

ARGYLL AND BUTE THIRD SECTOR PARTNERSHIP

ANNOTATED BUSINESS PLAN FOR SERVICES DELIVERY FROM AUGUST 2011

Objectives	Actions	Service Delivery from August 2011
<p>1.The Partnership will support and enable a vibrant and strong third sector in Argyll and Bute, actively engaged in Community Planning, by providing the mechanisms for a more coordinated interface and communications channel through which the voice of the sector can be heard regardless of size, thematic scope or geography.</p>	<ul style="list-style-type: none"> • Fora are supported and developed in all 7 areas, those on Islay and Bute are firmly established and contribute to Local Area Community Planning Group agenda. First meeting on Bute takes place early April 2011. • AVA supports 5 of third sector fora and is committed to resourcing the growth of these groups • Existing fora continue to develop relationships with Local Area Community Planning Groups • Core partners meet regularly, on average 6 weekly and communicate by email and telephone between meetings. • IJCVS feeds into Islay community council; Bute Community Links into its local Community Council and Argyll Voluntary Action feeds into several Community councils through staff attendance and connects with others electronically. • Core partners input information from attendance at meetings within 3rd sector perspective – in accord with Representation principles – and 	<ul style="list-style-type: none"> • AVA STAFF ON BUTE TO DELIVER USING EXISTING DROP IN FACILITY – EXPANDED TO INCLUDE THIRD SECTOR FORUM • AVA CAN RESOURCE THIRD SECTOR FORUM ON BUTE • ALL – CURRENTLY BCL ATTEND EACH ALTERNATE AREA MEETING – THREE PARTNERS AVAILABLE TO COVER (1 X FOUR MONTHLY) • ALL – NO CHANGE • AVA STAFF MEMBER ALSO LINKS WITH COMMUNITY COUNCIL. ADDITIONALLY LINKS WITH COMMUNITY ACCOUNT MANAGET • PREVIOUSLY LACKING – EXPECTED IMPROVEMENT WITH COVER AS ABOVE

