



Work Plan 2015/16

Vision:

Our vision is of an Outer Hebrides where all citizens and organisations are empowered and enabled to grow a strong and vibrant community

Mission:

Our mission is to empower and enable our communities by developing and supporting volunteering, voluntary organisations and social enterprise and building the third sectors reputation and relationships with partners.

Principles and values:

Community first – we will put the needs of our communities first in everything we do

Commitment – we will be committed to excellence in all we do.

Responsibility - we will act with trust, discretion, respect and consideration for others

Enthusiasm- we will be care about what we do, we know we do things best when we enjoy them.

Freedom – we will be agile, flexible and free to create and respond to opportunities.

We also subscribe to the mission, outcomes and values as laid out in the TSI common values and services paper included in the appendices of this workplan.

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Third Sector Interface Common Outcomes:

Working in the Outer Hebrides to support and develop a strong and enterprising third sector, the Co-Cheangal Innse Gall partnership brings together 5 key third sector intermediary organisations to deliver the following 5 outcomes:

Outcome 1a: People have opportunities to volunteer and are supported to do so

Outcome 1b: Volunteer involving organisations are able to recruit, manage and support volunteers

Outcome 2: Social enterprise is effectively supported to develop and grow

Outcome 3: Third sector organisations are well managed and deliver quality services

Outcome 4: Third sector organisations feel better connected and are able to influence and contribute to the Single Outcome Agreement outcomes and community planning outcomes

Outcome 5: The Third Sector Interface is responsive to the diversity of the community and is well managed, governed and effective.

Outcome 1a: People have opportunities to volunteer and are supported to do so							Reporting 15-16		
Outcomes	Activities		Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
Information on how to volunteer is available in a variety of formats and is easily accessible to all	1.1	Maintain a database of up to date volunteering opportunities for promotion and brokerage	1.1 5.1	# opportunities registered with VC	Total 300	421 (active 300)	Total 425		* ◀ ▲
	1.2	Be proactive in sourcing information on new and varied opportunities to volunteer locally	1.4		New 30	113	New 72		
	1.3	Use Facebook and websites to advertise volunteer opportunities	1.1						
	1.4	Raise awareness of opportunities to volunteer locally through advertising, posters, campaigns, road shows and events.	1.1	# opportunities offered to Volunteers	250 offered 200 placed	320 303 Placed (141 ongoing/162 short term)	250 offered 200 placed (80 ongoing, 120 short term)		
	1.5	Support prospective volunteers to find and engage in appropriate volunteering opportunities through 1 to 1 matching interviews, brokerage service and follow up support.	1.5 1.3	# volunteers placed					
People see volunteering as a positive destination and are inspired to volunteer	1.6	Celebrate success stories publicly including holding ceremonies to celebrate achievement of volunteers and increase public awareness of the value, diversity and extent of volunteering locally.	1.7	# of ceremonies/promotional events held	5	12	6 ceremonies /celebration events by 31/03/2016		
	1.7	Host promotional events for campaigns such as Volunteers' week	1.7						
	1.8	Promote benefits of volunteering through the media, facebook, website, leaflets, posters, displays, press items.	1.7, 1.8	# volunteers placed	200 placed	303 Placed	200 placed (80 ongoing/120		
	1.9	Produce a case study leaflet showing real	1.7, 1.8						

		peoples volunteering journeys and how it has impacted their lives for the better and include a case studies section on our website		# website hits	30,000	67,555	short term) 60,000 hits by 31/03/2016		
	1.10	Work with local employers to encourage and support their employees to volunteer including assisting them to find team volunteering placements.	1.4, 1.5, 1.8	# referrals from employer # how heard = our media	n/a n/a	n/a 61	12 referrals from employer 60 our media		
	1.11	Work with Older Peoples Planning Partnership and health professionals to raise awareness of the potential role of volunteering in keeping people active and healthy in later life.	1.6, 1.7, 5.5	# of referrals received to brokerage service from agency workers	15	14	15 referrals by 31/03/2016		
	1.12	Share and promote evidence with key workers in support organisations/ agencies to increase understanding of volunteering and number of referrals .	1.6, 5.5						
People can access an opportunity suited to their needs and interests.	1.13	Raise awareness of the different forms of volunteering in particular “one off” volunteering through promotion of community events	1.4	# volunteers placed	120	141	120 volunteers placed in one off event opportunities by 30/11/2016		
	1.14	Run short term events that involve volunteers including trialling family voluntary service days.	1.4, 1.15	# opportunities offered	10 events run	10 events	10 events run		
	1.15	Provide opportunities to volunteer in an environmental setting through the WISE project	1.4, 1.15	# volunteers active on the project	n/a	n/a	15		
People are motivated to volunteer	1.16	Work with colleagues though “Opportunities For All” programme, highlighting volunteering as a positive destination and assisting young people to find placements.	1.2, 1.4, 1.5, 1.8	# volunteers placed	200	303 placed	200 placed (80 ongoing/ 120 short term)		

