

**Dundee's Third Sector Interface
2014/2015 WORKPLAN**

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
1. Volunteering				
Individuals interested in volunteering should expect:				
1.1. To have access to quality volunteering opportunities, providing a choice of placements with up-to-date appropriate information.	<p>Maintain and develop the database of volunteer involving organisations and opportunities</p> <p>Maintain Voluntary Gateway drop in area and update browser folders</p> <p>Maintain website including Milo I-frames</p> <p>Develop social media presence including Facebook</p> <p>Recruit, train and deploy volunteers to increase the delivery of our brokerage service in the Voluntary Gateway</p> <p>Provide support and training to new and existing volunteers within Volunteer Centre.</p> <p>Increase no. of organisations who advertise opportunities with Voluntary Gateway</p>	<p># opportunities offered</p> <p># volunteers placed</p> <p>% of opportunities advertised as being in volunteer friendly organisations</p> <p>% of volunteers who rate the TSI as excellent/good</p> <p>% of people who engage with TSI that go on to active volunteering</p> <p>Launch of new social media before Volunteer Festival</p> <p># volunteers recruited</p> <p># volunteer hours per week for this activity</p> <p># volunteers receiving training</p> <p># organisations advertising opportunities</p>	<p>285 (includes 5%increase)</p> <p>775 (includes 5%increase)</p> <p>40%</p> <p>Maintain at 95% or higher good or excellent ratings</p> <p>425(includes 5% increase)</p> <p>May 2014</p> <p>10 10</p> <p>10</p> <p>275 (includes 5% increase)</p>	

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<p>1.2. To be able to gain the Saltire award for volunteering if they are aged between 12 and 25 years.</p>	<p>Promote the Saltire Award as a tool for increasing and valuing young volunteers, aged 12-25.</p> <p>Register new organisations with Saltire</p> <p>Assist registered organisations to support young volunteers to continue to next level of award</p> <p>Recruit, involve and develop roles for Saltire Ambassadors.</p> <p>Recruit and train School reps to promote Saltire and volunteering</p> <p>Conduct an annual nomination process and selection panel for Saltire Summit Awards</p> <p>Process requests for Saltire certificates, record and print</p> <p>Recruit and involve young people with administration while achieving Saltire themselves</p>	<p># young people registered</p> <p># new registrations</p> <p># registered organisations</p> <p># registered organisations with volunteers achieving Saltire Award</p> <p># hours volunteered by Saltire Ambassadors</p> <p>No. of reps recruited</p> <p>No. of schools where School reps will be piloted</p> <p># Summit Awards</p> <p># Challenge Awards</p> <p># Approach Awards</p> <p># Ascent Awards</p> <p># hours of Saltire admin. volunteering</p>	<p>600+ (+>10%)</p> <p>300</p> <p>80, of which 10 must be new registrations</p> <p>90%</p> <p>100 hours (+>20%)</p> <p>6</p> <p>2 Secondary Schools in Dundee</p> <p>12 Awards</p> <p>75 (+>5%)</p> <p>185 (+>5%)</p> <p>325 (+>5%)</p> <p>100 hours</p>	