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	<p>evidence so doing.</p> <ul style="list-style-type: none"> • Core partners will meet regularly and ensure wider sector is informed of business under discussion and relevant issues through agenda and minutes • Principles of Representation are refreshed by autumn 2011 agreed by all partners and underpin actions. • Argyll Voluntary Action Chairs the Strategic LEADER LAG and positively supports and encourages organisations to access funds through this group. • Third Sector Partnership will continue to work with CPP to progress realisation of a Compact between third and public sectors by March 2012 • Bute Community Links (BCL) Ltd has its own blog and will develop website and new branding during this year. • To ensure communication channels are appropriate & effective core partners will maintain membership of VAS and SCVO 	<ul style="list-style-type: none"> • ALL – NO CHANGE • DUE AUTUMN – NO CHANGE • AVA – NO CHANGE • ONGOING – AVA – AS LEAD • WEBSITE DEVELOPED BY BCL – SHOWS NO CHARITY OR COMPANY NUMBER – OUTWITH TSP REMIT • TSP MEMEBER VAS & SCVO. AVA, ABSEN AS INIDVUDAL ORGS. NO IDEA BCL
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<p>2. The Partnership will work to ensure that support is coordinated with the Council, stakeholders, partners and other providers, based on need, delivered in a timely manner and to a recognised quality standard. Local References FL2/4/5, VC3/4/7</p>	<ul style="list-style-type: none"> • CPP partner's involvement is critical and will be required as a positive action translated from the current aspiration. • Further development of shared training information and resources will be developed over the period. • All core partners will achieve EFQM C2E by late summer 2011 and work to embed quality across and within the third sector, addressing problematic areas identified by prior research and by promoting broad range of quality standards. • Argyll Voluntary Action sits at Community Health Partnership and are co-ordinators of Public Health network serving north Argyll area. • The Third Sector Partnership will report against and participate in MILO or other reporting mechanism as agreed with VAS and with Scottish Government. • ABSEN will complete process of integrating EFQM into ABSEN systems and procedures, achieving C2E by end of the year. • Argyll Voluntary Action commits to supporting and provides the Vice Chair for the Communities and Third Sector strategic group • Our work is recognised and valued by public sector partners and this is evidenced through 	<ul style="list-style-type: none"> • ALL – BCL DOES NOT REPORT – THIS WILL IMPROVE ABILITY TO REPORT FULLY • ALL – BUTE FORUM AS ABOVE. PREVIOUSLY LACKING • AVA, IJCVS ACHIEVED, ABSEN IN PROGRESS. NO KNOWLEDGE BCL PROGRESS • AVA – NO CHANGE • IN PROGRESS – NO CHANGE • IN PROGRESS – NO CHANGE • AVA – NO CHANGE • RECOGNISED MANY LEVELS AND WELL SUPPORTED (NOT FINANCIALLY) – NO CHANGE
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	inclusion and consultation across a range of issues.	
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<p>3. The Partnership will work to upskill and empower communities and organisations enabling them to influence decisions which affect their lives. Local References FL1/2/4, VC4, ET05a, ABC12a/14</p>	<ul style="list-style-type: none"> • Through reporting to the CPP scorecard Pyramid system TSP is able to demonstrate its efficacy and reach to communities in Argyll and Bute. • TSP core partners will regularly update the sector electronically and through third sector fora which will be held bi-monthly at a minimum. • TSP partners will ensure that issues raised by third sector fora are placed on appropriate strategic agenda by working collaboratively with public sector partners. • Regular attendance by TSP partners at Local Area community Planning Groups and reporting to the wider sector will be shared via the website and e-bulletins. • IJCVS organises annual 'Turning Rhetoric into Reality' funding formathon • All partners undertake and report against needs and skills audit and develop actions to address identified gaps and needs 	<ul style="list-style-type: none"> • BCL – NOT REPORTING. WITH INPUT FROM AVA AND ABSEN STAFF, PLUS OTHER COMMUNITY GROUPS IMPROVEMENT EXPECTED • BCL NOT UPDATING. INCLUSION ALREADY WITHIN ABSEN & AVA NEWSLETTERS. WILL NOW BE ABLE TO INPUT ADD'L INFO VIA PORTAL WEBSITE • NO FEEDBACK FROM BUTE AND AVA STAFF MEMBER EXCLUDED. IMPROVEMENT EXPECTED • AS ABOVE. IMPROVEMENT EXPECTED. • IJCVS – IN PROGRESS • ALL – NO INFO FROM BCL. UNDERTAKE VIA AVA STAFF AND COMMUNITY ACCOUNT MANAGER, INPUT FROM OTHER COMMUNITY
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	<ul style="list-style-type: none">• Argyll voluntary Action will seek to continue its Community Engagement programme which has been recognised at planning levels as best practice• Core partners Bute Community Links and Argyll Voluntary Action achieve accreditation to offer Independent Examination of Account services.• Partners will further develop the range of support and specialist advice available including business development, HR including TUPE, alongside expanded funding services within 2011.• Partnership is committed to refining a joint process to promote skills development across the area, based on clear analysis of need.	<p>GROUPS</p> <ul style="list-style-type: none">• AVA – IN PROGRESS • AVA – ACHIEVED X 3 STAFF. NO KNOWLEDGE OF BUTE. AVA HAS CAPACITY TO COVER THIS SERVICE • ACHIEVED, RANGE OF ADDITIONAL SERVICES PRODUCED, NONE FROM BCL – NO CHANGE • ALL – IN PROGRESS