from a young age	1.17	Work with Primary schools to raise awareness of volunteering and support them to run one off volunteer activities for Callanish Awards	1.4 , 1.7, 1.8	# Callanish Awards Issued	120	96	120 callanish		
	1.18	Encourage all schools to have a volunteering cup as part of annual prizegiving.	1.8	# New Saltire registrations	200	205	160 new saltire /callanish registrations		
	1.19	Increase the number of young people registering with the volunteer centre and the uptake of Saltire through promotional work with Secondary schools, colleges and youth groups.	1.2, 1.5, 1.7, 1.8	# schools worked with	20	18	15 schools		
				#referrals from schools	75	197	105 referrals from schools		
	1.20	Support young people and children to find volunteer placements and facilitate Saltire Awards.	1.2, 1.1, 1.5	#Challenge Awards	80	66	80 Challenge		
			# Approach Awards	100	126	115 Approach,			
			# Ascent Awards	85	80	98 Ascent,			
			# Summit Awards	5	2	2 Summit.			
1.21	Run volunteering taster days through the WISE environmental volunteering project for children and young people.	1.4, 1.7, 1.8, 1.15	# volunteers attending taster sessions	10 taster sessions run	139	140 attending by 31/3/2016			

Outcome 1b: Volunteer involving organisations are able to recruit, manage and support volunteers							Reporting 15-16		
Outcomes	Activities		Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
VIOs are supported by their local VCWI office to provide quality volunteering placements and practice	1.22	Make proactive contact with organisations, publicise our services, carry out health checks.	1.10	# New organisations registering # Organisations supported 1.10	10 new 200 all CS	57 222 total 1.10 = 39	30 new organisations 35 supported		* ◀ ▲
	1.23	Support VIO's with volunteer management, providing advice and guidance on best practice	1.9	# organisations supported 1.9	200 all CS	222total 1.9 = 82	75 organisations worked with by 31/3/2016		
	1.24	Run training for Volunteer Managers	1.9	# training sessions run	8	6	8 training sessions run by 31/3/2016		
Opportunities offered are varied, interesting, well structured and supported	1.25	Support organisations to develop and recruit to interesting and supported volunteer roles on boards and committees	1.14	# Organisations supported 1.14	200 all CS	222 total 1.14 = 6	4 supported		
	1.26	Work with organisations to Identify and develop new opportunities to volunteer including supporting Local NHS VSM to develop new opportunities.	1.10, 1.15	# New opportunities created	30	113	70 new opportunities developed by 31/03/2016		
	1.27	Support community events that rely on volunteers by assisting with recruitment and providing advice and guidance on volunteer management best practice	1.13	# events supported	20	28	20 events supported by 31/03/2016		
VIO's are	1.28	Support VIO's to reward their volunteers. Assist with Events and	1.9	# Organisations	n/a	n/a	10 orgs		

supported to understand and meet the needs of their volunteers		facilitate Clisham and Kisimul awards.		issuing awards					
	1.29	Support VIO's with volunteer recruitment campaigns and advertising	1.13	# organisations supported 1.13	200 all CS	222 total 1.13 = 87	85 organisations worked with by 31/3/2016		
Volunteer Managers are better connected	1.30	Share information with VIO's through email, newsletters, website, facebook and meetings	1.9	# organisations registered on milo receiving mail outs	450	420	450 organisations		
	1.31	Run network meetings for volunteer managers and encourage collaboration between VIOs	1.11, 4.8, 5.1, 5.12	# Network events run	8	5 + 2 TSSF	6 network events by 31/3/2016		
VIO's have access to best practice examples and more VIO's achieve WAVE standards award	1.32	Support local VIO's to improve their volunteer management practices by facilitating local standards award WAVE.	1.12	# new sign ups to award # organisations achieving award # orgs supported with 1.12	7 7 200 all CS	5 2 222 total 1.12 = 8	6 organisations signing up 6 achieving it by 31/3/2016 12 supported		
	1.33	Re-develop Organisation support section of website to give easy access to sample policies and guidance.	1.9	# good practice guides/ sample policies available on website	20	26	20 guides/policies published by 31/3/2016		