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1.3. That a procedure is in place for them to give feedback and get support in resolving any difficulties on their placement.	<p>Continue to provide level 1 support and advice to volunteers who are dissatisfied with their placement and referring on to level 2 support and advice if seen as a serious complaint.</p> <p>Train staff/Duty Officers in the external complaints procedure, include in Induction Programme and pilot a new pro forma for recording issues and actions</p> <p>Review annually for continuous improvement</p>	<p>External organisation complaints procedure and form to be available on website and as hard copy in Voluntary Gateway</p> <p># staff trained in external complaints procedure</p> <p>New pro forma in operation</p> <p>Policy review complete</p>	<p>April 2014 and then ongoing</p> <p>By June 2014</p> <p>April 2014</p> <p>Dec 2014/ annually</p>	
1.4. That a broad/diverse range of volunteer opportunities are available to meet their needs and expectations.	<p>Make timebanks available to a greater number of people in the city</p> <p>Increase no of opportunities available in sports and admin (as</p>	<p># Timebank Brokers employed</p> <p># training opportunities for members</p> <p># attending each training course</p> <p>Steering groups established</p> <p>Level of local people's involvement in running TimeTree, including brokering services</p> <p># sports opportunities available</p>	<p>Increase from 2 to 4 January 2015</p> <p>5</p> <p>10</p> <p>2</p> <p>1</p> <p>26 (increase of 25% on current #)</p>	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	identified by potential volunteers enquiries)	# admin opportunities available	10 (increase of 25% on current #)	
1.5. To have access to guidance and support in securing a placement if required.	Staff trained and available to provide extra support for people who need it, including accompanying them to initial meetings with organisations	# volunteers receiving additional support to volunteer	Establish baseline	
In addition to this we will:				
1.6. Seek to ensure volunteering is embedded into public policies within community planning.	Map volunteering references in existing Single Outcome Agreement Identify gaps and opportunities in the SOA	Mapping complete Gaps / opportunities identified	Sept 14 Sept 14	
1.7. Promote and inspire people to volunteer.	Promote existing and potential timebanks widely across the city	# face to face meetings with key local individuals & workers # activities to promote and grow timebanks # individual members (TimeTree) (Time 2 Give) (Timebank 3) # hours exchanged (TimeTree) (Time 2 Give) (Timebank 3) # talks to schools, churches, community groups, etc and press releases to local media	40 6 20 (increase of 33%) 20 10 (half year target) 400 (55% increase) 250 125 (half year target) 12	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Deliver an outreach service on monthly basis Recruit and train volunteers to support this activity Deliver outreach events to promote Saltire Awards Volunteer Recruitment Fair Set up and maintain social media presence for VCD Develop a calendar of events to allow for future planning including Community events, university and college events, etc. Facilitate Dundee's Annual Festival of Volunteering week-long event during Volunteers week in collaboration with other VIOs	# outreach activities # volunteer hours recorded for this activity # specific Saltire promotion events / talks held # organisations participating # people attending fair Facebook page set up Calendar set up	25 50 20 25 160 May 2014 May 2014 50	
1.8. Promote personal development through volunteering.	Support individuals with additional needs to move into volunteering	# individuals engaging with Volunteer 2 Work Officer # individuals, who engage with Volunteer 2 Work Officer, progressing to active volunteering	100 50	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
Organisations that do, or wish to, involve volunteers should expect:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
1.9. To have access to guidance and support on developing and providing quality volunteering placements and practice.	Trained staff and volunteer Duty Officers within the Voluntary Gateway utilise tools including Advice Check and Volunteer Friendly resources to support enquiries including: building capacity in volunteers' management, from payment of expenses through to exiting volunteers	# organisations provided with support/advice in volunteer management	10	
		% felt better able to recruit, manage and retain volunteers	80	
		% who rate TSI as excellent/good	95	
		# ongoing promotional activities to voluntary sector organisations	6	
	Practical introduction to the Volunteer Impact Assessment Toolkit for VIOs	20 attendees will utilise the Toolkit	2 practical demonstrations per year to 20 groups	
Custom designed Volunteer Managers Training linked to strands of the Volunteer Friendly Award	2 groups sign up for Volunteer Friendly Award after training sessions	4 sessions per year attended by 6 groups per session (24 attendees)		
	80% of attendees felt better able to recruit, manage and retain volunteers			
Continue the work of the Reshaping Care for Older People "Engagement Team" in communities across the city to engage existing and new volunteers	Agreed local priorities for developing new volunteer led services for older people	Active in 5 areas 6 supported activities offering new volunteering opportunities		

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	<p>Reshaping Care for Older People development workers provide guidance & support to VIOs to build capacity in volunteer management</p> <p>Increase number of organisations who will recruit young volunteers (14-16)</p>	<p># existing local or community VIOs supported</p> <p># new services supported % who rate service as excellent/good</p> <p># organisations supported</p> <p>% felt better able to recruit, manage and retain volunteers</p> <p># organisations who offer opportunities to 14-16 year old volunteers</p>	<p>3</p> <p>3 Baseline to be established</p> <p>Baseline to be established</p> <p>Baseline to be established</p> <p>12 (75% increase)</p>	
1.10. That help is available to assess and meet their volunteering needs.	Voluntary Gateway staff & volunteers refer VIOs to Volunteer Friendly Award development workers to utilise the Volunteer Friendly Self Assessment & Action Plan tools	<p># referrals per year</p> <p># new VIOs using VF tools</p>	<p>10 referrals per year from Voluntary Gateway</p> <p>5 VIOs utilising the VF Tools</p>	
1.11. That a framework is in place to network and discuss volunteering issues.	<p>Continue to develop & facilitate the Volunteer Managers' Forum based on the needs & aspirations of the sector</p> <p>Develop an online medium for forum participants to</p>	<p># forums per year # attendees per forum # new groups participating</p> <p>% strongly agree/agree that the forum supports their needs</p> <p>% strongly agree/agree that they feel more connected with other organisations</p> <p>% participation</p>	<p>6 forums per year averaging 18 attendees 8 new groups participating within the year 90%</p> <p>90%</p> <p>50%</p>	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	share & discuss volunteering issues Facilitate volunteer managers peer support opportunities for new & existing Volunteer Friendly groups to network and support each other with	# groups/workshops	4 support groups/workshops per year covering identified issues	
1.12. There are opportunities to use quality standards in volunteering.	Continue to utilise the Volunteer Friendly Award tools to build volunteer management capacity Engage Scotland wide TSI licensees in update of VF Toolkit resources Recruit organisations to the Volunteer Friendly Self Assessment process Recruit Organisations to the Volunteer Friendly Award programme Support groups to renew the Volunteer Friendly Award	# groups recruited and achieved VF # groups renewing VF % felt better able to recruit, manage and retain volunteers % who rate TSI support excellent/good # participating licensees # promotional articles in Voluntary Gateway Newsletter/ebulletin # groups completing a self assessment # groups recruited by March 2015 # of 9 eligible groups renew award	12 9 100% 90% 6 by Dec 2014 4 10 12 8	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Provide ongoing coaching & mentoring Continue to assess awards in collaboration with existing awardees Celebrate & promote Volunteer Friendly Enable licensees to deliver Volunteer Friendly in other TSIs	# groups supported # peer support groups sessions # number of volunteer peer assessors retained # award ceremonies # press articles # social media posts # support interactions with other TSIs	30 4 15 2 4 10 6	
1.13. Support to advertise their opportunities.	Duty Officers provide support to create and register volunteering opportunities or refer on to specialist	# groups supported to create/register their volunteering opportunities	Establish baseline	
In addition to this we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
1.14. Encourage and support a diverse range of volunteers to sit on boards / committees of voluntary organisations.	Provide support & guidance to assist people to be effective board members Develop links with Chamber of Commerce to raise awareness of volunteering on boards of voluntary organisations Promote Voluntary Gateway service to Third Sector Boards	# groups supported # committee roles filled # promotional sessions per year to Chamber of Commerce members # of new Board vacancy opportunities	4 per year 6 2 12	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Establish local timebank steering groups and enable local community members to participate	# new steering groups established # community members participating	2 12	
1.15. Seek to develop new volunteering opportunities in response to volunteer demand.	Timebank- see 1.4 Work in partnership with HMP Castle Huntly to match Dundee offenders to local volunteering opportunities Work in partnership with HMP Castle Huntly to develop volunteering roles within the prison	# talks / awareness raising events within HMP Castle Huntly # identified organisations offering to recruit offenders from HMP Castle Huntly and elsewhere # prison volunteering opportunities created	2 8 4	