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<p>4. The Partnership will make support, training and advice available to all voluntary and community sector organisations across Argyll and Bute. Local References FL2/4/5</p>	<ul style="list-style-type: none"> • Minimum of 18 workshops are held over 12 months • Bespoke advice supports minimum of 40 voluntary and community organisations over 12 months. • Enquiries are generally responded to within 5 working days • 10,000 enquiries minimum are dealt with in 12 month period. • Equalities training is available to all voluntary and community organisations across Argyll and Bute. • Resources will produced or signposted to enable 	<ul style="list-style-type: none"> • TARGET EXCEEDED ALREADY. BCL DELIVERED 2 WORKSHOPS. PARTNERS HAVE CAPACITY TO ENABLE AND/OR DELIVER TRAINING FOR BUTE ORGS. • NONE DELIVERED BY BCL. LOW DEMAND, CAN BE DELIVERED FROM DUNOON AVA OFFICE (OWN TARGET ALREADY ACHIEVED) • BCL DEALS APPROX 15 ENQUIRIES PER WEEK. OTHER PARTNERS WILL EXCEED ANNUAL TARGET. MIX OF AVA STAFF ON BUTE/PARTNERS VIA EMAIL/TELEPHONE/SKYPE TO COVER – ADDITIONAL LOCAL SUPPORT IF REQUIRED. • AVA DELIVERS EQUALITIES TRAINING AVAILABLE ACROSS AREA – NO CHANGE • ALL PARTNERS PRODUCE RESOURCES – NONE PRODUCED
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	<p>organisations to maintain standards and compliance in line with best practice</p> <ul style="list-style-type: none"> •The Community Toolkit resource will be maintained and hosted by Third Sector Partnership as a resource for the sector. •IJCVS holds weekly surgeries for community organisations •Argyll Voluntary Action and Bute Community Links facilitate daily 'drop-in' availability at respective offices •Portal website (argyllcommunities.org) and partners websites updated weekly •IJCVS will deliver minimum of 10 training workshops •IJCVS to seek accredited training where possible •The Partnership will co-ordinate and produce a training schedule for the year 	<p>BY BCL. SHARING ALREADY OF THOSE PRODUCED BY OTHER PARTNERS – NO CHANGE</p> <ul style="list-style-type: none"> • AVA MAINTAINS COMMUNITY TOOLKIT AND HOSTS PORTAL FOR SECTOR – NO CHANGE • IJCVS DELIVERS – NO CHANGE • AVA ALREADY HOLDS DROP INS ON BUTE, ALTERNATE VENUE. MINIMAL CHANGE OTHER THAN ADVISING SECTOR LOCALLY • AVA HOSTS WEBSITE/PORTAL AND EMPLOYS STAFF MEMBER TO ENSURE UPDATES. NO CHANGE • IJCVS – IN PROGRESS - NO CHANGE. • IJCVS – IN PROGRESS – NO CHANGE • NO INPUT FROM BCL. TRAINING CALENDAR PRODUCED AVA/IJCVS . NO CHANGE.
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<p>5. The Partnership will provide recognised quality services to enable and support volunteers and volunteering development within our communities Local References FL2, VC1, OE4, ABC14</p>	<p>The Volunteer Centre (part of AVA) confirms its intention to support the Volunteer of the Year awards, held jointly with Argyll and Bute Council.</p> <ul style="list-style-type: none"> • AVA achieves EFQM quality standard and promotes the values and standards relevant to volunteers. • AVA’s own volunteering policy and information service reflects high standard and commitment; this applies across all volunteering literature. • Selection and recruitment practices are based on sound Equality and Diversity practice <ul style="list-style-type: none"> • Staff work to develop new volunteering opportunities and support existing volunteer involving organisations • Higher profile is given to volunteering activity and benefits (based on sound research) • MV Awards will be promoted and delivered by AVA as part of its commitment to young people with target of 400 registrations per annum. • AVA will maintain intermediary status (CRBS) and capability to support organisations where their 	<ul style="list-style-type: none"> • ACHIEVED – AVA – NO CHANGE • AVA – ACHIEVED – NO CHANGE • AVA – REVIEWED/REFINED – NO CHANGE • AVA RESPONSIBILITY PREDOMINANTLY . AVA STAFF ON BUTE AVAILABLE. NOT KNOWN FOR BCL – NO CHANGE. • AVA STAFF – ON TARGET – NO CHANGE. • AVA ROLE – NO CHANGE • AVA – ACHIEVED – NO CHANGE • AVA ROLE – NO CHANGE
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	<p>work falls within provisions of PVG Act and attendant requirements.</p> <ul style="list-style-type: none">• IJCVS achieves EFQM and promotes values and standards to volunteer development officer• BCL and local volunteer co-ordinator (AVA) will develop closer working relationship where appropriate and support respective work and client groups.	<ul style="list-style-type: none">• IJCVS ACHIEVED – NO CHANGE• BCL EXCLUDE AVA STAFF – IMPROVEMENT EXPECTED
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<p>6. The Partnership will inform, advise and support volunteer involving organisations and their volunteers, adding value to the social economy within Argyll and Bute and enabling organisations to measure their social impact. Local References FL1/2/4/5, VC4, ET05a, ABC12a</p>	<ul style="list-style-type: none"> • Support will be a mix of bespoke, training course and workshops which will be accredited and delivered by trained and experienced staff. • Volunteer management training is available to all voluntary and community organisations across Argyll and Bute. • AVA will achieve accreditation of 75% training workshops and courses over 12 months. • AVA will deliver minimum of 6 workshops or courses over 12 months as part of its volunteer activity. • AVA undertakes to keep voluntary sector informed and appraised of new and emerging legislation/regulation or issues affecting its operations and offer support to meet emerging needs as far as is possible. (ie there are situations where AVA has the skills but a governing body prohibits their use for local benefit) • VC as part of AVA will report on volunteering activity and will evaluate its value and volunteers experience using Impact Assessment Toolkit and other methodologies. 	<ul style="list-style-type: none"> • AVA ACCREDITED PROVIDER – IJCVS IN PROGRESS. ALL AVA STAFF QUALIFIED TO DELIVER. AVA ALSO IIV VERIFIER FOR VDS – NOT BCL ROLE. – NO CHANGE • AVA DELIVERS – NO CHANGE • ACHIEVED BY OCTOBER 2011. AVA – NO CHANGE • AV A – ACHIEVED – NO CHANGE • AVA COMMUNICATION STAFF – E-BULLETINS, WEBSITE PORTAL & 5 X 3RD SECTOR FORA. IJCVS – 3RD SECTOR FORUM. ABSEN – REGIONAL MEETINGS. AVA TAKES ON BUTE FORUM. • AVA ROLE – NO CHANGE
