



**ARGYLL & BUTE
THIRD SECTOR INTERFACE**

**ANNUAL
REPORT**

2019/2020

COMPANY NUMBER: SC277345 CHARITY NUMBER: SCO29947





SUPPORTING THIRD SECTOR ORGANISATIONS

In 2019/20 we took third sector support to the heart of our communities through our programme of surgeries, carrying out 135 surgeries across Argyll and Bute before these were halted in February 2020 due to the spread of Coronavirus. There was a special emphasis on reaching rural and remote rural areas, and our surgeries included communities such as Garelohead, Tighnabruaich, Arrochar, Cairndow, Strachur, Lochgoil, and Tarbert as well as in the towns of Oban, Dunoon, Helensburgh, Campbeltown and Lochgilphead. Combined with our helpline and central e-mail support address, we helped over 200 third sector organisations in the year, including several who needed intensive support to resolve complex governance issues.

We continued to build on the success of our themed engagement events, bringing in a host of external speakers from both inside and outside of Argyll and Bute. This included the Scottish Government Land Reform Team to help organisations understand the Community Empowerment Act and how to utilise it effectively to take ownership of land or assets.

We also hosted the National Third Sector GIRFEC Project on their visit to Argyll & Bute; local third sector organisations working with children had the opportunity to discuss the themes that emerged from recent research

around Children's Services Planning. This led to a discussion about how the third sector could input into the Argyll & Bute Children's Joint Strategic Needs Assessment, and shape our local Children's Commissioning Strategy.

Unfortunately, an exciting programme of Spring network events had to be postponed due to Coronavirus restrictions.

In 2019/20 we also produced and circulated 59 mailings, on a variety of topics. Our mailings were opened 30,764 times over the year, that's over 2500 times a month! We also delivered the next phase of our website development, including expanding the range of information on our "self-serve" portal. We were also extremely active on social media, reaching 107,361 people/organisations in the year.

PARTNERSHIP & INFLUENCE

The TSI represented the interests of third sector organisations in 2019/20 in a wide variety of local partnerships including Community Planning Partnership (CPP), HSCP's Integration Joint Board (IJB), Justice Partnership, Children's partnership, Employability Partnership and Equality Partnership.

An example of our success in influencing on the sector's behalf was the commitment of HSCP to a future Commissioning Strategy which will set out the HSCP's future intentions to procure services so that third sector organisations know in what areas there may be tender opportunities in the future. This work was completed in March 2020, although it has since been updated to take into account delays to the implementation plan due to COVID.

The various networks the TSI runs through its engagement activity provides the place in which we discuss relevant issues with third sector partners and seek their views.

We also worked closely in partnership with statutory sector partners on a wide variety of joint delivery projects in the year including, for example, mapping the training and development needs of voluntary and community groups across Argyll. We have also been successful in bringing to the attention of the HSCP that historical contracting agreements are not suitable for local Third Sector Organisations.

With Social Enterprise being a key focus for Scottish Government, and many of our local Third Sector organisations, in 2019/20 we worked with Argyll and Bute Council to commission an independent external organisation to lead on the development of a Social Enterprise Strategy for Argyll and Bute, work completed in March 2020.



SUPPORTING VOLUNTEERING

We know from what third sector organisations tell us that it is becoming more difficult to find new volunteers in Argyll and Bute. We were due to launch our on-line volunteering platform at the end of April 2020, to allow third sector organisations access to free online volunteer management tools, as well as a centralised portal to recruit volunteers for their organisations. Instead, we worked intensively to have this ready in time to help third sector organisations respond to the challenges of the first Coronavirus lockdown. We registered 426 volunteers from the launch of our volunteering platform on the 21st March 2020 until the end of March 2020, with that number growing post year-end to over 1000 registered volunteers.

Meanwhile, to encourage good practice in recruiting and managing volunteers, we had already developed in early 2020, a Strategic Volunteering Framework for Argyll and Bute – the first of its kind in the area – asking all volunteer involving organisations to sign up to a standard set of values and principles in relation to volunteering. This was developed, in consultation with volunteers, third sector organisations and businesses and was presented to Community Planning Partnership in February 2020. The roll-out was postponed until after the Coronavirus response.

VOLUNTEER

ARGYLL & BUTE

EMPOWERING COMMUNITIES
MANAGED BY ARGYLL AND BUTE THIRD SECTOR INTERFACE

LEADERSHIP & VALUES

We had a change to our board in 2019 with our Treasurer, Jenni Minto, leaving. Two senior managers, also with long service with the TSI, left us in 2019 - Katrina Sayer in May and Alistair McLaren in December. We then redefined our Leadership Team with 2 internal candidates being promoted to key roles.

Our new Leadership Team then drove the development of our new organisational values which were launched in February 2020, values that now underpin both our customer service and our performance management system.

We strive to be:



Throughout the year, a review of internal processes was undertaken across a range of areas including, HR, IT and finance. We also developed a new Feedback, Evaluation and Continuous Improvement Framework and complaints procedure. These allow us to measure customer satisfaction with the services we provide.



1000 VOICES

Our 1000 Voices project is due to end in March 2021. It's penultimate year was certainly a busy one! 1000 Voices helped more than 1000 older people in 2019/20 to access a wide variety of services and activities across Argyll & Bute, and to experience increased connectivity within their local communities.

MANAGING OUR FINANCES

In 2019/20 we continued with our work to reduce our expenditure, so that by 1st April 2021 we can operate within our core grant from Scottish Government.

