

Argyll and Bute Third Sector Interface

2015/16 Workplan

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1. ARGYLL AND BUTE

Population

In the 2011 Census, the estimated population of Argyll & Bute was 88,000 (rounded to the nearest thousand). Argyll and Bute faces the challenge of a rising percentage of older population and a decrease in working age people. It is worth noting that the overall population projections for Argyll and Bute are of a reducing population compared to a slight increase for Scotland as whole. There is therefore a strong focus on our young people, and on making Argyll & Bute an attractive place for people to work, visit and live.

Land Area

Argyll and Bute is the second large council authority in Scotland covering an area of approximately 2,700 sq miles. The mainland is composed largely of fragmented peninsulas and there are 23 inhabited islands representing huge challenges to service delivery. The islands, although access deprived in many respects also make up 17% of the total population. A further 45% of residents live in the remote and rural areas of the mainland.

Prevention

As a cross-cutting theme for all Community Planning partners, prevention has a major role within plans of the interface. It also underpins our service delivery and our approach to meeting future challenges in particular for our local areas. We have contributed to the prevention theme within our single Outcome Agreements taking opportunities to work together and to help embed this theme further. Services targeted toward vulnerable groups support a strong prevention agenda. There is a very real challenge for Argyll & Bute as the Reshaping Care for Older People, 'Change Fund' interim funding comes to an end in March 2015. We are also deeply engaged in the Health and Social Care Integration with place on both the project team and the Shadow Integrated Joint Board. We currently are the lead organisation for the community resilience workstream within Reshaping Care for Older People and sit at Performance Management board and the RCOP Programme Board.

Equalities

We are committed to equal practice and delivery of service wherever and whenever possible. The Equality outcomes are threaded throughout the new Single Outcome Agreement, which we are pleased to have been contributing authors drawing on our knowledge of the sector and aligning measures to reflect the work of the wider sector. We have a robust Equality and Diversity policy. As with other cross – cutting themes we share and support our Community Planning partners in delivery of equality objectives as set out within the Single Outcome Agreement.

2. BUSINESS WORKPLAN 2015 – 2016.

This plan has been prepared to be fully cognisant of and coherent with the finalised Single Outcome Agreement and its Delivery Plans.

In addition to the overarching Single Outcome Agreement we are also working closely with our CPP partners to finalise the SOA:Local these will be the locality commitments in each of the four local administrative areas of Argyll and Bute. Drafts are under discussion and we anticipate these being finalised late April 2015. Therefore, where these outcomes are referenced it is possible some change may occur and we would notify accordingly.

Contribution to Outcomes

The Interface contributes to all the national priorities of the Scottish Government and to the Argyll and Bute wide Single Outcome Agreement Outcomes.

The six national priorities as advised by the Scottish Government are

1. Economic recovery and growth;
2. Employment;
3. Early years;
4. Safer and stronger communities, and reducing offending;
5. Health inequalities and physical activity; and
6. Outcomes for older people.

The overarching ambition of the A & B Single Outcome Agreement is:

‘Argyll and Bute’s economic success is built on a growing population’

Underpinning this are six area wide outcomes with accompanying delivery plans.

1. The economy is diverse and thriving.
2. We have infrastructure that supports sustainable growth.
3. Education, skills and training maximises opportunities for all.
4. Children and young people have the best possible start.
5. People live active, healthier and independent lives.
6. People live in safer and stronger communities.

The Single Outcome Agreement had a number of iterations and to reflect the shape and scope of the final commitment and our clear links to the SOA this workplan differs from previous plans in content and style. It would have fallen short of objectives had we not fully taken account of the drivers from local agenda and this has, we trust, given a clearer focus to this workplan. It does, however, maintain a clear sight of the common standards and services as agreed between Voluntary Action Scotland and Scottish Government. .