Outcome 2: Social enterprise is effectively supported to develop and grow							Reporting 15-16		
Outcomes	Activities		Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
Social Enterprises are better governed and managed	2.1	Support organisations to establish new social enterprises and for existing third sector organisations to become more enterprising	2.2	# new social enterprises on Milo	10	11	10		* ◀ ▲
	2.2	Provide practical support to existing social enterprises and social entrepreneurs to enable them to develop and remain viable	2.2	# social enterprises supported 2.2	n/a	n/a	10 by March 2016		
	2.3	Ensure provision of business and business planning advice both in-house and through referrals to other agencies including Just Enterprise, HIE, etc	2.5	# social enterprises supported 2.5	n/a	n/a	10		
Third Sector Organisations are better resourced	2.4	Provide information and support services in a variety of formats including; face to face, website resources and web and maintaining a database of social enterprises.	2.1	# social enterprises on milo total # SE met face to face	45 n/a	44 n/a	48 social enterprises 10 by March 2016		
	2.5	Signpost organisations to other support services , both local and national, including those provided by third sector intermediary	2.3 , 2.5	# social enterprises supported 2.3	n/a	n/a	20 by March 2016		

		organisations							
	2.6	Signpost organisations to funding and financing opportunities, including providing bespoke support for funding applications	2.3						
People in the Third Sector have increased skills/knowledge	2.7	Provide appropriate training to social enterprises to meet local need including training to enable social enterprises can effectively tender for contacts	2.2	# bespoke and general training sessions delivered	20	19	25 by March 2016		
Third Sector Organisations are better Connected	2.8	Provide opportunities for networking activity with the wider third sector	2.4	# networking events	1	0	2		
	2.9	Support a social enterprise network, including development of thematic social enterprise networks	2.1	# SE registered as members of network	20	0	10		
	2.10	Work with partners to promote social enterprise in the Outer Hebrides, including VAS, Social enterprise Scotland, SSEA, HISEZ, etc. to provide a strong voice for the social enterprises in the OH at local and national level.	2.6	# promotional events # episodes	4 50	4 60	4 50		
	2.11	Communicate what social enterprise is and promote its value to our communities through the media, facebook, twitter, website, leaflets, posters, displays, attendance at events, press items.	2.6						
	2.12	Enhance awareness of social enterprise through the promotion of positive achievements of local social enterprise	2.6						
	2.13	Advance the entrepreneurship of individuals for socially beneficial	2.7	# New SE	10	11	10		

	reasons							
2.14	Encourage more enterprising models to wider third sector organisations	2.7						
2.15	Encourage more socially beneficial models in the private sector through the promotion of more socially beneficial business models, community benefit clauses and corporate social responsibility	2.8	# episodes	2	3	3		
			#opportunities	2	2	4		
2.16	Facilitate working together between social enterprises and mainstream businesses	2.8						
2.17	Encourage the use of PSP, community benefit clauses, co-production models and joint tendering in initiatives	2.9	# contracts awarded to SE	2	2	5		
2.18	Share information about contracts and SLA opportunities through websites, e mail, mailings, newsletter items, Twitter	2.9						
2.19	Support the increased use of social enterprise by the public sector locally	2.9						

Outcome 3: Third sector organisations are well managed and deliver quality services.							Reporting 15-16		
Outcomes	Activities		Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
Third Sector Organisations are better governed and managed	3.1	Provide advice and support for new organisations in order that they are appropriately and properly constituted within charity and company law, including intensive bespoke support	3.1, 3.4	#new organisations registered	15	31	18 by March 2016		* ◀ ▲
	3.2	Provide training on all aspects of charity law, management committee roles and responsibilities and development of appropriate policies and procedures to new organisations	3.1, 3.4	#organisations supported according to common service	n/a	n/a	22 by March 2016		
	3.3	Provide support with organisational development, including facilitating strategic planning sessions and assistance with developing workplans/action plans	3.1, 3.4	3.1 3.4	10	26	25 by March 2016		
	3.4	Provide in depth advice to groups and organisations in order to manage changes to their structure and to act within charity law	3.4						
	3.5	Support organisations through periods of radical change, including dissolution	3.5 , 3.8	#orgs supported	10	10	16		
	3.6	Support existing organisations to develop and grow, including providing suitable models of good practice and organisational structure, developing policies and	3.5, 3.6, 3.7	3.5 3.8	20	38	17		

		procedures, providing mentoring and training to boards and staff		3.6	27	31	27		
	3.7	Provide a range of bespoke services to assist organisations to manage change in their organisation, including governance and structure, dealing with employment and other compliance issues	3.7, 3.8	3.7	40	15	32		
	3.8	Provide support for good financial management of organisations including Independent Examination, support with accounts and preparing returns	3.7						
	3.9	Ensure that organisations have the information and support required to meet their obligations in regard to PVG including processing applications	3.10	#orgs supported 3.10	30	18	31 orgs supported by March 2016		
Third Sector Organisations are better resourced	3.10	Provide advice on funding solutions for organisations, including developing funding strategies , identifying funding sources and support with applications	3.2,3.3	# orgs supported 3.2	n/a	n/a	32		
				3.3	40	67	87		
	3.11	Liaise with funders, local authority and other agencies on local funding issues and share with sector	3.2,3.3	# of funds promoted/shared with sector	18	66	20 by March 2016		
	3.12	Administer grant applications, manage and distribute funds for local grant making trusts	3.2,3.3, 5.13	# local funds administered	n/a	n/a	2 funds		
	3.13	Support staff and boards to effectively manage their organisations through providing payroll, HR and administrative	3.4 , 5.2	# orgs supported with 3.4	10	26	25 orgs supported		

