

TSI Report 2012/13

1. Please select the Interface area in which your organisation operates.

Dundee

2. Please provide a principal contact in case we need to contact your Interface in relation to this report.

Name: - execteam@number10.org

Organisation: - Dundee Third Sector Interface

Telephone number: - 01382-305731

E-mail: - execteam@number10.org

3. Please tell us the governance and management structure of your Interface.

Partnership, please list all constituent partners in the box below.

Dundee Voluntary Action Ltd Dundee Social Enterprise Network Volunteer Centre Dundee. Each of the 3 partners nominate 2 representatives to form the Interface Partnership Management Group. Chief Officers from the 3 organisations attend. The partnership agreement has been extended for year 2013-2014

4. Scottish Government expects each Interface to have a 3 year strategic business plan in place. According to the business plan, what stage are you at? (maximum 200 words, words beyond this limit may not read.)

A one year plan has been prepared and submitted to the Scottish Government to reflect the one year funding awarded

5. Please choose an answer which best describes the area in which your Interface operates.

Urban

6. Number of staff working for the Interface

Full time staff (above 30 hours per week) - 15

Part time staff (below 30 hours per week) - 14

Additional information - Dundee Social Enterprise Network employed a part-time administrator from April 2013.

7. Number of volunteers including Board members

40

8. Size of population served (Census 2011)

Dundee 145,570

9. Number of OSCR registered charities (2011)

Dundee 629

10. About the local Third Sector:

Estimate of total number of Third Sector organisations in your area - 1400

Number of organisations registered with the Interface ("registered" means organisations you have contact with or your active customer base.) - 822

11. Key sectoral issues of concern / things you are working on with your sector (maximum 200 words, words beyond this limit may not read.)

Funding: Fairer Scotland Funded projects only continuing for one year until March 2014. Around the same time DCC announced that any organisation with combined contract/grant income of £100,000 or more would be facing a 5% cut for 2013-2014. This is resulting in vacant posts not being filled,

staff reducing hours and front line services being cut. Further cuts are expected next year. Representation has been made at DCC committee meetings against these cuts and the effect on the sector and frontline services have been highlighted. Fit for Future changes in how finance/funding will be allocated are placing pressure on organisations. Commissioning is taking a different route and organisations will need support to understand that they will have to bid and charge for their services. GIRFEC – collaborative working, contributions to MASH and Pathfinder and National Early Years collaborative. Overcoming communication barriers – ie. Confidential IT systems. Equalities – public sector duties engagement with communities of interest. Engaging with public sector collaboratively around Reshaping Care and Early Years. Assisting voluntary organizations to remain compliant with OSCR/Companies House/Care Commission (see support to organizations section).

12. Briefly describe what you did to develop volunteering and the impact this has made. (Please include promotional campaigns or events, new projects or services, employer supported volunteering) (maximum 200 words, words beyond this limit may not read.)

Spoke to 574 potential volunteers thru' participating in 20 events such as university, employment, careers, college etc. Held our own annual Volunteer 2 Work Fair, 162 visitors, 33 organisations recruiting. 24 organisations reported total of 50 volunteers recruited as a result. Our timebank distributed leaflets to 6,550 households in North East Dundee, now has membership of 35 with regular exchanges every week and 82 likes on Facebook. Started in August 2012, 'Discoverin' Bairns' has distributed 1,000 leaflets, given 38 talks, held a high profile launch with 70 attendees, engaged 87 parents and received 26 agency enquiries. 6 parents volunteered to attend Scottish Parliament to take part in discussion about the cost of childcare, 4 parents volunteered to participate in Early Years Collaborative. Interviewed and filmed 13 older volunteers aged between 62-92 years, creating a DVD and uploading to You Tube: Celebrating Age and Volunteering – 205 views. Launch event at Dundee University to an audience of 70, 3rd sector, NHS and Local Authority, Celebrate Age Network, Pensioners Forum, Dundee Federation of Tenants, Housing Associations. Held 3 focus groups with 18 attendees. Accessed Change Fund, employed 3 community engagement workers to develop volunteering in local communities. Held afternoon tea engagement events in 6 out of 8 ward areas to date.

13. Number of Saltire Awards delivered

Number of Challenge awards - 40

Number of Approach awards - 150

Number of Ascent awards - 298

Number of Summit awards - 7

14. Number of volunteering enquiries "Volunteering enquiries" means asking for information about volunteering through phone, drop-in, e-mail or web contacts.

1595

15. Number of volunteers registered with your services "Registered volunteers" means any volunteer who receives an ongoing service from you beyond a first enquiry e.g. registered on V-bay or Milo.

611

16. Number of volunteers who take up placements "Placements" means people who have started volunteering as a result of your support (OR those registered on V-bay or Milo if it is used).

