

ANNUAL REPORT 2018/19



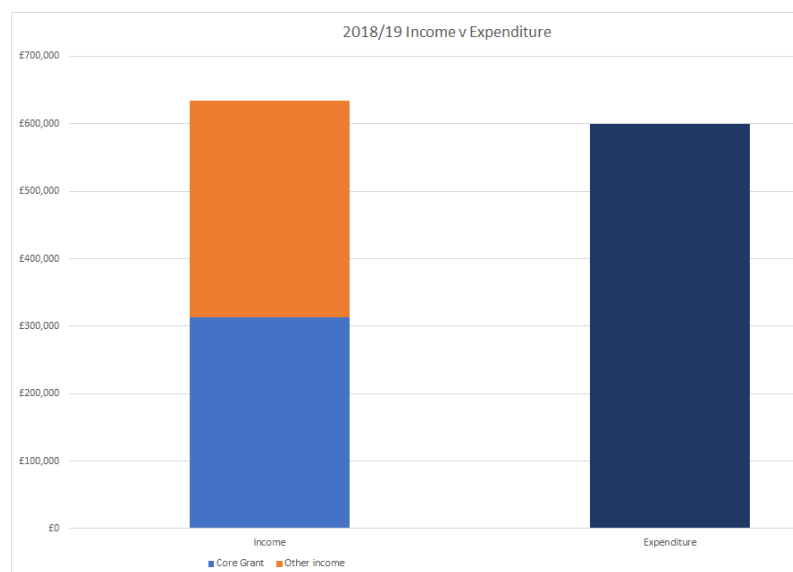
Argyll and Bute Third Sector Interface went through many changes in 2018/19 that took us back to our core functions and built a strong foundation for our future development.

This was the first full year with our new Chief Executive at the helm; it was a year for listening to the Third Sector and responding to what organisations told us.

Third Sector Organisations told us they did not want us to compete for funding; we changed our Articles of Association to ensure that we cannot do this. This also meant that we stepped back from two projects at the end of their funding cycle, and transferred a third project to another provider, ensuring that project would in future be more closely aligned with other services in Argyll and Bute.

We also addressed over-staffing, bringing us back in line with the funding we receive for our one remaining project, due to run until 2021.

In recognition that our future funding would drop substantially as we ceased direct service provision, we started the process of reducing our overheads so that in future we could live within that reduced income.





2018/19 was all about receiving feedback, developing our offer and implementing solutions. We spent a large portion of the year listening intently to feedback from third sector organisations about what we had got wrong in the past and how we could move forward in the future.

We listened when Third Sector Organisations told us our support was not always accessible. We also identified that higher demand for our services was outside of the main population centres. We put plans in place to address these issues moving forward.

In February 2019, we launched a brand new support service for Third Sector organisations. We implemented our Freephone telephone line and our central support e-mail address. We also launched our online Self-Serve system; which is available 24/7 for any third sector organisation needing support. It covers a massive range of topics and resources - a first across the TSI Network in Scotland!

We also announced our plans to bring support closer to those organisations needing it by holding surgeries in a wide variety of locations, both urban and rural across Argyll & Bute, amounting to over 100 surgeries per annum.

In the first 2 months after launching the new support offer (February and March 2019), we provided 280 hours of telephone support and held over 60 hours of surgeries in remote rural areas.

In response to the Scottish Government's new roles set out for TSI's, we looked

afresh at how we would engage Third Sector organisations with national and local policy-making and start to develop mechanisms for regular 2-way communications with the sector from 2019/20.

We recognised the need to reset our relationship with some of the social enterprises in the area; in March 2019, we held our 2 day "Raising Profile: Building Capacity" conference, aimed at Social Enterprises and Third Sector Organisations who wanted to trade. This was well attended, by 79 organisations. There was also a commitment from us to lead on the development of a Social Enterprise Strategy for Argyll and Bute in 2019/20.

In recognition of the new focus of the TSI as a true "interface" for the sector, we rebranded to reflect this shift; we launched a new logo, a new social media identity and our new website.

Another aspect of building solid foundations for the future was in relation to the TSI's strategic remit for volunteering. We looked at shifting patterns in volunteering and how people access volunteering opportunities now, including young people; we looked at best practice from other areas and committed to putting an on-line volunteering system in place in 2019/20.

Throughout these changes, our 1000 Voices Project Team continued to deliver a valuable service to older people throughout Argyll and Bute; this project is funded through to March 2021.

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