		services.					as required		
	3.14	Support staff and boards to effectively manage their organisations through providing office services, photocopying, etc.,	3.4 , 5.2				by March 2016		
	3.15	Support staff and boards to effectively manage their organisations through provision of meeting space,	3.4 , 5.2						
	3.16	Liaise with agencies on behalf of organisations, including Scottish and local government, OSCR, Companies House, VAS, SCVO, funders, tax agencies, PVG scheme etc	3.4						
People in the Third Sector have increased skills/knowledge	3.17	Facilitate training sessions in all aspects of organisational management, law, etc	3.1, 3.4, 3.5, 3.6	#training sessions	40	58	35 sessions		
	3.18	Provide training on charity law, on the roles and responsibilities of charity trustees and on good practice in management to existing organisations	3.1	#individuals trained	170	282	180 individuals		
	3.19	Encourage and support research into a number of thematic areas, including providing advice and support for analysis and action planning from research findings	3.9	# research exercises and consultation events undertaken or supported	2	2	8 by March 2016		

Third Sector Organisations are better Connected	3.20	Provide up to date information on all matter of interest to organisations in a range of print and e formats, including leaflets and bulletins, newsletters, press articles, searchable databases, websites and social media such as Twitter. This will include information on Charity law, funding opportunities, changes in policy and political climate, local information, etc	3.2, 3.3 , 3.4 , 3.5, 3.6, 3.11	# website hits # articles published online # TSSF membership # registered for online forum # on themed mailing lists # orgs using funding databases	7,000 n/a n/a n/a 450 10	45,576 n/a n/a n/a 420 7	7000 140 20 50 450 20		
	3.21	Ensure that organisations are informed as to changes in policy, law and the political climate in order that they might influence change	3.11	# bulletins # networks and forums	12 20	5 26	20 24 by March 2016		
	3.22	Provide networking opportunities, workshops and thematic forums	3.11						
	3.23	Provide opportunities and support for organisations to make consortia bids with third sector and agency partners	3.2, 3.3	# organisations involved in consortia bids	n/a	n/a	8		

Outcome 4: Third sector organisations feel better connected and are able to influence and contribute to the Single Outcome Agreement outcomes and community planning outcomes.

Reporting 15-16

Outcomes		Activities	Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
Information about the Third Sector is easily available	4.1	Collect evidence of the impact of Third Sector through Milo, case studies, feedback, engagement events, training evaluations and surveys.	4.8, 5.1	#surveys returned # case studies collected #Engagement events	50 30 n/a	90 32 n/a	50 surveys 30 case studies By 31/3/2016 2 Events By 31/3/2016		* ◀ ▲
	4.2	Meet regularly both formally and informally with staff and volunteers within Third Sector Organisations to share information and aid our understanding of the issues affecting them.	4.4 , 4.5, 4.7, 4.8, 5.1, 5.12	# organisations consulted through face to face contact	100	244	260 organisations		
	4.3	Produce and circulate reports and publications highlighting the impact of third sector.	4.1 ,5.5	# publications/reports	n/a	n/a	13 by March 2016		
	4.4	Share and promote evidence with policy makers and community leaders at a strategic level, in order to increase their awareness and understanding of the third	1.6 , 4.8, 5.5, 5.8, 5.12 2.6	# policy makers engaged with CCIG	n/a	n/a	25 by March 2016		

		sector within their own agendas							
	4.5	Monitor and report on the work of CCIG (to OHCPP, other strategic partners and the third sector).	4.3 4.4	# reports produced # TSSF membership	n/a n/a	n/a n/a	Reports completed at 6 and 12 months 20		
Third Sector Organisations are better able to help design and deliver public services	4.6	Promote the third sector's contribution (and potential contribution) to the achievement of S.O.A. aims through participation in thematic outcome groups	4.1, 4.2, 4.5,4.7	References to third sector in SOA action plans: Physical activity Drug and alcohol Older people Poverty Early years Economic growth Better Connected	n/a	n/a	Yes to all		
	4.7	Support the sector to participate in the development, design and delivery of services in relation to key agendas.	4.1, 4.2, 4.5,4.7						
	4.8	Promote and represent the views and interests of the Third Sector at partnerships such as; OHCPP, Older peoples partnership, early years partnership.	4.1, 4.8	# partnerships supported	30	45	26 partnerships participated in by March 2016		
	4.9	Act as a third sector lead in partnership work/projects	4.2, 4.3, 4.4, 4.5, 4.8						
Third Sector Organisations are better connected	4.10	Provide opportunities for organisations to network and take joint action with regards services, public policy and creating change through TSSF, annual (LA area wide) networking event, smaller	4.3	# TSSF membership	n/a	n/a	20		
			4.4	# registered for online forum	n/a	n/a	50		
			4.5	# on themed					