348

17. How do you track volunteers after placement? (maximum 200 words, words beyond this limit may not read.)

Through the employability service we continue with the process - 1st Follow-up: Within 1 week of

appointment with voluntary organisation 2nd Follow-up: 4 weeks after appointment 3rd Follow-up: 3 months after initial interview 4th Follow-up: 6 months after initial interview. This is the minimum tracking we expect to carry out however records indicate that the actual contact is much more frequent, especially in the early stages when we are attempting to establish a positive working relationship with the volunteer. All feedback/progress is logged on Vbay/Milo as well as on our own volunteer tracking spreadsheet. For our universal service, we have been tracking volunteers via a six month Survey Monkey. Additionally we have conducted a 'Quality Service Check' telephone survey for volunteers registered between December 2012 and February 2013. 43 Gateway visitors were surveyed Jan-Mar 2013: 72% thought the service was excellent 86% got what they came for 98% wouldn't change anything about our service

18. Number of registered volunteers who:

Were unemployed - 238

Declared a health issue or support needs - 122

Were under 25 - 239

Were over 60 - 37

19. Number of volunteering opportunities registered on v-bay / milo

Total number of opportunities overall - 231

Opportunities registered in the last 6 months - 68

20. What did you do to support organisations to improve the quality of volunteering they provided? (this might include Volunteer Friendly or liV awards, training, opportunity development, briefings and information etc.) (maximum 200 words, words beyond this limit may not read.)

Drop-in, telephone and email information and advice for organisations via the Voluntary Gateway and:

- Support: for a housing association to use Volunteer Impact Assessment Toolkit during 2013/14
- Training: 2 training events with 20 participants from 17 organisations
- Bespoke training delivered 'Tips of the Trade' including Investing in Volunteers/Volunteer Friendly and National Occupational Standards in Volunteers Management for 7 housing associations and 8 others
- Managers Forum: 7 forums with 142 attendances
- Volunteer Friendly Dundee Award: 13 awards made, 45 organisations supported, 12 new sign ups, facilitated Award Ceremony for 12 organisations hosted by Lord Provost at City Chambers, August 2012
- Volunteer Friendly Peer Assessors: 9 trained assessors, 4 assessment panels facilitated
- Saltire Awards promotion: 897 individuals reached, 6 Ambassadors active
- Promotion: 2 articles in Voluntary Action newsletter, June 2012, March 2013, press coverage for new organisations completing Volunteer Friendly
- Volunteer Friendly Scotland: 3 more areas licensed, total of 22 local authority areas, 2 bulletins, survey completed by 21 licensees
- Festival of Volunteering 2013: monthly planning meetings from Oct thru' to March additional £350 via O2 youth fund, logo competition won by young volunteer, 40+ pledges of support/activity received creating a full programme of events 1-7 June 2013. Proofs ready for printing April 2013

21. Tell us what difference your volunteering development has made to individual volunteers. You could include for example: trends in employability gains, health gains, learning and skills etc. (% increased) (maximum 200 words, words beyond this limit may not be read.)

This year we created more internal volunteering opportunities than ever before: 6 in the Voluntary Gateway, 1 graphic designer, 2 Festival of Volunteering event planners, 1 film maker, 6 Saltire Ambassadors and 1 Saltire admin volunteer, 3 parents as peer information volunteers and 35 time bank members. We have started to capture feedback on their gains from volunteering. We placed 34 volunteers who are using their volunteering to progress towards employment through our Volunteer 2 Work service.

22. Tell us what difference your volunteering development has made to the placement organisations (e.g. numbers of orgs achieving Volunteer Friendly or IiV accreditation; examples of new volunteering opportunities being developed, volunteer manager workforce development, etc.) (maximum 200 words, words beyond this limit may not be read.)

A further 13 organisations achieved Volunteer Friendly, including Volunteer Centre Dundee, bringing the total to 44. The first 4 organisations to achieve Volunteer Friendly in 2009 showed their commitment to the standard by renewing the award (it lasts for 3 years) through an assessment to demonstrate their continuing improvement. Workforce development continued via the 7 volunteers managers forums, practitioner events for peer learning and support as well as specific input as needed. Bespoke training included delivering an overview, 'Tips of the Trade', including learning about Investing in Volunteers/Volunteer Friendly and National Occupational Standards in Volunteers Management. As part of a pilot/test of change to build capacity, we facilitated a discussion with 8 organisations to explore common areas for joint volunteer training. These were the areas agreed: • Working with older people in general, • Mental health awareness, • Dementia awareness, • First aid and • Bereavement awareness A training pilot has been planned for late summer/autumn 2013. An example of new opportunities is in the case study and more evidence is emerging as one of the measures of Change Fund activities.

23. What SOA outcome(s) did you contribute to? (maximum 200 words, words beyond this limit may not be read.)

- Dundee will be a regional centre with better job opportunities and increased employability for our people
- Our people will have improved physical and mental wellbeing.
- Our people will experience fewer social inequalities
- Our people will live in stable, popular and attractive communities
- Our communities will have high quality and accessible local services and facilities

24. Please give a case study to illustrate the impact of your work in developing volunteering. (maximum 200 words, words beyond this limit may not be read.)