2. Social Enterprise

Enterprising third sector organisations should expect that we will:

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
2.1. Provide information for local organisations to access contract and business opportunities.	Provide support for enterprises Support the development of enterprises	# organisations supported % of social entrepreneurs who rate TSI as excellent/good % of organisations who feel more confident to develop their enterprise as a result of using the TSI services	50 per year Maintain at 90% Maintain at 90%	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Duty Officers provide support to develop enterprising ideas or refer on to specialist	# enterprises supported to develop and idea	Establish baseline	
	DSEN and TSI Website. Link to 4.4	Update monthly # events held # of participants at event	12 updates	
	Meet the Buyer events - Joint event with public sector	# events held # of participants at event	2 per year	
	Support to develop a procurement strategy	Participate in the Social Enterprise Development Board Council Strategic Development work group	- 4 per year - 4 per year	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
		attendance		
	Share best practice through Dundee City Council Social Enterprise conference October 2014 DSEN meetings	# of participants at the event	1 per year with 50 participants 6 per year with 15 participants per event	
	Links through RC working group Develop a Transport PSP Access to Reshaping Care small grants – Link to 3.3 – and support enterprises	# attended # of PSP created # of new and existing enterprises supported	4 per year PSP – 1 15	
2.2. Give help to set up appropriate structures for social enterprise.	Provide support on structures link to 3.1, 3.2 and 3.7 for business planning Training and Legal Surgeries events for new starts Business planning, structure and sustainability advice. Link to 3.1, 3.2	# of organisations accessing # of legal surgeries # of peer support events held # of new starts supported # of existing TSOs supported	15 per year 4 events per year 4 per year 15 per year 15 per year	
2.3. Signpost them appropriately to advice and financing support both locally and nationally.	Links to CDFI local and national. Referral to most appropriate funds/loans Support for Community Asset Transfer and engage with DCC to facilitate the	# of referrals # of referrals per year	6 per year 6 per year	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	<p>developments</p> <p>Opportunities through integration of Health and Social Care</p> <p>Local and SE specific funds and Change funds</p>	<p>Dissemination of information as the integration progresses. Quarterly link to 4.1</p> <p># of newsletters and bulletins</p>	<p>4 newsletter articles per year</p> <p>6 per year</p>	
<p>2.4. Provide networking opportunities to deliver, influence and learn.</p>	<p>SEN meetings</p> <p>Events on sector specific topics</p> <p>Social Enterprise Development Board</p> <p>SEN membership</p>	<p># of events</p> <p># of participants</p> <p>Marketing course SE leadership course Procurement skills development links to Supplier Development Programme</p> <p># attended</p> <p># of members</p>	<p>6 events per year</p> <p>15 participants per event</p> <p>1 per year - 15 trainees 1 per year – 12 trainees 4 per year – 10 per course</p> <p>4 per year</p> <p>40 DSEN members</p>	
<p>2.5. Understand local needs around business development and provide or refer organisations to appropriate learning opportunities.</p>	<p>Annual Social Enterprise survey. Questionnaire on trade, income and staffing levels. Provide links to local organisations. TSI partners/E-Zone/Business Gateway.</p> <p>Provide links to national organisations. Senscot,</p>	<p># of completed</p> <p># of enterprises referred</p> <p># of referrals</p>	<p>40 Completed in January 2015</p> <p>15 per year</p> <p>40 per year</p>	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Social Enterprise Scotland, Just Enterprise and Specialist SE support organisations -Referrals as appropriate			
In addition to this we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
2.6. Communicate what social enterprise is and promote its value.	<p>Collate Annual Survey</p> <p>Trade Directory – electronic and printed copy – for customers from general public and private business</p> <p>Case studies on business development, innovation, social and environmental purpose</p> <p>DSEN Marketing plan for SEs and DSEN to raise profile of the sector.</p>	<p>Publicise results</p> <p>Published</p> <p># publicised on website, newsletter and bulletins</p> <p>Published</p>	<p>February 2015</p> <p>in June 2014</p> <p>6 case studies per year</p> <p>September 2014</p>	
2.7. Promote enterprising activity and encourage third sector organisations to be more enterprising.	<p>Hold Network meetings open to non-members</p> <p>Access to start-up funding</p> <p>Administration and disbursement of the John Sharp Futures Fund grants</p> <p>Support Voluntary Gateway partners Links to 3.1 and 3.2</p>	<p># of meetings</p> <p># of non members attending</p> <p># of grants given</p> <p># of referrals</p>	<p>6 per year and 20 non members attended</p> <p>Up to 12</p> <p>10 per year</p>	

Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
	Procurement. Commissioning, PSPs and tendering training and capacity building link to 4.7	Produce the Procurement Officer Guide	Support, guidance and access to information on website, through meetings and networking Provide the lead for developments in Dundee network with public sector partners	
	Case studies publicised through TSI partners newsletters	# of case studies	6 per year.6 case studies.	
	Support for organisations developing a service for SDS through events and links to the buyers and advocates	# of meetings # of events	3 meetings 2 events	

<p>2.8. Network and work in partnership with the private sector to create value and understanding and to increase trading between enterprising third sector organisations, third sector organisations and the private sector.</p>	<p>Promote the SE service and goods to the private sector through the Trade Directory Dundee Angus Chamber of Commerce /DSEN joint events Identify possible private business networks to develop links Encourage participation in Supplier Development Programme to develop joint working and has skills to make bids</p>	<p># of links and referrals # of events per year # of links made # of joint bids developed</p>	<p>5 per year 2 per year 4 new links 1 bid</p>	
<p>2.9. Support increased use of social enterprises by the public sector/public.</p>	<p>Social Enterprise Development Board promote the use of SE where possible Tayside procurement Consortium/NHS/DCC links through the Procurement Officer Guide Marketing support for individual enterprises by using Public Contract Scotland portal and Quick Quotes Transport PSP development link to 2.1 and 4.1</p>	<p># of events attended # of organisations using the Guide # organisations registered # of Ready for Business events are run # developed</p>	<p>4 per year 8 public sector organisations 15 organisations registered 2 events with 20 participants 1 PSP</p>	

3. Support to Third Sector Organisations				
Groups and organisations should expect that we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
3.1 – 3.10 Capacity building support to Third Sector organisations by working with individuals organisations to build their effectiveness	Voluntary Gateway services including: Development Support – start-up, restructuring, planning, monitoring & evaluation. Charity Law & OSCR registration – inc: becoming a SCIO, changes to organisation, roles and responsibilities. Capacity building – planning, problem solving. Direct/crisis support to organisations including mentoring, mediation etc. Employment – recruitment & selection, meeting your obligations, redundancy.	% of organisations who rate training /support as excellent/good	Minimum of 6 Organisations to receive intensive support((Health Check) 80% of evaluations rate good/excellent	
	Groups looking to set up new organisations are given support and guidance for appropriate structure and advice through process	Increase baseline of by 5%	Total for Outcome 3 - 592 organisations 86 % rate support good/excellent 24 new starts supported	
	Independent Examination of Accounts carried out	% of orgs who say their organisation is better managed or delivers better services as a result of using # of new starts	# of IE passed by OSCR 15 IE carried out and passed	

			by OSCR	
3.2. Support them to develop their income strategy and diversify their income base.	See 3.1			
	Provision of "GrantNet" service.	# organisations supported % of organisations who rate support as excellent/good	40 organisational searches performed 80% rate good/excellent Measure amount of additional income generated	
	Projects funded under RCfOP Programme 10 or other older people projects are supported to increase their sustainability	# organisations supported % of organisations who rate support as excellent/good	4 organisations supported 86% rate support as good/excellent	
3.3. Provide a service to help them identify and apply for suitable funding.	See 3.2			
	Link to 2.3 & 2.7			
	People's Health Trust funding applications supported	# organisations supported	6 People's Health Trust funding applications supported	
	Reshaping Care Small Grants.		5 successful RC small grants awarded	
	Update Directory of Local Trusts (online)	Directory published on website	Published July 2014	