Connect

- Co-production
- Networking
- Involvement

Grow

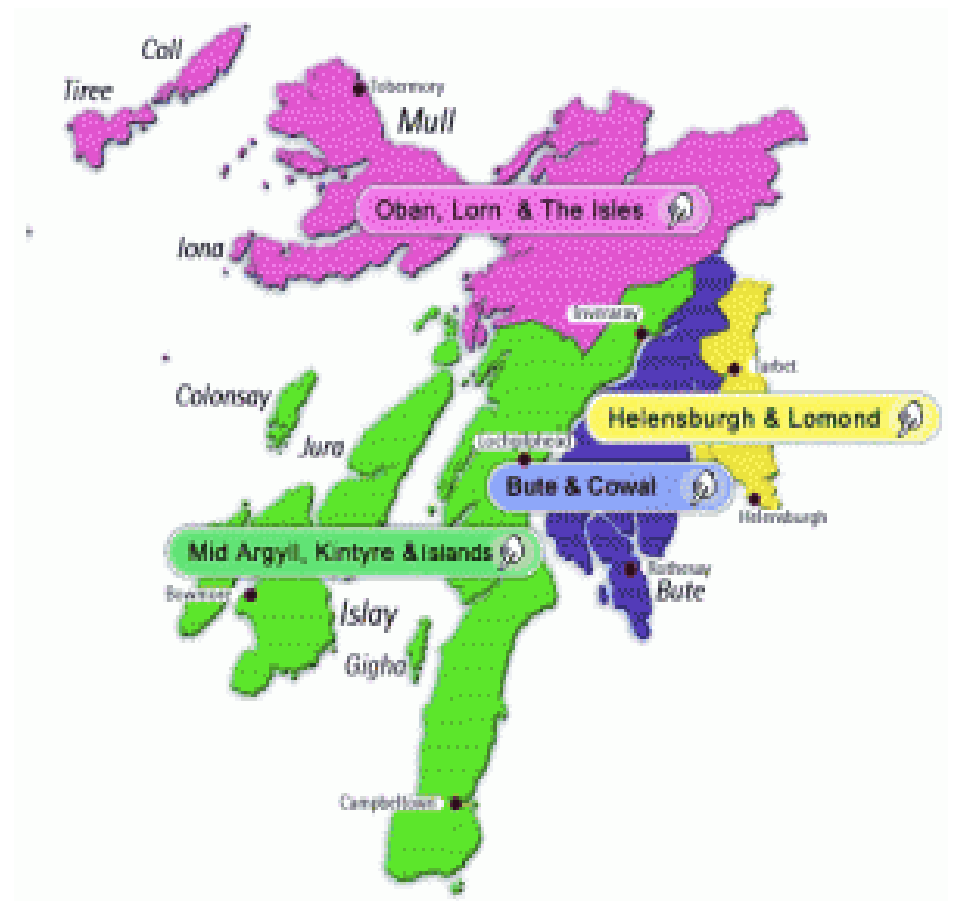
- Community development
- Support
- Training



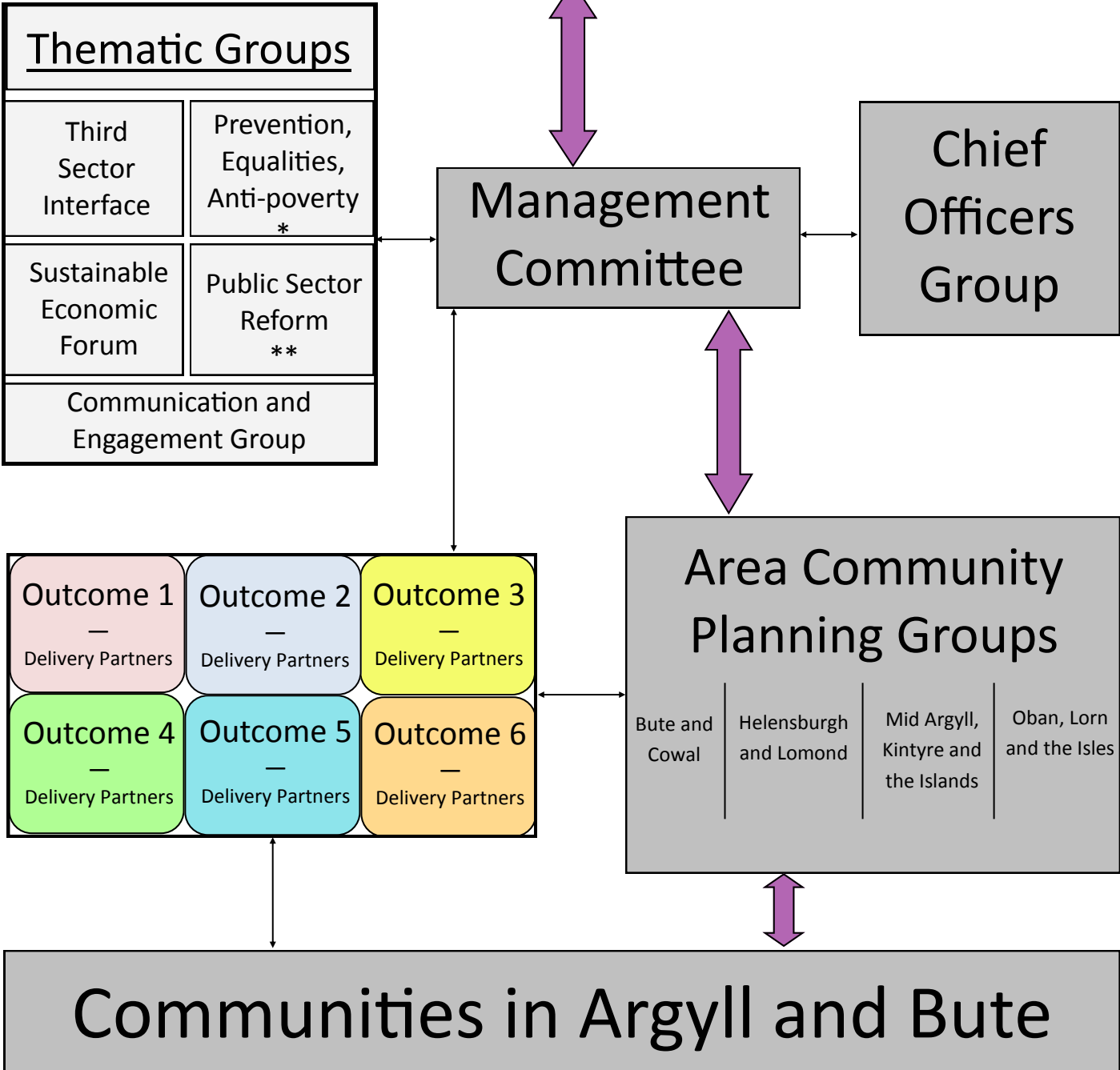
Represent

- Listening
- Engaging
- Advocating

Themes



Full Partnership



Key—Outcome Delivery Partners:

Argyll and Bute Council; Highlands and Islands Enterprise; Scottish Enterprise; Argyll College UHI; Skills Development Scotland; Job Centre Plus ; Third Sector Partnership.
Argyll and Bute Council; Highlands and Islands Enterprise; Scottish Enterprise; Scottish Government; Housing Associations, HITRANS; SEPA; Caledonian MacBrayne; CMAL; HIAL; SPT; Loch Lomond and the Trossachs National Park .
Argyll and Bute Council; Argyll College UHI/other regional colleges; Skills Development Scotland; Job Centre +; Department Work Pensions; Third Sector
Argyll and Bute Council; NHS Highland; Third Sector Partnership; Police Scotland; Scottish Children Reporters Authority; Scottish Fire and Rescue Service.
Argyll and Bute Council; NHS Highland; Third Sector Partnership; Police Scotland; Scottish Fire and Rescue Service; Registered Social Landlords/Housing Associations; Home Energy Scotland; Highlands and Islands Enterprise; Scottish Natural Heritage; Alcohol and Drugs Partnership; Scottish Enterprise.
Argyll and Bute Council; NHS Highland; Police Service of Scotland; Scottish Fire and Rescue Service; Third Sector Partnership; Registered Social Landlords.

* Highlights from key groups to Management Committee: Community Safety; Health and Wellbeing Forum; Strategic Housing Forum; Welfare Reform Working Group.

** Health and Care Integration—Chief Officer member of the Management Committee.
Community Justice—Update reports to each Management Committee meeting from Lead Officer.

2.3 *Project Resources*

The Interface has a small staff funded from core Scottish Government funding and supplements this and thereby its core work, through leveraged additional funding and staff, the majority of whom are part time. We also recognise the added value which volunteers bring to the delivery of our work and services.

Resources for the activities outlined in this business plan come from the following sources:

- Big Lottery Fund
- External Consultancy income
- Bank of Scotland
- Lloyds TSB Foundation
- Argyll and Bute Council
- Robertson Trust
- Scottish Government
- NHS Highland
- The Lintel Trust
- Voluntary Action Fund
- Mactaggart Third Fund
- Highlands & Islands Enterprise

OUTCOME 1A: MORE PEOPLE HAVE INCREASED OPPORTUNITY AND ENTHUSIASM TO VOLUNTEER

Single Outcome Agreement Outcome 3: Delivery, skills and training maximises opportunities for all

Single Outcome Agreement Outcome 4: Children & Young People have the best possible start

Single Outcome Agreement Outcome 5: People live active, healthier and independent lives

Single Outcome Agreement Outcome 6: People live in safer and stronger communities

Equality Outcomes

Prevention Outcomes

	Outcome / Common Service	SOA Outcome	Performance Indicators	Target / Timescale	6/12 mth output	Status
Provide Advice on Volunteering						
Promote and inspire people to volunteer, through a locally accessible presence, celebrating volunteering and encouraging people to overcome their barriers and challenges.	1.7 1.6 1.5 1.2	3.6.1 3.6.2	The number of events / presentations delivered to encourage and promote volunteering. No. of people attending events / presentations	6 per year 150 per year VOY held June 14 100 people attend		
Increase the overall number of people engaged in volunteering			Annual Volunteer of Year Awards celebration held. No attending VOY Increase the volunteer registrations by 120	Additional 100 at end of 2015-16		
Provide access to guidance and support in securing volunteering placement whether with volunteer involving organisations or through community volunteering (eg Timebank). Volunteers are supported and given training to overcome barriers	1.5 1.8	3.4.1 3.4.3	No. of people registered on volunteering database Number new registrations matched with a volunteering opportunity or community volunteering No of PX2 courses delivered No of STEPS courses delivered	1. On MILO 350 2. On community database 8000 25 per quarter		

<p>Have a procedure in place for volunteers to give feedback</p> <p>Volunteers have a positive experience of volunteering</p>	1.3		<p>No of volunteer completing bespoke questionnaires/ and rating experience above satisfactory</p> <p>No of volunteers rating their experience as excellent</p> <p>No of volunteers who have had a difficulty in their placement and felt this was fully resolved</p>	<p>100 /95 each half year</p> <p>50 each half year</p> <p>10% of above stating this on evaluation</p>		
Expand Volunteering Opportunities						
<p>Provide access to quality online opportunities, giving people a choice of placements with up-to-date information through</p> <ul style="list-style-type: none"> • Argyll Communities Website • Volunteer Scotland website <ul style="list-style-type: none"> • Argyll Young Entrepreneurs <p>Maintain local venues in population centres and drop in facilities</p> <p>Volunteers are carefully matched with opportunities following assessment and discussion to meet needs of volunteers and of the organization or community placement.</p> <p>Volunteers are encouraged to develop employability skills</p>	1.1 1.13 1.10 1.4	5.5.3 6.6.5	<p>No. of online enquiries through ArgyllCommunities website Argyll Young Entrepreneurs</p> <p>Footfall during 2015-16</p> <p>Increase number of community volunteer opportunities by 50</p> <p>No. of matches successfully completed</p> <p>Inclusion of volunteering and volunteering support on Skills Development pipeline and Skills Investment Plans</p>	<p>50 per year</p> <p>35 by end 2015-16</p> <p>7,000</p> <p>50 by end 2015/16</p> <p>550 by end 2014/15</p> <p>by April 2016 and ongoing</p>	7	
Specialist Advice and Training for Young People						
<p>To promote and deliver Saltire Award to young people aged 12 to 25 . To recognise achievements and celebrate</p>	1.2 1.5	3.1.2	<p>No. of Challenge Awards issued</p> <p>No. of Approach awards issued</p> <p>No. of Ascent Awards issued</p> <p>No. of Summit Awards issued</p>	<p>50</p> <p>75</p> <p>5</p>		9