Volunteer Coordinator for Caledonia Housing Association has developed 15 opportunities (befriending, handy person, activities assistant) with 170 people 65+yrs benefitting from new services. 33 volunteers trained, 27 active. 1177 volunteer hours over the year. Achieved Volunteer Friendly. "The impact of working with the Volunteer Centre has been significant. In a new post funded initially for a year, working in a new area, with limited knowledge of the 3rd sector, working for a large organisation with no formal volunteers, the Volunteer Centre was the first port of call. ...combined knowledge of the staff, covering 'all things volunteering' proved very useful.... The majority of enquiries from potential volunteers have come from them. Recruitment is a quick process using the forms, then email on to the Volunteer Centre and the advert is on the web. Easy to arrange volunteer interviews at the Centre, it's central, well known. Training and networking meetings are great to keep me informed and up-to-date with ideas and funding. A lot of relationships with 3rd sector organisations who provide support to our tenants, have begun at networking meetings or the managers forum. Staff are friendly and proactive, often contacting me with volunteers or information they know relates to my project."

25. Please give a short summary of what you did to develop social enterprise over the last year. This might include advice on bidding for contracts, business development support or helping to set up new social enterprises. (maximum 200 words, words beyond this limit may not be read.)

There has been improved communication through development of website (including support links page) and information leaflets, developed an integrated support system through Voluntary Gateway, circulated a dedicated SE newsletter(5) and a monthly ebulletin (5) which has led to an improved understanding of SE by promoting the Senscot criteria for SE, the voluntary code and benefits of membership of DSEN. The development officer completed 26 reviews of SEs in Dundee and identified training needs, leading from this the events held include 5 open network events with 67 attendees. The development officer responded and supported 23 enquires from new enterprises

and 17 from existing organisations re recognition as SEs and DSEN membership. Further support includes one to one meetings, signposting for specialist support and courses through Just Enterprise Consortium. 4 training events have been held on Introduction to Social Enterprise, Marketing, Mentoring and Introduction to Tendering with a total of 43 attendees. Procurement was supported by developing a guide to Dundee SE goods and services for local authority and procurement officers, updating the Dundee SE directory and making it accessible through the DSEN web site.

26. How many organisations did you refer to social enterprise funding? Please name each individual funds.

First Port/Unltd Social Entrepreneurs Fund Level 1 and 2 awards – 23 referrals with 2 successful Level 1 awards. Social Enterprise and Third Sector Challenge Fund – three successful Dundee bids. Reshaping Care for Older People Capacity Building Fund – two applications. Currently working with Big Lottery on Community Asset Transfer funding options with four enterprises interested in asset transfer. Finance options promoted to all members. Social Investment Scotland Start and Grow Fund through Resilient Scotland – promoted. Charity Bank information provided. Invertay Social Investment Fund is a local loan provider that is a member of DSEN.

27. What contact have you had with social enterprise networks and specialist support services? (maximum 200 words, words beyond this limit may not be read.)

We have promoted the Just Enterprise consortium and the range of support available to all 26 DSEN members and new enquiries. DSEN had meetings with 3 of the Just Enterprise partners and supported two events (Collaborative Conversations and Ready for Business). Just Enterprise received 64 enquiries from Dundee based organisations to the Just Enterprise programme broken down as follows: Business Consultancy Support (5), Procurement/Tendering Support (1), Social Enterprise Start Up Support (11), Learning/Workshops (48). Sencot representatives have attended our meetings and have had support through national network meetings and one-to-one support for Development Worker, including the development of a SEN co-ordinators' forum. Perth and Kinross and Angus Social Enterprise workers have been contacted to share promotion and have knowledge exchange. A visit by Dundee SEN members has been arranged to West Lothian SEN. Two representatives attended the VAS annual conference. Sencot Legal has been used to support DSEN directly and followed up 3 direct support enquiries

28. What engagement have you had with specific enterprise support fund? If so, which?

Just Enterprise – meetings, promotion and development of courses to address identified local need and lead to applications to the FirstPort awards as outlined in 27 above. Meeting with Resilient Fund – joint meeting with DSEN Executive Group, DCC and Scottish Community Foundation to explore local opportunities and a strategy to promote the fund within the network.

29. What engagement have you had with the developing markets for third sector suppliers programme?

Dundee City Council guide for procurement officers has been produced and regularly updated. Tayside Procurement Consortium event on procurement opportunities was promoted to the network. Ready for Business has arranged a joint event for April 2013. An introduction to Procurement Training courses was held in January. The Dundee City Council Social Enterprise Strategy has been adopted which includes increasing access to local authority markets. DSEN is registered on the Public Contracts Scotland website and all members have been encouraged to do so.

30. What engagement have you had with local social enterprise network, if one exists?

DSEN is the local network and is a partner in the Dundee TSI agreement. Currently there are 26 members with a total turnover of £ 14.5 m of which 70 % is traded income. DSEN is represented on the Reshaping Care for Older People working group and funding panel. DSEN represents the TSI on the Dundee City Council Social Enterprise Development Board and Work and Enterprise Group.