<p>3.4. Help them with their organisational planning and development.</p>	<p>See 3.1</p> <p>Bespoke Training & consultancy is delivered as required.</p> <p>ECYPM Practitioners Forum</p> <p>Use social activities as focus for engagement and involvement to build capacity for co-production through MH peer support project.</p> <p>Offer "Health Checks" to small/medium size organisations to help them identify appropriate plans</p>	<p># of organisations who rate training /support as excellent/good</p> <p>% of organisations who rate training / as good/excellent</p> <p># of activities community or peer led</p> <p># of people involved in engagement /consultation</p> <p>Health Check Framework developed and piloted</p> <p>Identify good practice areas for improvement.</p>	<p>6 Bespoke Training & consultancy session delivered on charity trustee roles and responsibilities, recruitment, charity accounting etc with minimum of 5 participants</p> <p>80% rate training good/excellent</p> <p>3 x ECYPM Practitioners workforce learning and development events per year. 1st session will be on outcomes. Forum consulted on future topics</p> <p>12 attendees</p> <p>80% rate training good/excellent</p> <p>3 activities peer led</p> <p>17 people regularly involved</p> <p>Pilot Health Checks Framework targeting 5 organisation</p> <p>Identify training/support</p>	
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	of remedial action.		required Review Framework in October 2014 86% rate training good/excellent	
3.5. Help them recognise future opportunities and risks and develop suitable responses.	See 3.1,3.4 Link also to 2.8 & 2.9	See 3.1,3.4 Link also to 2.8 & 2.9 % of organisations who agree or strongly agree that as a result of using TS1 their organisation is better managed and/or delivers better services	See 3.1,3.4 Link also to 2.8 & 2.9 85% agree or strongly agree	
3.6. Help them identify and make improvements within their organisation.	See 3.1, 3. 3.11	See 3.1, 3. 3.11	See 3.1, 3. 3.11	
3.7. Give them advice on achieving good governance.	See 3.1, 3.4 Link back to Section 2	% of organisations who rate training /support as excellent/good % of organisations who agree or strongly agree that as a result of using TS1 their organisation is better managed and/or delivers better services	86% rate training good/excellent 85% agree or strongly agree	
3.8. Support them in managing organisational changes and to respond to difficult situations.	See 3.1 Review fact sheets & Redundancy fact sheet See 3.3	Redundancy Factsheet reviewed & disseminated Funding Factsheet reviewed and disseminated	May 2014 June 2014	
3.9. Encourage and support	See 3.1, 3.4			

community research and engagement.	Research Community Aspirations for Co-production in Lochee Ward Early Years Pathfinder	Recommendations are adopted by Lochee Ward Early Years Pathfinder/Community Planning Partners	Report August 2014	
3.10. Provide support to meet their PVG obligations.	See 3.1 Support organisations to access CRBS services Raise awareness of counter-terrorism prevent strategy	# organisations receiving support % of organisations who rate support as excellent/good % of organisations who rate training as excellent/good	12 organisations 80% support good/excellent WRAP training sessions delivered 5 per annum. 20 participants at each session	
In addition to this we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
3.11. 'Horizon scan' for the sector and communicate with them, ensuring they are aware of changes in policy, law and environment.	Websites are maintained and updated with relevant information. See also Section 4.9 for newsletters & e-bulletins	Increase # unique users. Monthly average of unique users 540 (2013-14)	5% increase	
4. The Third Sector Interface				
The third sector should expect that we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
4.1. Advocate the role of the third sector in the design and delivery of public policy and services.	Represent the views of the Third Sector at all levels of Community Planning <ul style="list-style-type: none"> • Management Group • Co-ordinating Group • Dundee Partnership Forum 	SG PIs common to outcome 4: Evidence of third sector influence in community planning % of organisations that say	As per meeting schedule. Regular feedback to sector Feedback through networks & forums See 4.2 Via Third Sector Forum see 4.2 88% rate good/excellent in	