success			No. of schools engaged	7		
Increase percentage of young people moving into a positive destination by volunteering and Saltire Awards			No. of young people registered No of young people registered on leaving school	300 over year 60		
			No events celebrating Saltire and Young Volunteers	1 each year		
Volunteers feel more confident to enter / re-enter employment, training or education as a result of volunteering; this may be through confidence gained by volunteering or through specific courses (e.g. the ASDAN Award in Volunteering, PX2) Increase opportunities for young people with disabilities Involve young people in Community Planning (CPP 4.7.5) <i>change</i>	1.7 1.8 4.7	3.2.4	No of young people who express increased self confident or who have stated they feel better prepared for work, education or training # young people completing ASDAN volunteering course # young people completing ASDAN Access 1,2,3 No young people with disabilities engaged	60 each year 10 per year 5 per year 15 during 2015-16		
Promote the benefits of volunteering to young people highlighting that skills learned are transferable and relevant for their future and help prepare them with their transition into volunteering	1.7 1.8 1.10	4.3.4	No. of young people receiving 1 to 1 support into volunteering No of awareness raising workshops delivered No of young people attending	40 each year 8 each year 140		
Provide opportunities for young people to participate in ASDAN courses (e.g. CoPE, AoPE) which supports their personal development and self-esteem and enable engagement with volunteering Partner agencies provide more creative and positive local opportunities for training and employment for young people	1.8, 1.5 5.3	4.4.1	#of registrations for ASDAN CoPE #registrations for ASDAN AoPE # of young people finding employment through skills gained #of young people re-engaging with training or education after or as a result of ASDAN or Volunteering	6 each year 6 each year 8 each year 14 by end 2015/16		

Community Capacity Building						
Support young people to promote good citizenship and engage in wider decision making with partner agencies	1.8 1.14	3.6.1 3.6.2 4.7.3 5.4.1 3.4.1 6.6.5	# young people accessing Argyll Young Entrepreneurs website (unique and return visits) # young people supporting communities through intergenerational activities (of discrete activity sessions) # younger people attending topical sessions / debates	130 / 70 by end 2015-16 90 during 2015-16 60 during 2015-16		
Increase the number of young people engaged in CPP decision making process						
Increase the capacity of community groups	1.10 1.14	3.6.3	# capacity building support sessions delivered to community groups # new initiatives established	100 per quarter 4 during 2015-16		
Support adults to access learning opportunities to so they gain skills and confidence with IT systems	1.14	3.6.6	# people attending IT and allied skills learning sessions	110 by end 2015-16		
Provide opportunities for older people to be involved in community projects	1.14	3.6.7	# older people engaged in Grey Matters and similar initiatives # older people engaged Grey Matters Islay Expand timebank and Grey Matters Jura and Colonsay	150 by end 2015-16 ... by end 2015-16 by September 2015		
Provide targeted elf help support and assistance to people with mental health issues	1.4	Equality Prevention	# people with mental health issues supported # referrals to volunteering # referrals to community groups			
Ensure Argyll and Bute can offer of a wide range of volunteering opportunities to meet the needs and expectations of diverse communities and ensure equality of opportunities across remote locations. + We do this through supporting community volunteering which strengthens communities, and supports peer networks and reciprocal exchange of support and services. As a result, community capacity is built, individuals gain skills and confidence.	1.4 1.15 1.10	Equality 6.6.5	Increase in the number of peer support groups established Increase the number of partnership working opportunities and collaborative actions resulting in new volunteering opportunities by 12 Number of people reporting increased confidence as a result of volunteering	8 by end 2015/16 12 new partnership / collaborative opportunities 80% of surveyed volunteers		