31. Tell us what difference your social enterprise development work made. You could include (e.g. Increased turnover of social enterprises; more jobs created in social enterprise; new social enterprises established; social enterprises winning contracts: social enterprise involvement in service design; examples of increased sustainability) (maximum 200 words, words beyond this limit may not be read.)

The network has grown from 15 to 26 members this year and a network for new starts and aspiring social enterprises has been well received and gives the opportunity for peer support and development topics to be covered. 5 events have been held with 48 attendees. For existing enterprises there has been a focus on building relationships to develop intra trading and building social capital between the members of the network. New opportunities for joint working are now becoming apparent. Tendering bids have increased. Proposed enterprises have accessed business support, peer learning, Sencot Legal advice and are now ready to establish the new business. Supporting Dundee City Council with input into the Social Enterprise Strategy for the city and on the implementation group will bring closer links and better relationships to develop contracts through the procurement process, improving the trading, turnover and job sustainability for all. DSEN has been engaged in the development of the Community Asset Transfer strategy which when implemented will enable third sector organisations to acquire capital assets to provide for a more sustainable and secure future. DSEN is part of the group working on service design through Reshaping Care.

32. What SOA outcome(s) did you contribute to? (maximum 200 words, words beyond this limit may not be read.)

Dundee will be a regional centre with better job opportunities and increased employability for our people. • Our people will experience fewer health inequalities • Our people will have improved physical and mental well-being • Our people will receive effective care when they need it. • Our people will experience fewer social inequalities. • Our people will have high quality and accessible local services and facilities • Dundee will have a sustainable environment.

33. Please give a case study to illustrate the impact of your social enterprise support on a social enterprise. (maximum 200 words, words beyond this limit may not be read.)

The Factory Skatepark is an established social enterprise situated in the Douglas area of the city. It is a member of DSEN giving support to others and accessing assistance where required. They currently offer an indoor skate park which attracts children from 6 years upwards and so there was an opportunity to provide a play area for younger children. Since they own their land and buildings, it was decided to build the new facility, a soft play centre, adjacent to the existing one. An investment of £750K was made with a loan from Scottish Investment Fund £250K as well as a grant of £250K. Additional grant and loans of £210K with their own investment made up the remainder. The Fun Factory opened in December 2012, creating 20 additional jobs and to date there have been 65,000 users through the door. There are party rooms as well as a sensory area that was developed for children with needs. The Factory Skatepark offers support to older children and the Fun Factory offers that support to younger children and their parents. The Factory Skatepark was voted Scottish Social Enterprise of the Year 2012 in part because of the Fun Factory development.

34. How many Third Sector organisations did you support? We understood that you might not currently have a system in place to record the requested information. If that is the case, please answer them as best as you can.

How many enquiries did you receive through short advice e.g. by phone or e-mail? - 4072

How many of these enquiries received resulted in depth consultancy, development or one-to-one support? - 328

How many of the organisations you supported sent staff/volunteers on training provided by your Interface? - 164

35. Number of participants to the training provided by your Interface? (This may include those outwith the Third Sector.)

290

36. Tell us briefly about the most common areas where you provide support (e.g. governance, funding advice etc.) Anything else you did to support the third sector? (maximum 400 words, words beyond this limit may not be read.)

Voluntary Gateway (through partnership of DVA, VCD and DSEN) provides support across all areas of the Advice Check. Two members of staff plus volunteers respond to drop-in enquiries and appointments. 5 volunteers have been recruited and trained to support staff. Support provided in last 12 months: • 67 Charitable Recognition – including Charity Law, OSCR Compliance, setting up and amendment to governing documents. • 7 instances of advice relating to Financial Management. • 15 Independent Examinations completed. • 5 instances of support in relation to Meetings, Governance and Committee Development • 43 instances of support in relation to training, business planning and organisational development. • 37 GrantFinder enquiries. • 17 instances of support in relating to Protection Responsibilities and Health & Safety • 34 instances of support relating to HR Recruitment & Management • 38 enquiries in relation to volunteering including assistance with recruitment and selection, support & supervision and accreditation. • 8 enquiries regarding Saltire Awards. • 16 enquiries relating to projects, e.g. Reshaping Care • 4 enquiries relating to Number Ten rental. • 5 enquiries in relation to Community Planning & Partnership Working • 21 enquiries requiring signposting, contact information, membership enquiries or information regarding publications.

37. Give examples of how your Interface helped Third Sector organisations to do their work better (e.g. by achieving EFQM, compliant accounts, good governance, levels of funds levered in following funding advice etc.) (maximum 200 words, words beyond this limit may not be read.)