	<ul style="list-style-type: none"> • Building Stronger Communities, • Health & Care • Integrated Children's Services, • Alcohol & Drug Partnership, • Community Safety, • Work & Enterprise, • Social Enterprise Development Board • Health & Care Integration agenda through Shadow Board 	<p>as a result of taking part in networks/forums they feel more connected</p> <p>% of organisations that wish to contribute to public policy who feel that the TSI helps them do so</p>	<p>feeling better connected (baseline 83%)</p> <p>70% rate good/excellent in contributing to public policy (baseline 65%)</p>	
4.2. Facilitate their engagement with planning processes at appropriate points.	2 events for Health & Social Care Integration	% of organisations that wish to contribute to public policy who feel that the TSI helps them do.	70% rate good/excellent in contributing to public policy (baseline 65%)	
	<p>Facilitate development of Third Sector Forum</p> <p>Third Sector Forum – explore potential for TSF to nominate CPP management/co-coordinating group reps</p>	<p># organisations participating in networks/forums</p> <p>% of organisations that say as a result of taking part in networks/forums they feel more connected to other organisations</p> <p>% of organisations that wish to contribute to public policy who feel that the TSI helps them do</p>	<p>25 organisations participating in TS Forum</p> <p>88% rate good/excellent in feeling better connected (baseline 83%)</p> <p>70% rate good/excellent in contributing to public policy (baseline 65%)</p>	
	Facilitate Equality Forum - Quarterly meetings	# organisations participating	14 equality forum meeting held. 10 organisations	.

	<p>Equality & Diversity P/ship & Equality Forum vision agreed and action plan developed.</p>	<p>in networks/forums</p> <p>% of organisations that say as a result of taking part in networks/forums they feel more connected to other orgs organisations</p> <p>% of organisations that wish to contribute to public policy who feel that the TSI helps them do</p>	<p>participate in Equality Forum</p> <p>88% rate good/excellent in feeling better connected (baseline 83%)</p> <p>Action plan published July 2014</p> <p>70% rate good/excellent in contributing to public policy (baseline 65%)</p>	
	<p>Facilitate Community Safety Network</p> <p>Review of e-safety plan Jan 2015</p> <p>Review of community safety action plan Jan 2015</p> <p>Review of Fire & Safety Plan Jan 2015</p>	<p>Dundee Community Safety Partnership Strategy takes account of service users and voluntary sector activity & aspirations</p> <p>% of organisations that say as a result of taking part in Community Safety networks they feel more connected to other orgs</p> <p>% of organisations that wish to contribute to public policy who feel that the TSI helps them do.</p> <p># of orgs participated in consultation</p>	<p>4 Community Safety Forum meetings held. 10 attendees.</p> <p>Attendance at CSP Meetings & meeting per annum. 4 with CSNetwork update on agenda</p> <p>88% rate good/excellent in feeling better connected (baseline 83%)</p> <p>70% rate good/excellent in contributing to public policy (baseline 65%)</p> <p>10 organisations</p>	

	Raise awareness of HIMAP remote reporting	Increase # organisations participating in remote reporting	2 new organisations	
	Facilitate Mental Health Service Users Network (SUN) Sustain attendance at newly established MH Singing Group Maintain outreach service at day centres Service user involvement in ASP stakeholder group Service user involvement in Health improvement Scotland focus groups Contribute to establishment of Adult Support & Protection stakeholder group, Jan. 2015 Contribution to developing tests of change via community involvement. Policy takes account of expertise Review February 2015 MH Services Providers and Users are supported to engage in development & awareness of <ul style="list-style-type: none"> Dundee Mental Health Strategy 	Use of creative methods of communication % of MH service users that say as a result of taking part in networks/forums they feel better able to influence and contribute to public policy # of service users involved and supported Dundee MH SPG takes account of service users and voluntary sector activity & aspirations. # organisations participating in networks/forums	20 attendees at MH Singing Group 6 attendees Gardening Group Register taken for partner organisations. Ensure that members continue to contribute to consultations etc. 70% rate good/excellent in contributing to public policy (baseline 65%) 2 services users supported to attend MH Strategic Planning Group and work streams 3 voluntary organisations take part in Dundee MH SPG Quarterly network meetings held x 12 participants 88% rate good/excellent in	

	<ul style="list-style-type: none"> • Health & Social Care Integration • Suicide Prevention • Carers Strategy • Self Directed Support 	<p>% of organisations that say as a result of taking part in MH Service Provider network they feel more connected</p> <p>% of MH service users and providers that say as a result of taking part in networks/forums they feel better able to influence and contribute to public policy</p>	<p>feeling better connected (baseline 83%)</p> <p>70% rate good/excellent in contributing to public policy (baseline 65%)</p>	
	<p>Facilitate ECYPM -</p> <p>MASH Directory reviewed</p> <p>MASH Reps Review</p> <p>Review TS input into Local Learning Partnerships Review input into Team Around Child Meetings</p> <p>Conduct social research into aspirations for co-production in local communities & early years.</p>	<p>% of organisations that say as a result of taking part in ECYPM they feel more connected.</p> <p>Directory Published Feedback reported to CCPP</p> <p>Hold focus group discussion with 6 MASH TS reps</p> <p>Hold focus group discussion with 8 LLP TS reps</p> <p>Hold focus discussion with Team around the Child event participants ECYPM Network</p> <p>Carry literature review, focus groups interviews x 4 with parents/carers in Lochee Early Years Pathfinder,</p>	<p>10 meeting per year 15 TS orgs at Reps meeting 8 TS at Strategy Meeting</p> <p>88% rate good/excellent in feeling better connected (baseline 83%)</p> <p>May 2014</p> <p>Review findings reported to to CCPC</p> <p>Findings collated and reported to LLP lead August 2014.</p> <p>Findings collated and reported to GIRFEC lead. Dec</p> <p>Summary Report presented</p>	