Volunteers and communities are able to understand and engage with the impact of Community Empowerment Bill	1.11 1.15	6.6.5 Equality	# specific awareness and engagement events for volunteers and communities	6 during 2015-16		
Volunteers and communities are enabled to engage with and influence progress of Health and Social Care Integration	1.11 1.15	6.6.5 Equality	# specific awareness and engagement events for volunteers and communities	12 during 2015-16		
Additional Support and Guidance for Volunteers with Individual Needs						
Provide information and support to individuals with additional support needs to increase their general health and well being. Ensure that all children & young people with ASD (Autism Spectrum Disorder) are able to access a clear pathway to volunteer opportunities.	1.4 1.7 1.8	4.4.3 4.4.5 Prevention	No. of volunteers with additional support needs who received advice and information and 1:2:1 support to volunteer # young people with ASD enabled to volunteer	150 each year 22 during 2015-16		
Promote volunteers with additional support needs to VIO's ensuring the organisation is compliant and staff given the appropriate training, thus reducing barriers and providing equality of access.	1.9 1.10 1.3	4.3.4	No. of organisations receiving training to support volunteers with additional needs	10 each year		
VIO's encouraged to offer 'taster or short sessions' to enable vulnerable volunteers an opportunity to experience volunteering within the organisation. Volunteers focus groups and get-togethers collate feedback on these introduction to help review process used	1.7 1.8	4.3.4	No. of people participating in taster / short sessions Number of focus groups / get togethers held	50 by end 2015-16 12 by end 2015-16		
Case Study:						

OUTCOME 1B: VOLUNTEER INVOLVING ORGANISATIONS ARE BETTER ABLE TO RECRUIT, MANAGE AND RETAIN VOLUNTEERS

Single Outcome Agreement Outcome 3: Delivery, skills and training maximises opportunities for all

Single Outcome Agreement Outcome 6: People live in safer and stronger communities

Equality Outcomes

Prevention Outcomes

	Outcome / Common Service	SOA Outcome	Performance Indicators	Target / Timescale	6/12 mth output	Status
Support and advice for Volunteer Involving Organisations (VIO's)						
Provide guidance and support on developing and providing quality volunteering placements and practice	1.9 1.10	3.6.3 6.6.4	No. of organisations supported % of organisations who, after using the TSI, feel more confident in being able to recruit and retain volunteers No of workshops delivered to better support organisations	130 during 2015-16 90% of above 25 by end 2015/16		
VIO's are aware of changes in legislation and practice appropriate to their volunteers to ensure they are well governed and aware of their responsibilities to volunteers.	1.9 1.10	6.6.4 6.6.5	# email bulletins/up-dates each year # governance and charity law support workshops/ sessions	50 per year 45 during 2015-16		
VIO's are able to access organisational health checks	1.9 1.10	6.6.4	#. of short health checks carried out # full healthchecks carried out	6 per year 8 per year		
Provide opportunities to network and discuss volunteering issues through forum and thematic groups Development sessions promote and encourage quality opportunities and support	1.11 1.16	6.6.4 6.6.5	# of meetings of Third Sector Forum / thematic groups # development sessions delivered	20 each year 12 each year 6 each year		
VIO's are supported in their PVG obligations by CRBS Trusted Partner and intermediary services	3.10	6.6.4	# of checks carried out under Trusted Partner scheme # VIO's applying to and using intermediary services	26 each year 15 each year		
Develop new links with local	1.9	6.6.4	# of new organisations signed	5 per year		13

<p>organisations to promote volunteer development and capacity building</p> <p>Assess and analyse boards skills mix , to facilitate equality and diversity on boards and committees; offer bespoke support to board members with support needs</p> <p>Increase young people on boards of third sector organisations and participating third sector fora</p>	1.14	3.4.1	<p>as VIO's</p> <p># of training sessions provided</p> <p>Analysis survey carried out</p> <p>No of board placements supported</p> <p># young people recruited to boards</p> <p># young people participate 3rd sector meetings</p>	<p>15 during 2015-16</p> <p>Annually</p> <p>10 each year</p> <p>8 during 2015 -16</p>		
<p>Encourage and support organisations to adopt quality standards in volunteering e.g.:</p> <ul style="list-style-type: none"> • liV • Good Practice Toolkit • PQASSO 	1.12	6.6.4	<p>No. of organisations supported</p> <p>No. of organisations achieving a recognised quality standard</p>	<p>4 per year</p> <p>Minimum of 2 per year</p>		
<p>Promote and advertise VIOs opportunities to wide audience :</p> <ul style="list-style-type: none"> • Argyll Communities website • Volunteer Scotland website • E:Bulletins • Local advertising 	1.13	6.6.4	<p>No. of volunteering opportunities promoted</p>	<p>230 each year</p>		
<p>Seek to develop new community volunteering opportunities in response to volunteer demand</p>	1.4 1.15	6.6.5	<p>#. of new opportunities developed in response to demand</p> <p>Timebank walking group meets regularly</p> <p>Shared events between islay groups held regularly</p>	<p>60 per year</p> <p>1 meeting each month</p> <p>1 event each month during 2015-16</p>		
<p>Promote personal development of volunteer</p>	1.8	6.6.4	<p>Volunteer board members participate in personal development courses to meet</p>	<p>20 participants each year</p>		14

board members			development needs and state this has been achieved	75% of those surveyed		
			% of volunteers who rate the TSI as excellent or good			
Recognising and Celebrating Achievement						
Organise and host Annual Volunteer of the Year Award to recognise the achievement of volunteers	1.7 1.8	Community Empowerment	No of nominations received	# of nominations across 7 categories		
Volunteer Awards event held on Islay			No of attendees	100 attendees 4 press releases		
			No of press information distributed	25 representatives from 6 partners		
			No of CPP partners attending	Event held June 2015		
			# people attending Event held December 2015		
Case Study						