- Independent Examination 15 accounts undertaken to ensure groups remained compliant with OSCR. Advice was provided on handling of Petty Cash and generated income. • PQASSO mentoring provided to 7 organisations. From original 6 – 2 achieved Level 1, 4 still ongoing and making progress. Further 1 organisation being mentored to achieve PQASSO Level 1. • Training and awareness raising held on a variety of subjects: Managing Aggression, Minute taking, Trustee roles & responsibilities, Absence Management, Accounting for Charities, CRBS, Protecting People, Gift Aid, Data Protection, Support, supervision & appraisals and Social Media. • Bespoke training was developed and delivered to groups on Trustee Roles & Responsibilities, Protecting People. • Newsletters and e-bulletins distributed to ensure sector remained up-to-date. Topics included; Reshaping Care, Training at Voluntary Gateway, OSCR News, Social Enterprise, Equalities, Data Protection, Timebanking and Volunteering, Tax Relief, Funding, Local Government Settlement and Proposed Dundee Local Development Plan 2012. • Provided assistance to groups to develop proposals and obtain funding through Reshaping Care. • Support provided to Dundee Association for Mental Health and Hearing Voice Network to complete funding applications. Both applications successful. • Scoping paper developed for involving small Mental Health charities in commissioning & procurement.

38. What SOA outcome(s) did you contribute to? (maximum 200 words, words beyond this limit may not be read.)

- Our people will have high quality and accessible local services and facilities. • Our people will experience fewer health inequalities. • Our people will have improved physical and mental wellbeing. • Our people will have high quality and accessible local services and facilities.

39. Please give a case study to illustrate the impact of your work on a Third Sector organisation. (maximum 200 words, words beyond this limit may not be read.)

Two mums phoned to enquire about how they would go about setting up a charity for children with additional needs. They were both mums who have children with additional needs and felt there was

limited provision in Dundee. We met and had a chat about setting up the charity and made sure this was not already being offered in Dundee. They had already started looking at venues and had a flyer ready with session ideas. After gaining access to some venues for a short period they started the support group and sessions for the children on 26 March 2012 from 4pm till 6 pm. We started working on a business plan, policies and Charity application as well as setting up visits to a similar charity already established in Edinburgh. Since March 2012 they have made great progress and with help and advice from Voluntary Gateway they moved to a new venue and now have over 60 children attending and are offering holiday clubs over 5 days. The small committee they set up have recently finalised the SCIO constitution and application has gone into OSCR. They are now looking to expand the business plan as well as looking for funding and a permanent venue where they can leave all the equipment out. With advice from us they also made contact with a local charity, Fun Factory, who made a sensory room available which is now being used once a month by the HUSH Club parents and children.

40. Involvement in Community Planning

	Yes	No
Do you have a permanent place on the CPP at its highest level?	X	
Are you involved at all stages of the Community Planning Partnership decision making process?	X	
Are you involved in signing off the SOA?	X	

If no, what involvement does your Interface have at the CPP?:

41. Which other partnerships are you involved in? For an example of what this means please see <http://shetland-communities.org.uk/subsites/vas/representation.htm> (maximum 200 words, words beyond this limit may not read.)

Community Safety Partnership (CSP), CSP Strategic Information, Monitoring and Evaluation Group, CSP Small Grant Group, Integrated Children's Services Partnership (ICS), ICS Finance Group, Early Years Framework Group, Youth Work Partnership, Lochee Leadership Collaborative (0-5yrs Total Place Pathfinder), ICS Commissioning Strategy Group, Equality & Diversity Partnership, Community Involvement Group, CLD Up skilling Group, Reshaping Care for Older People Partnership /Monitoring Group Older People & Dementia Strategy DCC Age and Disability Group Strategic Planning Group, Falls Strategy Group, Age and Disability Group Mental Health Strategic Planning Group & Mental Health work streams (x 9 groups) Adult Support and Protection (X3 Groups), Police Community Advisory Group, Dundee and Angus Choose Life Steering Group, NHS Volunteer Working Group, Employability Partnership, Building Stronger Communities, Contest Group, Social Enterprise Development Board, Work and Enterprise Group, Health & Care Group, Alcohol & Drug Partnership, Alcohol & Drug Partnership Commissioning Group, Substance Forum, Dundee CHP, Towards a Mentally Flourishing Dundee.

42. Anything else you did to build a Third Sector relationship with community planning? (maximum 200 words, words beyond this limit may not read.)

Engagement with sector around Fairness Strategy & Social Enterprise Strategy. Contribution to CLD Strategy for CPP partners Development of local learning partners CLD Upskilling Development of Wellbeing button. Review of Voluntary Sector Input into multi-agency screening hub to improve efficiency. Cross sector awareness raising session about Personalisation promoted and supported. Equality Forum event held to input into Planning. New Equalities Forum Action Plan achieved. SOA strengthened in relation to equality issues. DVA invited to join internal commissioning group with SW Department. DVA Deputy Chief Exec invited to lead on outreach workers collaboration in area 0-5 Pathfinder. DVA contributed to Community Safety action plan. DVA invited to attend E-safety group. Two older people appointed to the Reshaping Care Monitoring Group. Celebrate Age Network contribution to Housing, CLD and Falls Strategy recorded. Accessible transport hustings

held.