	<p>Following consultation with parents with disabilities develop and carry out questionnaire</p>	<p>collate data , analyse findings</p> <p>Questionnaire conducted</p> <p>Collate findings</p>	<p>to Lochee Early Year Collaborative Aug</p> <p>Target 100 June</p> <p>Report July</p> <p>Findings reported to children with Disabilities SPG in Aug</p>	
	<p>Provide Support to Celebrate Age Network</p> <p>Make a DVD highlighting transport issues for older peopleTransport – work with partnership to develop affordable accessible transport, see 2.11</p> <p>with services reshaping care & identify future priorities</p> <p>Partnership working with Community Pharmacy around minor ailments Engaging with GPs to improve access to doctors' appointments.</p> <p>CANFICS - Develop peer evaluation scheme for RCfOP under CANFICS</p>	<p>8 meetings per year</p> <p>% of older people that say as a result of taking part in CAN they feel more connected</p> <p>Older people views taken account of re transport</p> <p>#</p> <p>Older people participating in events</p> <p>Minor ailment and chronic disability scheme promotion campaign through local pharmacists</p>	<p>3 x sub-groups: Health & social care & Involvement</p> <p>88% rate good/excellent in feeling better connected (baseline 83%)</p> <p>Transport – use of DVD to lobby decision Policy makers have taken account of accessible transport issue</p> <p>150 older people engaged in 3 x local involvement events 80% rate good/excellent</p> <p>50 new registrants reported by local pharmacies Good practice guide disseminated to GPs</p> <p>Conduct 50 user interviews</p>	

		12 peer assessors recruited	about their services using the older peoples outcomes star Report findings to Older People Strategic Planning Group	
	Older Peoples Services Network	% of organisations that say as a result of taking part in TSI network they they feel more connected	Quarterly meeting held. 15 attendees 88% rate good/excellent in feeling better connected (baseline 83%)	
4.3. Provide opportunities for them to network and take joint action to effect change in services and public policy.	See 4.2	See 4.2	See 4.2	
	Facilitate co-design and co-commissioning of Home from Hospital Service	TSI, TS and public partners agree tender for Home from Hospital Service	Home from hospital commissioned through TSI third sector capacity building fund by May 2014.	
4.4. Be accountable to them.	Provide information and feedback through networks, forums, events, websites, newsletters and e-bulletins. See 4.2 & 3.11.	See 4.2 & 3.11	See 4.2 & 3.11	
4.5. Support the sector to influence policy development.	TSI Establish TS Forum Role and Remit as mechanism for contributing to public policy	% of organisations that wish to contribute to public policy who feel that the TSI helps them do so.	70% rate good/excellent in contributing to public policy (baseline 65%)	
4.6. Share policy information in a clear and timely manner.	See 3.11 & 4.2	See 3.11 & 4.2	See 3.11 & 4.2	
Other partners should expect that we will:				
Outcome and Common Service	Service/Activity	Performance Indicators	Target/Timescale	6/12 month output
4.7. Seek to ensure the third sector contributes effectively to	Third Sector Forum & networks and forums	# consultation responses submitted.	4 consultations	

the design and delivery of public policy.	participate in consultation to inform local & national policy. See section 4.2 Contribute to development of CLD Strategy. Co-design survey to map existing engagement and gaps	% of organisations that wish to contribute to public policy who feel that the TSI helps them do so. Survey monkey designed Survey carried out and collated Community needs assessment developed CLD strategy drafted	70% rate good/excellent in contributing to public policy (baseline 65%) June 2014 August 2014 Nov 2014 March 2015	
4.8. Bring extensive knowledge of the third sector to partnerships.	TSI brings extensive knowledge of the third sector and their views to partnership knowledge and skills.	Annual survey - % of public sector partners who agree or strongly agree.	Target 83% (Baseline 78%)	
4.9. Provide regular updates on the activity of the TSI and the third sector.	Voluntary Action e-bulletins produced	Publish	8 per year	
	Voluntary Action newsletter	Publish	4 per year	
	Mental Health e-bulletins	Publish	8 per year	
	DSEN newsletters	Publish	6 per year	
	ECYPM e-bulletins	Publish	18 per year	
	Equalities e-bulletin	Publish	4 per year	
	Older Peoples Services Network Newsletter	Publish	8 per year	
	CAN Newsletter	Publish	4 per year	
	Review older people helpline	Report published	May 2014	