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	<ul style="list-style-type: none">• On Islay and Jura, partners work with volunteer development officer closely to develop services in partnership (eg Tutor service and Timebank)• Aim to increase partnership working with island communities and community groups to support volunteers and ensure information exchange • All core partners will work more closely, developing relationships and projects as appropriate.	<ul style="list-style-type: none">• IJCVS – IN PROGRESS AND FUTURE PLANS • ALL – IN PROGRESS. BCL NOT INVOLVED. EXPECT SOME IMPROVEMENT UNDER THESE ARRANGEMENTS • ALL – WITH EXCEPTION WORK WITH BCL – NO CHANGE
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<p>7. The Partnership will ensure social enterprise organisations are well informed, and enabled to network at local and national level Local References FL2/4ET04a/b, ET06a, VC4ABC12a/14, linked HIE2</p>	<ul style="list-style-type: none"> • Local ABSEN co-ordinators will support social enterprises and the role of the ABSEN Manager throughout 2011-2012. • Third sector fora will actively encourage social enterprises to engage and fully participate • TSP representative at strategic level will ensure that issues relevant to social enterprise are raised where appropriate and feedback given • ABSEN to Organise 4 Regional meetings (all ABSEN members invited) per year • ABSEN to increase its membership base with a target of a further 5% per year. • ABSEN will be resourced to continue to offer FREE Membership and benefits until end March 2012 at the earliest. • ABSEN shall appoint under contract a part time representative (based on an notional 8 hours month) in up to 6 geographic areas (similar to Council areas) to service the immediate and operational needs of its Members and to combat the geographical and logistical difficulties 	<ul style="list-style-type: none"> • ABSEN AND ALL – IN PROGRESS – NO CHANGE (BUT SEE BELOW) • AVA X 5 ACHIEVED, IJCVS X1 IN PROGRESS. EXPECT IMPROVEMENT UNDER NEW ARRANGEMENTS • AVA ROLE – ACHIEVED – NO CHANGE • ABSEN ROLE – NO CHANGE • ABSEN IN PROGRESS – NO CHANGE • ABSEN ROLE – NO CHANGE • ABSEN – ACHIEVED. BCL WERE AREA REP ON BUTE (CEO). WILL IDENTIFY ALTERNATE REPRESENTATIVE
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	<p>encountered in Argyll and Bute</p> <ul style="list-style-type: none"> • The ABSEN Network Facilitators will assist in the organisation and promotion of Third Sector Fora in their area and attend and ensure relevant issues are passed to Local Area Community Planning Groups, either via a designated third sector attendee or by attendance in person. • Promote organise 4 area meetings (open to members from that geographical area) per year • ABSEN shall ensure the database is maintained, surveys issued, results collated and information analysed. • A report on the sector for the LSEP comparing and contrasting activity in years 08/09/10/ • BCL and AVA support this strand within staff roles as local area representatives for ABSEN 	<ul style="list-style-type: none"> • AREA REPRESENTATIVES ATTEND 3RD SECTOR FORA. AS ABOVE RE BUTE REP • ABSEN ROLE – ACHIEVED – NO CHANGE • ABSEN ROLE – NO CHANGE • ABSEN ROLE – NO CHANGE • AS ABOVE, ALTERNATE REP TO BE IDENTIFIED (KNOWN POTENTIAL 3 CANDIDATES)
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<p>8. The TSP will ensure social enterprise organisations are supported and offered training and advice to enable a growing and thriving social enterprise sector in Argyll and Bute. Local References FL1/2/3/5, ET05a. ET06a, ABC09a</p>	<ul style="list-style-type: none"> • Appropriate training will be provided to Members on procurement readiness, and contracting. • ABSEN will work with Argyll & Bute Council to enhance its procurement practices to enable social enterprises to participate in the procurement process. • ABSEN will be the lead partner in the delivery of the Argyll & Bute Local Services Initiative (ABLSI), with Carnegie UK Trust, HIE, Argyll & Bute Council and NHS Highland. • We will coordinate direct support for aspiring and existing social enterprises linked to public services in recycling and waste management, older peoples services, arts education, children and young families and ferries and airports. Support will in some cases be delivered through “one to many” generic courses or surgeries (e.g. TUPE) but with the approval of Partners support may be “one to one”. • ABLSI activities will be disseminated via participating in the “Fiery Spirits” web portal and organising up to 3 study tours or “Community of 	<ul style="list-style-type: none"> • ABSEN ROLE IN PARTNERSHIP AB COUNCIL STAFF – NO CHANGE • IN PROGRESS – THROUGH RANGE OF CHANNELS, ABSEN & AVA. NO CHANGE • ABSEN ROLE – NO CHANGE • ABSEN ROLE PREDOMINANTLY, AVA & IJCVS INPUT. – NO CHANGE • ABSEN ROLE – ABSEN & AVA MEMBERS CoP. – NO CHANGE
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	<p>Practice" events.</p> <ul style="list-style-type: none">• ABSEN shall ensure that effective working relationships are maintained with, Argyll and Bute Council, HIE, HISEZ, SENSCOT, Social Enterprise Academy, CEIS and others. Delegates will attend S2S annually.• BCL and AVA support this strand within staff roles as local area representatives for ABSEN	<ul style="list-style-type: none">• ABSEN INTERNAL ORGANISATIONAL ROLE. – NO CHANGE• AS ABOVE – REPRESENTATIVE FOR BUTE TO BE APPOINTED.
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Many of the areas of service delivery require no change and have not been part of Bute community Links role within the partnership. In other areas the most likely outcome would be an improvement to services, most notably in partnership working, in a 3rd sector forum which does not exclude the Volunteer Centre, in ability to represent and in linked activities.