43. What structures or forums do you have in place to hear from and feed back to the third sector (include type of forums, number of members)?

DVA membership – 96 members VCD members – 39 members DSEN Members – 26 members DVA Facebook & Twitter Reshaping Care for Older People – Twitter and Facebook pages Voluntary Gateway newsletter – 4 times per year Voluntary Gateway e-bulletins - monthly Community Safety Network – 32 members – meets 4 times per year. Equalities Forum – 65 members – meets – 6 times per year. Celebrate Age Network Forum – 121 members – meets 6 weekly Mental Health Service User Network – 35 members – meets every week Mental Health Service User newsletter – bi-monthly Mental Health Service User e-bulletins – as required. Mental Health Service User outreach – 2 times per week. Mental Health Service User Facebook page Mental Health Service User Involvement Officer currently mapping MH service user involvement across city. Mental Health Network – 30 Mental Health Organisations meets 4 times per year. Mental Health Network newsletter - monthly Every Child and Young Persons Matters – 123 members:- Practitioners Forum – meets 4 times per year & receive fortnightly e-bulletin- Reps Group – 32 members – meets 6 times per year- Strategy Group – 15 members – meets 6 times per year- + additional meetings as required: o E.G. Mash Review – 4 meetings o Briefing for Early Years Collaborative CLD Practitioners Group – 100 members Sustainability e-group – 12 members – email contact as required. Older People’s Services Network – 143 members – meets quarterly Older People’s (Reshaping Care) bulletin – every 5 weeks Social Enterprise Network – meetings every 6-8 weeks, newsletter & e-bulletin - monthly Volunteer Managers Forum – 114 members – meets 7 times per year.

44. Tell us about the difference you have made. Evidence could include: active participation of Third Sector in other plans and strategies; examples of Third Sector influence in meetings or partnership working; proactive invitation by CPP partners to participate in new policy or programmes, etc.) (maximum 200 words, words beyond this limit may not be read.)

Dundee City Council Social Enterprise Strategy was developed and is being delivered in partnership with DSEN through membership of the Social Enterprise Development Board. The Community Asset Transfer Strategy is currently being developed with DSEN input. MH Service User Network made contributions to Employability website due to be launched summer 2013, this will be piloted and evaluated by service users. Scoping exercise carried out to gauge the extent of MH involvement across the city. Review of Voluntary Sector Input into multi-agency screening hub to improve efficiency. Cross sector awareness raising session about Personalisation promoted and supported. Equality Forum event held to input into Planning. New Equalities Forum Action Plan achieved. SOA strengthened in relation to equality issues. DVA invited to join internal commissioning group with SW Department. DVA Deputy Chief Exec invited to lead on outreach workers collaboration in area 0-5 Pathfinder. DVA contributed to Community Safety action plan. DVA invited to attend E-safety group. Two older people appointed to the Reshaping Care Monitoring Group. Celebrate Age Network contribution to Housing, CLD and Falls Strategy recorded. Accessible transport hustings held.

45. Please give a case study to illustrate the impact of your work on community planning. (maximum 200 words, words beyond this limit may not be read.)

The Joint Inspection of services to protect children and young people in the Dundee highlighted that one of three key strengths in making a difference to children and families in Dundee was the help and support provided through partnership working with voluntary organisations (HMIe May 2012). This was achieved through the support and representation of ECYPM members. As part of the Dundee’s improvement plan, sector reps were involved in developing the Multi Agency Screening Hub (MASH) and securing a place on it. However anecdotal information highlighted the role to be tokenistic and only useful when making referrals to the reps own organisation. We also learnt that Women’s Aid input, to what developed into a domestic abuse MASH, was very useful. CP partners

highlighted substance misuse was highly prevalent in many cases and we recommend testing a substance misuse MASH with sector reps working in this field. This was agreed. A MASH development session for the sector was on 19 Mar (22 attendees) and made a number of improvements; reps knowledge to other organisations, improved communication between sector referrers and the rep and proposed exploring third sector early intervention opportunities with children and families at MASH screening stage.

46. What did you not manage to do or did not go as well as you hoped? (maximum 600 words, words beyond this limit may not be read.)

Social enterprise links with private sector did not develop as planned and event was cancelled, due to a change of chief executive at Dundee & Angus Chamber of Commerce. This will be revisited this year. Direct links with the procurement officers and Tayside Procurement Consortium have taken longer to establish and a programme is now being developed to take this forward. Dundee Partnership review of TSI representation not completed. Migration to MILO later than anticipated. Customer feedback not fully developed. Since starting duty officer system with Volunteer Centre & DVA staff in September 2011, (and more recently DSEN) volunteer enquiries have slightly increased (by 2%) but registrations down by 14%. Likely that volunteers are still being given good information using the up to date browser folders or the Volunteer Scotland website, however not all is being recorded. Additionally tracking volunteers not been embedded in practice. Vision of duty officers dealing equally with volunteer and organisational enquiries via a 'one-stop-shop' has not materialized as organisational enquiries tend not to come through the Voluntary Gateway phone number (formally the Volunteer Centre number). Also senior staff have been removed from duty & new staff have had to be quickly deployed to fill the gaps in the rota. System needs urgent review in order for service users to get best service. Although recent snapshot survey shows general customer satisfaction, we don't have enough evidence of outcomes.