	Develop public information models with Older People	Pilot local information points.	Dec 2014	
	Maintain CAN website	# unique users increase by %	5% increase	
	Update older persons information pack	% who rate pack as excellent/good	70% rate pack good/excellent	

OUTCOME 5: THE THIRD SECTOR INTERFACE IS WELL MANAGED AND EFFECTIVE

	We will:	Approach/Status/Plan
5.1	Understand the landscape of community, third sector and volunteering activities in our local area by collecting intelligence and maintaining a database of local third sector organisations, volunteers and volunteering opportunities, including the MILO Core Minimum Fields.	From April 2014, TSI will establish common recording for all activity on MILO. TSI will continue to collect information on third sector organisations and their activities to understand and interpret the local landscape. To be achieved through common recording, customer surveys (here & now – within 1 month of episode close), MILO annual survey, one to one mapping, survey monkey and paper based evaluation questionnaires. All registered organisations on MILO will be surveyed once per year.
5.2	Use the intelligence to develop and deliver services in response to community need.	TSI will use the information gathered from the mapping exercise in 5.1 to inform sector and partners with appropriate analysis. Analysis will be used to inform future work plans and prioritisation of work.
5.3	Engage relevant stakeholders in the design, delivery and review of policies and services.	Networks, forums and other stakeholders will be surveyed both ongoing and end of year and consulted to inform development of services.
Communication and Promotion		
5.4	Deliver communications strategy and plans to improve our reach to stakeholders, to raise our profile, to promote our service and values. The communications plans will take consideration of the range of needs of different audience groups.	Communication Strategy developed and implemented. Action plan will be in place by July 2014, with review by 31 st February 2015 to inform future planning. We will review content and usage of TSI and partner websites (by Sep 2014).
5.5	Promote the impact the sector has on the communities we live in.	TSI will hold an annual event/awareness raising for stakeholder and partner agencies promoting information on the impact of the sector. We will continue to publicise the impact of the sector through websites, social media, etc.
5.6	Communicate the interests of communities to wider stakeholders	TSI communicates the interests of both geographical and thematic communities through engaging in partnership working, through CPP representation and other structures. TSI will also utilise all electronic and social media of TSI partners
Partnership Working		
5.7	Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.	At a TSI level, Voluntary Gateway Dundee is a partnership between Dundee Voluntary Action, Dundee Social Enterprise Network and Volunteer Centre Dundee. We will ensure that the TSI has a minimum of 4 TSI Management Group Meetings per year and one joint Board meeting per annum. TSI partners will contribute and input into each other's events TSI will explore joint working with neighbouring TSI re: Health & Social Care Integration.
	Engage local community representatives, Councillors,	Newsletter and e-bulletins etc are circulated widely amongst voluntary &

5.8	MSPs and MPs and others.	community groups, Council & NHS staff as well as Councillors, MSPs and MPs to ensure they are aware of role and services offered by TSI. Seek annual meeting with community representatives, Councillors, MSPs and MPs and others.
5.9	Work positively with Voluntary Action Scotland and our peers in the network.	TSI will continue to ensure representation at all VAS events - national conference, practitioners forums and training events. We will contribute to development work as appropriate. Information will be disseminated to 3 x boards and TSI staff team.
Equalities		
5.10	Develop flexible responses to meet different needs; e.g. opening times, drop-in facility, outreach locations, telephone help-lines and online facilities.	Organisations/individuals can drop in to Voluntary Gateway, contact by telephone or email. Websites and social media are also used. Drop in or dedicated appointment slots are offered dependent on need. Evening or out-of-hours can be arranged as needed.
5.11	Make our service, publicity materials and premises as accessible as possible.	Voluntary Gateway has accessible premises and meeting rooms. Duty officer system is operated but with flexibility to meet demands of group needs, for example evening or weekend appointments or outreach as needed. Information can be provided in a variety of formats. Review of Voluntary Gateway will take place with improvement action plan completed by 31 st July 2014.
5.12	Be proactive in engaging all of our stakeholders.	We will continue to engage with the voluntary, statutory and private sector through our newsletters, e-bulletins, websites, social media, training, events or via participation in Forums or Networks or 1:1 engagement. We will also conduct regular & yearly surveys. See 5.5
5.13	Focus limited resources towards those who need them most.	TSI will be committed to identifying where services are needed most and look for additional funding to enhance and develop the services of the TSI. TSI staff work plans reflect SOA and will be reviewed in light of local intelligence
Internal Management		
5.14	Implement monitoring and evaluation procedures for continuous improvement.	Common reporting procedures have been developed in line with the common services framework. MILO information will be reviewed each quarter by Executive Team and provided to the TSI management group and all staff. A programme of MILO development and training will take place (Minimum 3 events per year)
5.15	Treat our people well, ensuring a good working environment, good conditions of employment and recognition for people's contribution.	Mapping of TSI Staff conditions of service will be conducted, with report to TSI Management Group by September 2014.