OUTCOME 3: SOCIAL ENTERPRISE DEVELOPS AND GROWS

Single Outcome Agreement Outcome 1: The economy is diverse and thriving
 Single Outcome Agreement Outcome 6: People live in safer and stronger communities

	Outcome/ common service	SOA Outcome	Performance Indicators	Target/Timescale	6/12 mth output	Status
Training and Development						
Information is provided to enable local organisations to access contract and business opportunities	2.1 2.7	1.1.4	# newsletters / ebulletins issued # links on website to contract portals # specific training workshops delivered to social enterprises # attendees of workshops	4 by end 2015-16 1 link 2 by end 2015-16 10 each workshop		
Signpost organisations to funding opportunities, finance support and	2.3	1.1.4	# newsletters / ebulletins signposting organisations to advice and support	20 during 2015-16 2 links by end 2015-16		15

advice	2.5		# links on website			
Provide support to enable new social enterprises to become established and offer or signpost to relevant training or workshops	2.4 2.7	1.1.4	# organisation receive 1:2:1 support # ebulletins signposting to toolkits, workshops, training aids	9 during 2015-16 10 during 2015-16		
Enable networking by regional meetings or thematic groups relevant to social enterprise; and encourage membership	2.4 2.7	6.6.4	# meetings held # attendees (total) # action learning workshops held # attendees ALS (total) Hold annual conference # conference attendees # ebulletins signposting to events and training # new members during 2015-16	2 during 2015-16 150 6 60 50 12 6		
Young people are supported to become social entrepreneurs and given support to achieve ambitions. We work in partnership to expand knowledge and develop potential	2.6	1.1.3	# young people attending events / training # young people establish a social enterprise # young people accessing AYE website for information / support # social enterprise awareness raising to schools # workshops delivered in partnership with social enterprise academy	30 4		
Capacity of social enterprises is built through delivery of training and advice and business development support	2.5	1.1.3	# training workshops # attendees (total) # business advice briefings circulated Report of needs analysis published from members survey # social enterprises given 1:2:1 support	4 30 4 published 7		
Promote the value and understanding of social enterprise across Argyll & Bute	2.8 2.9		# marketing flyers produced and distributed # shared initiatives with public / 3 rd sector # promotional / network events supported to raise awareness A&B social enterprise Directory in use (published by end 2014-15) # ebulletins promoting successful enterprises/case studies / partnership working #articles published promoting social enterprise (through media, websites, newsletters incl nationally)	2 by end 2015-16 1 by end 2015-16 4 by end 2015-16 Directory is well promoted and maintained 4 by end 2015-16 3 articles during 2015-16		
Social enterprises new and established are supported as appropriate to engage with CHORD (town centre development) issues and opportunities supporting economic development	2.6 2.9	1.2.5	# awareness raising bulletins issued # social enterprises engaged with CHORD plans (town centres)	4 during 2015-16 2 during 2015-16		

4.4 OUTCOME 3: THIRD SECTOR ORGANISATIONS ARE WELL MANAGED AND DELIVER QUALITY SERVICES

Single Outcome Agreement Outcome 3: Education, skills and training maximises opportunities for all
Single Outcome Agreement Outcome 6: People live on safer and stronger communities
Equality Outcomes

	Outcome / Common Service	SOA Outcome	Performance Indicators	Target / Timescale	6/12 mth output	Status
Training and Capacity Building						
Training needs are assessed regularly to develop training provision which is robust, relevant and meets the needs of local groups and organisations. We formulate a refreshed training plan based on current analysis for this TSI	3.4 3.6 3.9	3.4.2 3.6.3	#annual assessments carried out #feedback requests returned Refreshed training plan produced	Annual survey late autumn 2015 70% return rate By September 2015		
Workshops developed and delivered to build leadership capacity of organisations and upskill volunteers in Board and committee roles	3.7 3.8	3.6.3	#individuals attending training events #organisations attending these training events #number of training events	75 each year 18 each year 6 each year		
Accredited and unaccredited workshops and courses are delivered which address organisations strategic planning and development, identify and make improvements within their organisations and ensure they are	3.4 3.5 3.8	3.6.4	#organisations receiving Training information and support literature #Training courses delivered # bespoke training workshops delivered # organisations overall receiving training	1500 each year 12 each year 28 each year		

robust managing organisational changes			# organisations reporting improved functionality, and sustainability following training	80 each year 75% of those surveyed and responding to questionnaires		
Support voluntary organisations to connect with the Reshaping Care for Older People agenda Support voluntary organisations to connect with Integration of Health and Social Care agenda. Organisations are supported to access commissioning opportunities	3.2 3.3 3.11	6.6.5	# organisations supported # organisations receiving information / updates # organisations supported # organisations receiving information / updates # organisations receiving information # organisations supported	15 during 2015-16 1000 during 2015-16 20 during 2015-16 1000 during 2015-16 1600 during 2015-16 15 organisations supported		
Funding						
Sustainability is improved through leveraged external funding / help to identify and apply for grants or contracts, assist in identifying potential incomes streams and how to diversify their income. Support in project design aligned with local and national outcomes and based on evidenced community need and demand	3.2 3.4 3.6	6.6.4	# of organisations in receipt of funding as a result of support # organisations accessing grant searches through online and office based resources # organisations able to diversify services # of organisations applying for new funding sources # organisations supported to design and develop projects Amount of funding leveraged into Argyll and Bute as a result of interventions.	24 during 2015-16 80 during 2015-16 8 during 2015-16 100 each year 10 bespoke support during 2015/16 Target £1 million during 2015/16		
Develop and distribute funding resources to enable groups to create more robust funding strategies	3.2 3.3 3.4	6.6.4	# funding newsletters distributed	12 each year		
Provide bespoke training courses aimed at improving their understanding of funding requirements (eg social impact assessments)	3.5 3.7	6.6.4	# of training courses	4 training courses 2015-16		