47. What have you learned from this/will do differently in future? (maximum 600 words, words beyond this limit may not be read.)

Links with the private sector are to be made not only through the Dundee and Angus Chamber of Commerce but with the addition of other private sector networks. Procurement and developing links with commissioning/procurement officers is one of our priorities for this year. This is to be undertaken along with a programme of training for local enterprises. Dundee partnership representation mapping to be completed by 30th June 2013 to ensure development of Third Sector Forum by end of year – reflected in next year's workplan. Migration to MILO now complete. Staff training sessions been held. Further training on ad-hoc reporting to take place once TSI staff been trained. Ensure that all TSI utilizing MILO. The consistency of service to potential volunteers has been neglected as new developments have focused on community based and informal volunteering. There is still a strong demand for the volunteer matching service based in the city centre and it needs project management. A new post of Team Leader: Volunteering is being advertised with an appointment planned for May 2013. That post holder's first task is to review the current service for volunteers including all stakeholders, volunteers themselves, volunteer involving organisations, referring agencies, staff and developing an improvement plan including targets.

48. What approach did you find most useful/do you think had the most impact? (maximum 600 words, words beyond this limit may not be read.)

DSEN has been involved at both a strategic level through the local authority and the TSI partnership as well as enabling the development of enterprises at the delivery of goods and services. This has given us the opportunity to identify the key challenges for social enterprises and take steps to address the barriers to future developments. Community engagement, whether with volunteers or volunteer involving organisations, and developing services which take the lead from them. Taking an assets approach to volunteering through our timebank and engagement with parent volunteers. Collaborating with the public sector on testing coproduction.

49. How did you collect the information for your report? (E.g. stakeholder survey, database) (maximum 600 words, words beyond this limit may not be read.)

Voluntary Gateway monitoring sheets Customer feedback Census database V-bay Milo Training evaluations Staff work records Workplans – individual & group Reports from:• Community Planning meetings• TSI Meetings• Reshaping Care Meetings• Project Meetings

50. The Scottish Government's vision is for the third sector to be acknowledged and respected across all sectors, the Government and wider public sector, as an essential social partner in helping Scotland to have a successful and fairer future. To what extent is that vision a reality in your local interface area? If not, what improvements need to be made to for that vision to become a reality? Please provide an example. (maximum 200 words, words beyond this limit may not be read.)

The Third Sector has been involved at all levels of the Reshaping Care for Older People Change Fund, actively participating in the monitoring and development of the fund and securing £875,000 for 2013/14. This equates to 26.3% of total planned voluntary sector spend. . Acknowledgement and respect are evidenced by the third sector delivered Reshaping Care Capacity Fund. Sustaining that position will depend on what outcomes are delivered and evidenced by the third sector. Every Child and Young Person Matters Network has provided a vehicle for collaborative working across member organisations and a stronger voice in planning. The public sector has greater respect and confidence evidenced by increased commissioned services, reliance on third sector self evaluation evidence for CP inspection and support to 4 national organisations for a successful Big Lottery Early Intervention Project Areas for improvement are: Employability - where no voluntary sector network exists and the focus is primarily on IT systems for tracking clients. Health & Care/CHP – no voluntary sector network, but event held and e-network to be established. Within mental health, the contributions made by voluntary organisations are still seen by many health professionals as secondary to the impact of medication and psychiatry. This balance needs to change if the third sector is to be seen as essential The involvement of DSEN in the development of Social Enterprise Strategy for Dundee and input into the Community Asset Transfer Strategy demonstrates the role that we fulfill.

51. Is there anything else you want to say about your activities and outcomes in relation to the 4 Interface functions? This could include unexpected positive outcomes. (maximum 200 words, words beyond this limit may not be read.)

There has been a great interest from other SENs in the work of DSEN and its members. This has led to both DSEN members being invited to share their experience with others as well as study visits being made to Dundee.

52. Please tell us about any key challenges faced during the last 6 months that you haven't already mentioned. (maximum 200 words, words beyond this limit may not be read.)

Communication and marketing about the Dundee TSI/voluntary gateway is required – communication strategy to be developed. Website development for TSI not achieved. Third Sector Forum development and restructuring of representation for the TSI. Participation & collaboration demands time. Difficult to find within resources we have support to meet breadth of demand for representation and involvement.

53. Please give us a summary of Scottish Government expenditure to the end of September. Please also explain any variances including: a. changes in the % allocation of funding to the four functions b. any underspend (maximum 200 words, words beyond this limit may not be read.)