		localised meetings, online forum and virtual thematic forums		mailing lists	450	420	450		
				# bulletins	12	5	12 by 31.03.16		
4.11		Encourage the wider involvement of the Voluntary sector in strategic planning and policy through the development and support of the TSSF.	4.5, 4.7	# articles published online	n/a	n/a	140		
				# networks and forums	20	26	34 by 31.03.16		
4.12		Increase Third Sector participation in all levels of CPP (and other relevant partnerships/fora) by promoting the work of the CPP	4.5, 4.6, 4.7	# website hits	7,000	45,576	7000		
4.13		Publicise information about the CPP, CPP Partners, partnership policies and funding opportunities to the third sector through the media, Facebook, website, leaflets, posters, displays, attendance at events, press items CCIG website, partner newsletters, websites and email bulletins	4.5, 4.6, 4.4, 4.9						

Outcome 5: The Third Sector Interface is responsive to the diversity of the community and is well managed, governed and effective.

Reporting 15-16

Outcomes		Activities	Common services	Performance indicators	Target 2014-15	Achieved 2014-15	Target /timescale 2015-16	6/12 month progress	RAG Indicator
The TSI is knowledgeable about the sector and understands its communities	5.1	Maintain high level of formal and informal engagement with individuals, organisations and communities through face to face contact	5.1, 5.3	# organisations met with face to face	100	244	260		
	5.2	Maintain a database of local third sector organisations volunteers and volunteering opportunities including MILO core minimum fields.	5.1	# organisations, new volunteers, total opportunities on Milo	250 new volunteers and 420 opportunities	303 new volunteers and 421 opportunities	600 organisations, 250 new volunteers and 420 opportunities		
	5.3	Continue to survey the third sector.	5.1, 5.3	#surveys returned	50	90	122		
	5.4	Continue to host a range of networking meetings including 2x Volunteer Managers meetings, Quarterly TSSF and regular locality meetings on a regular basis.	5.1, 5.3	# network meetings held	20	26	34		
	5.5	Carry out a mapping exercise of third sector representation on working groups and partnerships and review third sector feedback mechanisms in order that representation is effective	5.1	# research exercises and consultation events undertaken or supported	2 +5	2+9	8		

		and accurate.							
	5.6	Carry out community engagement exercises and options appraisals within communities	5.1 ,5.3, 5.12, 5.13						
Is able to respond to the needs of its communities	5.7	Continue to develop, manage and promote new services in response to agendas and need at a local level	5.2, 5.3	# organisations involved in consortia bids	n/a	n/a	8		
	5.8	Assist organisations to identify gaps in service within their communities and to develop new projects, organisations and initiatives to address these gaps	5.2, 5.6, 5.7, 5.13	# partnerships supported	30	45	26		
	5.9	Respond to training needs of vio's.	5.2						
	5.10	Continue to use the C-CIG website to share information on policy, funding, training, events, volunteering opportunities etc.	5.2, 5.3	# organisations supported (CS total)	n/a	n/a	540		
	5.11	Development of online forum section of website	5.2, 5.1,5.3	# members of online forum	n/a	n/a	50		
	5.12	The partners' individual boards are representative of the local communities of the islands and they directly shape our collective policies and services	5.1, 5.3, 5.4						
The TSI is	5.13	Pilot year of employing a Third Sector Liaison Officer	5.2, 5.3, 5.4, 5.13,	# bulletins	12	5	12		

recognised as the place for Third Sector information and support		with direct responsibility for Information and Communications	5.11	#articles online	n/a	n/a	140		
				#website hits	7,000	45,576	7,000		
	5.14	Quarterly LA Area wide Third Sector Strategic Forum, set up and promoted.	5.2, 5.3, 5.4, 5.10 5.13, 5.11	#TSSF Membership	n/a	n/a	20		
	5.15	Promote TSI services through poster campaigns, displays and talks/presentations	5.4, 5.11	# volunteer referrals our promotion	n/a	61	60		
5.16	Communications Strategy to be reviewed in annually in July.	5.2, 5.11 5.4,5.10	# organisations supported (CS total)	n/a	n/a	450			
Promote the impact and interests of the sector	5.17	Continue to raise the profile of the sector through annual reports, press coverage, networking and thank you events, displays and social media	5.5	# publications/reports	n/a	n/a	13		
	5.18	Represent and promote the third sector interests at CPP, Executive Group and Outcome Group Meetings	5.6	References to third sector in SOA action plans: Physical activity Drug and alcohol Older people Poverty Early years Economic growth Better Connected	n/a	n/a	Yes to all		
	5.19	Representation of third sector interests on partnership and working groups or ensuring other appropriate third sector representation.	5.6						
	5.20	Organise and participate in events around specific topics eg. Welfare Reform, Poverty, Early Years, the Autism Strategy, Self	5.2, 5.6						