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The main areas which we undertake to support are:

Objective 1.

Third Sector Fora – AVA has staff member based on Bute who is able to facilitate and co-ordinate and additional support is available from our nearby Dunoon office.

Attendance at Local Area Community Planning Group meetings when held on Bute. Alternate meetings are held on Bute – representatives from Dunoon/Cowal third sector forum already attend and report back; thus it is simple to incorporate Bute area – currently once every 4 months.

Links with Community Council. On a small island many people are involved in a range of activities and the AVA staff member is already linked with Community Council. The organisation identified by HIE as the anchor organisation for Bute with the closest links to the community and therefore host to the Community Account Manager for the island is Bute Community Land Company and they are able to offer additional support as required. AVA staff already work closely with BCLC and co-operate on various events; this can be extended.

With own staff linking with third sector forum we expect an improvement in reporting and ability to represent.

Objective 2

Reporting is expected to improve, linking with actions within 1. AVA sits at Full and Management Committees of Community Planning Partnership.

EFQM – partners have no knowledge of BCL status but this does not affect each organisation.

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Objective 3

Reporting will improve with input from 3rd sector fora, AVA staff, ABSEN members and others.

We will continue to update all of the wider sector – all organisations are on AVA database. Other actions not impacted.

Objective 4

Training and Workshops. In absence of Bute delivery this can easily be a shared delivery between the core partners and we are also able to enable further training (identified) as required. Volunteer Management and Investing in volunteers modules are already delivered by AVA.

Enquiries and advice. BCL returns average of 15 enquiries per week. These can be covered by a mix of nearby AVA and ABSEN staff, other community focused organisations based on Bute and / or by distance through email/telephone/skype. The numbers are low and even if all came initially to one office very unlikely to cause a problem.

Objective 5 This work is already covered.

Objective 6 This work is already covered with exception of third sector forum on Bute

Objectives 7 & 8 No change with exception of an ABSEN representative for Bute of which there are potentially three candidates to give cover.