There was no change to the allocation as per the Partnership Agreement & Workplan for 2012-2013. Summary of combined expenditure for 2012-2013. Staff cost - £174,338 Support cost - £23,669 Capital purchases - £962 Premises costs - £18,632 Overheads/Admin - £6224 Publicity - £3163 Audit - £1742 Governance - £516 Volunteer Expenses - £200 Hospitality - £582 Misc - £499 Total = £230,527 No changes to allocation during year and no underspend. Please note that these figures are based on management accounts and are subject to change after Audit and VAT work completed.

54. Roughly what % of the total funding spent by your interface delivering the 4 functions did the SG funding represent?

Outcome 1: £94,000 represents 29% of Volunteer Centre Dundee's total income of £337,900 for 2012/13 Outcome 2: £20,000 represents 92% of Dundee Social Enterprise total income of £21,780 for 2012/13 Outcome 3 & 4: £78,000 represents 6% of DVA total income of £1,385,654 for 2012/13.

55. From your business plan please summarise your key priorities and challenges over the short term (next 12 months) and the medium term (next 3 years). (maximum 200 words, words beyond this limit may not be read.)

Outcome 1 – Review and improve our service to potential volunteers and tracking of volunteering outcomes. Develop and deliver on a marketing plan, including the use of internet and social media. Grow the numbers of Saltire certificates awarded, the number of people active in timebanks, awareness of the positive role of older volunteers & the capacity of organisations to effectively involve volunteers. Outcome 2- Procurement development of opportunities and capacity of social enterprises to tender. Marketing of service and goods that can be delivered by Dundee enterprises. Implementation of community asset transfer and support for VCO that wish to take up the opportunity. Outcome 3 – To support voluntary and community organizations to develop and grow. To ensure that they maintain good governance and have access to information and resources via the Voluntary Gateway. Outcome 4 – Development of the Third Sector Forum and representation Use information to demonstrate impact of the Sector. Outcome 5 - . Communications Strategy to develop and implement. Conduct annual satisfaction survey. Maintain EFQM and ensure Third Sector Interface (Voluntary Gateway) is effective and meets the needs of the sector.

56. What are the major opportunities for social enterprises in your area? (maximum 200 words, words beyond this limit may not be read.)

There are a range of new developments for existing social enterprises and for existing third sector organisations that are developing a social enterprise trading arm. These include developing links with private sector businesses and upskilling to take advantage of the new procurement opportunities that will be available. Social enterprise is ideally placed to work in partnership with others to address the requirements of Community Benefit Clauses which are to be embedded into all DCC procurement in future. In order to make the most of these opportunities there will need to be the development of joint tendering practices. Dundee City Council has been supportive of the development of social enterprise and the new Social Enterprise Strategy will give a clear action plan to take their Policy forward. A unique opportunity for the city is that the centre of Dundee is being redeveloped and the Victoria & Albert museum is being built which is hoped will increase the number of visitors to the city and revitalise the city centre. There are challenges for both existing and new social enterprises to be able to take up the opportunities which will require cultural and operational change as well as increased capacity.

57. How can you best support social enterprise development over the next 3 years? (maximum 200 words, words beyond this limit may not be read.)

DSEN has developed a small but strong network which is growing to include both new enterprises and third sector organisations. The future plans will build on this success by providing a central point of contact and knowledge to best support local development. Through building the network and the links to national developments, it is possible to use and build upon best practice to facilitate the steady growth of the Dundee network enterprises. DSEN can assist the development of the sector by integrating the network into policy framework developments and so provide the catalyst to achieve success and the aspirations of the network members. Through joint initiatives and intra-trading strong relationships will grow which will make best use of available existing resources. Developing a strong skill base is key to achieving the potential that exists. This is best achieved through identifying key sectoral needs as they develop and being able to address them timeously to allow enterprises to take up opportunities as they arise. The network can support building assets of people, facilities and

relationships. The capacity within the existing staff team is not sufficient to take forward all the developments that are desired and so additional funding is being sought.

58. Please tick the ones that apply.

We (the TSI) are recognised by the local third sector organisations as the valid representative body for third sector interests within the local area. We are accountable and transparent to the third sector organisations within our local area. We are the only interface in this local authority area.

We are recognised by the Community Planning Partnership as the third sector interface within the local authority area.

We deliver the four main areas of interface activity as specified in the Common Values and Services: Volunteering development; Social enterprise development; Consulting, supporting, developing and representing the third sector; and Collaborating and working in partnership with public sector and private sector partners to improve the planning and delivery of public services by making them more responsive to the needs and aspirations of local communities.

We worked with the Common Services Working Group during 2012/13 to develop a robust effective and agreed set of common services for all four main Interface activities that we would expect to be implemented.

We promoted the efficient and effective use of staff and other resources aimed at maximising the use of the public pound in public service delivery.

We have adopted and maintained a governance and management framework that has both the Capacity and the capability of delivering all 4 activities described above and the common services agreed by the common services working group.

We have not used any part of the Grant to commission *external consultancy services (see guidance below) without seeking prior approval of the Scottish Government Third Sector Unit.

We are an incorporated body and have not shared or transferred any of the funding to an unincorporated body.