		Directed Support and Integration..							
The TSI is well connected locally and nationally and works in partnership with others	5.21	Participate in local, national and international partnerships, both short term and long term projects achieving better outcomes.	5.7	# partnerships supported	30	45	26		
	5.22	The TSI engages with local community representatives, councillors, MSP's, MPs and others	5.8, 5.12	# policy makers engaged with CCIG	n/a	n/a	25 by March 2016		
	5.23	Attend regular VAS meetings, participate in relevant network opportunities including annual conference	5.7, 5.9	Staff satisfaction survey results	n/a	n/a	4+		
	5.24	Staff are able to share knowledge and access peer support within the team and the wider VAS network	5.7. 5.15, 5.9						
Work is well planned , monitored and reported on	5.26	Financial monitoring procedures are in place	5.14, 5.13	Reports online	n/a	n/a	Yes		
	5.27	Strategic plan is developed at meetings involving the whole team	5.13, 5.14						
	5.28	Workplans and reports circulated to stakeholders and available online	5.12						
	5.29	Risk register is maintained and reviewed regularly	5.13						
Continuous improvement is embedded in the organisation	5.30	All partners achieved C2E individually and the TSI is signed up to undergo C2E as a partnership this year.	5.14	Award achieved	n/a	n/a	Yes		

Offices are easily accessible and staff are based within local communities within the Western Isles	5.31	Staff are available in offices throughout the islands to provide support and services are well advertised ensuring potential volunteers/VIO's know how to access the support they need.	5.10, 5.11	# organisations supported CS total	n/a	n/a	450		
				# volunteer placed	200	303	200		
	5.32	Services are available in a variety of mediums, including online, social media, telephone, face to face and outreach work.	5.10, 5.11						
Staff/Board members are trained and supported		Staffs receive regular support and supervision sessions, annual appraisals.	5.15	Staff satisfaction survey results	n/a	n/a	4+		
		Staff/Board are able to access training and participate in regular team meetings	5.15						
		HR policies and procedures are in place to support staff and are reviewed regularly	5.15						
		Partners achieve Healthy Working Lives	5.15						

Appendices:

Links to the SOA, local and national strategy and policy.

Working to support the Outer Hebrides Community Planning Partnership and the SOA.

The work of the CCIG outlined in this document directly supports the SOA vision of a prosperous, well educated and healthy community enjoying a good quality of life and fully realising the benefits of our natural environment and cultural traditions. Volunteers, social enterprise and voluntary organisations (Third Sector) provide many services to elderly, young people, children, vulnerable people, people with disabilities and carers in the Western Isles. They are not only critical to the provision of many services in the Western Isles, but the third sector has been proven to benefit both the mental and physical wellbeing of the volunteer. Volunteering can also be a valuable step into employment offering the volunteer the opportunity to gain new experiences, learn new skills and assisting the volunteer into further education or employment.

Volunteering, social enterprise, voluntary organisations and the 7 SOA Local Outcomes:

1. Population: The populations of the Outer Hebrides are stable with a better balance of age, gender and socio-economic groups

It is an OHCPP priority to tackle the issue of long-term population decline and demographic change, and what it means for future service provision and the ability to maintain services in the islands such as social care and health care. Volunteers are not only critical to the provision of services in the Western Isles but the act of volunteering can also have an impact on the demand for services. “The case for increasing involvement of older people in volunteering is based not only on the premise that the benefits will be felt directly by the volunteers themselves and their communities but also on the expectation that their increasing involvement and activity will result in reduced demands on the statutory health and social services. A recent publication by the English Association of Directors of Social Services and the Local

Government Association refers to this as “inverting the triangle of care” – giving priority to the promotion of well-being as a means of preventing or delaying the need for more costly intensive services.” 50+ Volunteering a Vital resource. A document produced by the National Forum on Older volunteering in Scotland.

2. **Economy: The economy of the Outer Hebrides and the economies within the Outer Hebrides are thriving**

Recent research suggests volunteer hours donated each year in the Western Isles alone would cost in excess of £3.5 million to replace with paid workers on the minimum wage. Third Sector organisations also draw considerable funding to the Western Isles and are a significant employer in the Western Isles. They also continue to work and develop innovative partnerships for the benefit of the Outer Hebrides.