Provide Strategic Development training			# training workshops	2 workshops 2015-16		
Promote partnership / collaborative projects between 3 rd sector groups	3.2 3.9	6.6.5	# collaborative projects established	4 during 2015-16		
Cross sector needs analysis is carried out to inform future development	3.6 3.9	3.6.3 6.6.5	needs analysis researched and compiled	by end 2015-16		
Knowledge						
Support new organisations to set up with an appropriate legal structure and to understand their obligations under company or charitable law. Support unincorporated community groups to establish with robust constitution Support new or transferring organisations to SCIO status	3.1 3.11	3.6.3	# no of new organisations registered with OSCR #governance training courses delivered #of Trustee's aware of roles and responsibilities # community groups supported and established # SCIO's established	8 each year 6 each year 50 each year 9 each year 5 during 2015-16		
Models of good practice promoted through social media	3.9, 5.10, 5.11	3.6.3	# number "likes" on Facebook #number "Followers" on Twitter			
Research relevant resources from other areas relevant to the Third Sector in Argyll and Bute and promote their use <ul style="list-style-type: none"> The Community toolkit BeSmarter.org Community Audit resources Better Community Engagement Toolkit KnowledgeHub Ready for Business 	3.1 3.11 3.9 3.11	3.6.3 6.6.4	#no of resources requested #of bespoke resources accessed # referrals to specialist resources	12 each year 25 each year 12 each year		

Organisational Development						
Provide advice and guidance on establishing new groups.	3.1	3.6.3	#organisations supported	80 each year		
Provide 1:2:1 support to existing groups to choose and/or amend appropriate legal structures including conversions to SCIO.	3.1 3.8	3.6.3	#organisations supported	10 during 2015-16		
Provide advice and guidance on governance and charity law (other than legal structures) issues to existing organisations and groups.	3.1 3.7 3.8	3.6.3	#organisations supported	24 each year		
Third Sector organisations are supported to use social media resources	3.9	3.6.3 3.6.6	#organisations supported	20 each year		
Support 3 rd sector organisations with their IT requirements			# of organisations making use of social media marketing	12 by end 2015-16		
			# supported with IT	8 by end 2015-16		
Delivery of HR and employment support and information to encourage third sector to achieve high quality standards as employers	3.6 3.7	3.6.3	# organisations supported	12 each year		
Equalities						
Promote volunteering by providing accessible space in the four localities and with island representation on Islay / Jura	1.4 5.11	Equality	#organisation using the office spaces	50 by end 2014/15		
			# footfall at offices	6,000 visitors by end 2015-16		
Support groups and organisations working within the disability agenda to use accessible offices as a resource.	5.10 5.11	Equality	#the number of organisations with a disability agenda using the office space	20 by end 2014/15		
Support groups with disability agenda to access community planning channels and structures			# disability groups supported	6 by end 2014/15		
Support third sector involvement with public and independent sector at local	5.11, 5.6	Equality 6.6.4	# support groups in transition to HSCI commissioning all localities	7 groups successfully transited during 2015-16		

implementation groups; secure local devolution of funds and Integration commissioning to ensure local responses and decisions made by multi-sector groups			#third sector organisations attending implementation groups	30 average during 2015-16		
Drop in advice and information surgeries available in each locality for 3 rd sector organisations.	3.1,3.2.3.3, 3.6 and 3.9	Equality	# of people attending drop ins # of surgeries held	120 each year 48 each year		
Outreach surgeries are held in remote and rural areas to include those groups who are hard to reach, isolated	3.1,3.2,3.3,3.6,3.9	Equality	# outreach surgeries held # organisations attending outreach drop n surgeries	12 each year 40 each year		
Accessibility and equality of service increased by video-conferencing especially for the Third Sector Forums and workshops Maintain open office hours in all centres to facilitate accessibility	3.1,3.9 and 3.11	Equality	#of VC opportunities # of people attending vc's # offices open extended hours	8 each year 40 each year 5 open outwith office hours		
Community Empowerment and Partnership						
Maintain good working relationship with existing partners while creating opportunities for new partnerships using the principles of co-production. Specific events targeted and attended by public sector decision makers to promote third sector impact and added value	5.6 4.8	3.6.1 6.6.5	# of partners attending events # co-production events specific to public sector # events / opportunities which highlight and promote third sector	4 by end 2014/15 4 by end 2014/15 6 during 2015-16		
Provide community / third sector intelligence to strategic partnerships to increase understanding and inform potential and actual impact of sector	5.4 5.5 4.8	6.6.5	# occasions where community / third sector intelligence is provided and informs policy	12 each year		
Supporting the principles of Community Empowerment Bill, we	3.9	Equality 6.6.5	# events to engage communities with topical			

