“We want to champion the value and impact of the third sector locally”*Objectives1. Co-produce campaigns to demonstrate the value and impact of the third sector in South Lanarkshire
2. Influence local and national policy shapers and decision makers in an effort to lead to a fundamental shift in power dynamics and resource allocation
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| Powered By Our People, We Will:* Use peoples’ lived experience and storytelling to raise awareness and understanding of what the third sector is, what it delivers to change/improve/save lives
* Publish impact reports which use the power of data to show the tangible difference the third sector makes in our communities
* Ensure that the third sector is heard, connected and effective in responding to needs and outcomes alongside Community Planning Partners
* Produce briefing papers and be responsive to national consultations in order to have South Lanarkshire voices heard
* Develop and implement a stakeholder management framework to track engagements with policy shapers and decision makers
* Launch a new website which acts as a source of knowledge and intelligence, underpinning all our communications
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