3. **Access to education/training and research: The people of the Outer Hebrides are well educated well trained and well skilled**

In a recent survey of local VIO's carried out by the VCWI almost 50% said that volunteering had led to/assisted their volunteers to find paid employment and 96% said their organisation could not operate without their volunteers. We asked people who had recently asked us about starting to volunteer about their experiences so far 95% of the volunteers said volunteering had had a positive effect on their lives and 56% said they had chosen to volunteer as a route to work/gain experience/improve their CV and 19% to learn new skills/access training

4. **Health The physical and mental health and wellbeing of the people throughout the Outer Hebrides is improved**

“Volunteer activities can strengthen the social ties that protect individuals from isolation during difficult times, while the experience of helping others leads to a sense of greater self-worth and trust.” (THE HEALTH BENEFITS OF VOLUNTEERING -A REVIEW OF RECENT RESEARCH from the Office of Research and Policy Development, Corporation for National and Community Service)

According to a Duke study of individuals with post-coronary artery disease, those individuals who volunteered after their heart attack reported reductions in despair and depression, two factors that have been linked to an increased likelihood of mortality in this type of patient. In addition, these individuals reported a greater sense of purpose in their lives. (Sullivan and Sullivan, 1997). Those individuals suffering from chronic pain experienced declines in their pain intensity and decreased levels of disability and depression when they began to serve as peer volunteers for others also suffering from chronic pain. (Arnstein et al., 2002)

The government's new strategy 'Towards a Mentally Flourishing Scotland' argues that good mental health is arguably the highest priority for us as individuals and for the nation as a whole. Three key components for positive mental health are social interaction, control over your life and good physical health. Volunteering offers all three. In a recent survey of local VIO's 95% said that volunteering had increased the confidence or improved the self esteem of their volunteers and 75% said that volunteering had improved the physical or mental health of their volunteers.

5. **Stronger and articulate communities The communities of the Outer Hebrides are stronger and more able to identify articulate and take action and responsibility regarding their needs and aspirations**

The third sector interface, Co –Cheangal Innse Gall are working together to support communities across the islands. We continue to work with all age ranges to identify community needs and establish a culture of active citizenship. It is also part of our work to gather and share information with other third sector organisations and communities.

Volunteering is one of the major ways in which communities come together and take action to address their needs and add extra interest and value to their lives. This ranges from small groups providing a benefit to the wider community (eg production of a small local newsletter), providing much needed services (eg Youth Clubs), tackle isolation and support older people (eg senior citizens groups). By developing confidence and self esteem they become empowered and enabled to speak out as a community of interest. “The 2007 Outer Hebrides Community appraisal found: Just over half (55%) of Outer Hebrides residents say they have undertaken work or activities on a voluntary basis in the past 12 months.

However, the need remains to highlight volunteering as a positive force in the community and to encourage participation with both existing and new volunteers. With an ageing population and general out -migration of young people, there is still a need to encourage more involvement among the younger age ranges. Our recent survey shows that up to 75% of the 16 – 25 age groups say they volunteer at some point in the year, with many regularly giving of their time.

Asked what would encourage them to undertake work or activities on a voluntary basis in the future, the Community Appraisal found that just under a third say if the work fitted in with their interests and skill and if it fitted in with their other work commitment. Other things that residents say would encourage them are if they had more time and if they could volunteer when they felt like it. However, nearly a third of residents say they are not interested in volunteering.

Men are more likely than women to say they are not interested in volunteering in the future (33% compared with 25%). Additionally, attitudes to volunteering differ by age. Older residents (aged 65 and over) are most likely to say they are not interested in volunteering. Conversely, younger residents (aged 44 and younger) are more likely to say they would be encouraged to volunteer if the work: fitted in with their other commitments; if they had more time; if it was good fun; if it would help improve their skills; and if they had more confidence. In addition, younger residents (aged under 35) are more likely than all other age groups to say they would be encouraged if they knew more about the opportunities available.

6. **Natural and cultural resources** The people of the Outer Hebrides derive maximum benefit from the natural and cultural resources of the area whilst at the same time safeguarding those resources to benefit future generations

We currently have 73 voluntary groups registered with us that directly work to support and develop our natural and cultural resources and in a recent survey carried out by VCWI 96% of local VIO's asked said their organisation could not operate without their volunteers.

The SOA 2013-23 when commenting our natural and Cultural heritage notes “The SHS 58% of people in the Outer Hebrides volunteer (almost double the national average), a large proportion of which are engaged in cultural events and keeping alive for future generations a wealth of cultural activity from ceilidhs, storytelling,

agricultural shows, boat days, island Fèisean, Gaelic Book bug sessions in the library, the Mod, Book Groups, Gaelic Choirs, Astronomy and Natural History Societies, Hill runs, Shinty teams, Pipe Bands, Accordion and Fiddle, Dance, Poetry, Music, Visual Art and Drama Groups.”