champion engagement with communities and assist our CPP in achieving this. We work to upskill communities and enable them to realise the potential as set out in the Community Empowerment Bill			issues and decision making processes # workshops to build empowered communities through better skills and knowledge	6 during 2015-16 6 during 2015-16		
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OUTCOME 4: THIRD SECTOR ORGANISATIONS FEEL BETTER CONNECTED AND ARE ABLE TO INFLUENCE AND CONTRIBUTE TO PUBLIC POLICY						
Single Outcome Agreement Outcome 3: Education, skills and training maximises opportunities for all						
Single Outcome Agreement Outcome 6: People live in safer and stronger communities						
Co-production agenda						
Prevention						
Equalities						
	Outcome / Common Service	SOA Outcome	Performance Indicators	Target / Timescale	6/12 mth output	Status
Community Planning						
Third Sector organisations are updated on changes to community planning, via argyllcommunitites, e-bulletins and through third sector forum using various formats TSI newsletters are available and circulated	4.6 4.4 3.5 3.11	3.6.3	#bulletins # of updates published # TSI newsletter (established and circulated)	30 during 2015-16 45 during 2015-16 4 during 2015-16		

Ensure the Third Sector has full representation at relevant strategic and partnership meetings Third sector issues are discussed at strategic level and can influence policy making Work in partnership to ensure that third sector has access to information and support, including training	4.2 4.3 4.5	6.6.5	# of meetings held and attended as representative # direct consultations on behalf of CPP and partners engage with sector	200 each year 5 each year		
Third Sector organisations develop services in response to national and local steer / priorities; these flow from third sector forum and discrete events or road show which are thematic and linked to specific services or policy and consultation.	4.1 4.5 3.5 3.11	6.6.5 Prevention Co-Production	# of new services which link directly to SOA and national priorities # awareness raising workshops linked to national agenda (eg HSCI)	26 each year 12 during 2015-16		
Work with the other partners to develop new volunteering strategies in changing environment	5.5 3.5	3.6.3 Co-Production	# of new cross sector volunteering initiatives established	1 by end 2015/18		
Community Capacity Building and Co-Production						
TSI represents sector at strategic level and keeps sector informed in accordance with protocols and internal communication strategy.	4.4, 4.5 4.6 3.5 3.9	3.6.3	# of meetings published and / or information disseminated # further review and refine of argyll communities/additional resources implemented # support and information initiatives introduced	50 each year 2 during 2015/16 2 during 2015-16		
Community Councils are engaged and supported with community resilience plans and awareness of key agenda	5.5 3.9	6.6.1	# of CC meetings attended	30 during 2015-16		
Cross sector conference (third, independent, public) held annually	3.9	6.6.5	Conference held	by end 2015-16		
Third Sector Forums or similar meetings held in each locality to allow connectivity and engagement	4.3 4.4 4.5	Co_production Community Empowerment Prevention	# of meetings # of orgs attending	4 meetings during 2015-16 per locality 30 organisations		23

Work together to build the capacity and resilience of communities in partnership with CPP colleagues	4.6 3.5 3.9	3.6.3	# partnership events supported which build capacity and resilience	8 during 2015-16		
Third sector organisations are engaged with and able to influence Health and Social Care Integration	3.5 3.11	Equality 6.6.5	# HSCI events / opportunities delivered # collaborative responses brokered	8 during 2015-16 8 during 2015-16		
Decision making at locality level is supported and sector engaged in commissioning process	3.5	Equality 6.6.5 6.6.4	# locality groups attended # third sector groups engaged	24 during 2015-16 40 during 2015-16		
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4.6 OUTCOME 5: THE THIRD SECTOR INTERFACE IS WELL MANAGED AND EFFECTIVE						
	Outcome / Common Service	SOA Outcome	Performance Indicators	Target / Timescale	6/12 mth output	Status
Argyll & Bute has a new TSI recognised by stakeholders	Common Services	Equality Co-production	Structure agreed and implemented	May / June 2015		
The TSI has clear management and staffing structure with all staff understanding their role and remit	Common Services	Partnership working	# Staff briefings held # staff development / training days held	12 during 2015-16 6 during 2015-16		
Refreshed Communication Plan engages with all stakeholders to embed new TSI	Common Services	Co-production Equality	communication plan established and rolled out	July 2015		
TSI maintains intelligence on local activity and database of volunteering, 3 rd sector organisations and volunteering opportunities including Core Minimum	Common Services	National outcome 11	Mapping activity is collated and communicated appropriately MILO database is updated regularly # community volunteering / timebank hours logged	3 rd Sector Report published January 2016 15,000 hours by end 2015-16		

Fields on MILO						
Engagement with local Councillors, MSP's, MP's and others	Common Services		# meetings attended	8 during 2015-16		
Resources are focussed where need is greatest	Common Services	Equality	We work with smallest and least well resourced sections of sector We work with volunteers and potential volunteers to overcome barriers to volunteering			
Maintain fully accessible premises and aid to communication (eg hearing loop system)	Common Services	Equality	All premises fully accessible			
TSI staff have a good working environment, conditions of employment and contributions are recognised	Common Services	Equality	Living Wage accreditation achieved Healthy Working lives programme commences	During 2015-16		