7. **CCIG and quality services** The services of the Outer Hebrides are of high quality continuously improving and reflective of local needs

Co-Cheangal Innse Gall partners are continuously working together to achieve a good geographical spread of high quality services, reflective of local community needs and employ the EFQM framework to ensure continuous improvement. Both the Third Sector Hebrides group (which includes VH and OHSEP), -the Volunteer Centre Western Isles, Harris Voluntary Service and Voluntary Action Barra & Vatersay achieved the EFQM Committed to Excellence Award.

The work of CCIG will also contribute towards the following 7 OHCPP’s priorities for 2013 onwards:

- **Our assets have provided opportunities for sustainable economic growth. (*NB Assets refer to people and place):**
- **Older people positively contribute to our economy and communities, and access appropriate and quality services to enable them to retain their independence.**
- **Our children and young people have the best start in life**
- **Communities are safer and healthier by preventing, and reducing the harmful effects of alcohol**
- **Our communities are physically and mentally healthier through an increase in physical and social activity**
- **The people of the Outer Hebrides have an improved standard of living through addressing poverty and inequalities.**
- **The Outer Hebrides will be better connected with high quality infrastructure supporting broadband, travel and renewables.**

Resources and lead roles in delivery

	Lewis	Uist	Harris	Barra
<p>Outcome 1a: More people have increased enthusiasm and opportunity to volunteer.</p> <p>Outcome 1b: VIO's are better able to recruit manage and retain volunteers.</p>	<p>VCWI - 95 Cromwell Street, Stornoway, 01851 700366</p> <p>Volunteer Development Officer- Bellann O'Brian 35 hrs</p> <p>35hr jobshare Manager – Kirsty Macdonald/Terri Davies,</p> <p>16hr Admin – Angie Macdonald</p>	<p>VCWI – 41 Airport Road, Balivanich, 01870 602604</p> <p>30hr Volunteer Development Officer, Amanda Macdonald</p>	<p>VCWI – Tarbert Primary School, West Tarbert, Isle of Harris, 01859 502636</p> <p>17.5 hr Volunteer Development Officer, Kate Langley</p>	<p>VCWI – Am Bothan, Northbay, 01871 890775</p> <p>17.5 hr Volunteer Development Officer, Karen Mackinnon</p>
<p>Outcome 2: Social enterprise develops and grows.</p>	<p>OHSEP CIC 30 Francis Street, Stornoway, Isle of Lewis HS1 2ND Tel : 01851 702632, 41 Airport Road, Balivanich, Benbecula HS7 5LA Tel: 01870 602117</p> <p>Staff Anne Sobey - Social Business Development Officer, Hector MacLeod –Chief Executive officer</p>			

<p>Outcome 3: Third Sector organisations (TSOs) are better managed and deliver quality services.</p>	<p>Volunteering Hebrides</p> <p>30 Francis Street, Stornoway, Isle of Lewis HS1 2ND Tel : 01851 702632</p> <p>All TSH staff are available to provide specialist functions to Volunteering Hebrides but in particular: Anne Sobey , full time Additional members of staff are trained to provide Charity Law advice, quality management advice and training: Alastair Smith Tina MacLeod 2 members of staff is an Independent Examiners for charity accounts: Tina MacLeod Andrew Black</p>	<p>Volunteering Hebrides</p> <p>41 Airport Road, Balivanich, Benbecula HS7 5LA Tel: 01870 602117</p> <p>In Uist development support is provided by Third Sector development Officers; Gemma Campbell 25hrs and Nicola Mackenzie 25hrs.</p>	<p>Harris Voluntary Service</p> <p>Tarbert Primary School, West Tarbert, Isle of Harris, Tel: 01859 502171</p> <p>Marine Munro Development Manager</p> <p>Katie Macleod Administrator, 17.5 hours</p> <p>Kate Macleod Admin Assistant, fulltime</p>	<p>Voluntary Action Barra and Vatersay</p> <p>Castlebay Isle of Barra, HS9 5XD, Tel: 01871 810401</p> <p>Eoin MacNeil, full time</p> <p>Murdo MacNeil, full time</p> <p>Maggie Dewar P/T</p> <p>Jannette Boyd P/T</p> <p>Morag MacNeil P/T</p> <p>3 Drivers P/T</p> <p>3 Escorts P/T</p>
<p>Outcome 4: TSOs feel better connected and are able to influence and contribute to public policy</p> <p>Outcome 5: The TSI is well managed and effective</p>	<p>Lead officers and board members of VCWI + HVS + OHSEP + VH + VABV</p>			