

## DUNDEE THIRD SECTOR INTERFACE WORKPLAN FOR 2013 - 2014

### OUTCOME 1A: MORE PEOPLE HAVE INCREASED OPPORTUNITY AND ENTHUSIASM TO VOLUNTEER

Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
<p>Maintain and develop the database of volunteer involving organisations and opportunities – to be transferred to <b>MILO</b></p> <p>Maintain browsers folders</p> <p>Maintain <b>Voluntary Gateway</b> drop in area</p> <p>Continue to recruit and deploy volunteers to increase the delivery of our brokerage service and support existing volunteers within Volunteer Centre.</p> <p>In co-production with volunteers and stakeholders, facilitate the design and development of a new website for volunteering in Dundee.</p> <p>Agree and implement a marketing plan for the Voluntary Gateway including signposting to available opportunities via community events, university and college events, etc.</p>	<p>1.1, 1.5, 1.7, 1.13</p>	<p># opportunities offered</p> <p># volunteers placed</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>5% increase</p> <p>5% increase</p> <p>Establish base line</p> <p>Establish baseline</p> <p>By 30 June 2013</p>	
<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>Formalise the procedure for supporting volunteers who are dissatisfied with their volunteering opportunity/placement:-</p> <p>Staff and volunteer input to develop a flow chart for handling issues, low level through to</p>	<p>1.3</p>		<p>Ongoing</p> <p>By 30 April 2013</p>	

<p>crisis.</p> <p>Consult with volunteers managers via their Forum</p> <p>Research 3 other TSIs procedures</p> <p>Train all staff/Duty Officers in the above procedure and pilot a new proforma for recording issues and actions</p> <p>Review annually for continuous improvement</p>			<p>By 31 May 2013</p> <p>By 30 April 2013</p> <p>Training by 1 July 2013 Pilot between 1 July and 30 September</p> <p>By 31 October 2013 then annually</p>	
<p>Continue to provide guidance and support via the <b>Volunteer 2 Work</b> service in order to maximise the benefits of volunteering in job-seeking</p>	<p>1.4, 1.5, 1.7, 1.8</p>	<p># unemployed people supported</p> <p># volunteers placed</p>	<p>100</p> <p>50</p>	
<p>Promote the <b>Saltire Award</b> as a tool for increasing and valuing young volunteers, aged 12-25.</p> <p>Continue to recruit, involve and develop roles for Saltire Ambassadors.</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>Continue to involve young people with administration while achieving Saltire themselves</p>	<p>1.2</p>	<p># registered organisations</p> <p># Challenge Awards</p> <p># Approach Awards</p> <p># Ascent Awards</p> <p># Summit Awards</p> <p># hours volunteered by Saltire Ambassadors</p> <p># young people registered</p>	<p>28 (+&gt;10%)</p> <p>45 (+&gt;10%)</p> <p>175 (+&gt;10%)</p> <p>310 (+&gt;10%)</p> <p>12 Awards</p> <p>Establish baseline</p> <p>600+ (+&gt;10%)</p>	

		No. of schools involved # hours of Saltire admin. volunteering	All Secondary Schools in Dundee (9) Maintain	
Continue to promote, support and develop community timebanks, consolidating North East Dundee <b>Timetree</b> in particular	1.4 ,1.5, 1.6, 1.7, 1.8, 1.15	Amount of new timebank funding accessed # new timebanks # individual timebank members # exchanges	£65,000 2 x new timebanks active 100% increase 100% increase	
Continue to establish <b>Discoverin' Bairns</b> Project, a parents' drop in "information hub", in coproduction with parents and other agencies.	1.4, 1.5, 1.6, 1.7, 1.8, 1.15	# parents actively contributing # new volunteer roles # volunteering training provided # parents on steering group # number of volunteers	10 8 2 x trainings 50% 12	
Deploy the Reshaping Care for Older People ' <b>Engagement Team</b> ' in communities across the city to engage existing and new volunteers	1.4, 1.7, 1.8, 1.15	Feedback events in each Local Community Planning Area  Agreed local priorities for developing new volunteer led services for older people	8 events  Active in 3 areas 6 supported activities offering new volunteering opportunities	
Engage with all our stakeholders to deliver <b>Volunteer Festival, June 2013</b>	1.7, 1.13	# Organisations participating	1-7 June 2013	

		Amount of positive media cover		
Deploy the Reshaping Care for Older People <b>'Volunteer Enabler'</b> to identify and address barriers to older people volunteering  Promote older people volunteering, via <i>Celebrating Age and Volunteering</i> DVD	1.4, 1.5, 1.6, 1.7, 1.8, 1.15	# of case studies of older volunteers # focus group interviews  Distribution of DVD	10  2 x focus groups  20 organisations	



<p>with existing awardees.</p> <p>Facilitate and promote Volunteer Friendly award ceremonies and maximise their positive publicity</p> <p>Enable licensees to deliver Volunteer Friendly in other TSIs</p>		<p>manage and retain volunteers as a result of using TSI services</p> <p># new Volunteer Friendly Awards</p> <p>% of all opportunities advertised as being in Volunteer Friendly organisations</p>	<p>10</p> <p>45%</p>	
<p>Deploy <b>Reshaping Care for Older People Development Worker</b> to build volunteer management capacity of organisations providing services for older people.</p>				
<p>Deploy the Reshaping Care for Older People <b>Engagement Team</b> in communities across the city to support existing and develop new volunteering opportunities</p>	<p>1.9, 1.10, 1.12, 1.14, 1.15</p>	<p># organisations supported</p> <p>% of VIOs who felt better able to recruit, manage and retain volunteers as a result of using TSI services</p> <p>% of VIOs who rate the TSI's support as excellent/good</p>	<p>Map existing local VIOs in all 8 local wards</p> <p>Support 3 existing local VIOs</p> <p>Support 3 new VIOs/services</p> <p>Support 8 existing community VIOs</p>	

**OUTCOME 2: SOCIAL ENTERPRISE DEVELOPS AND GROWS**

Service / Activity	Outcome and Common Service	Performance Indicators	Target/Timescale	6/12 month output
Groups and organisations should expect that the TSI will:				
<p>Promote the products and services of Dundee SEs through:</p> <p>DSEN Web Site provides links to national and local information.</p> <p>Arrange Network meetings with a range of topics and speakers.</p> <p>Encourage collaboration through DSEN membership and intra-trading.</p> <p>Maintain the Trade Directory to demonstrate the SE products and services available in Dundee.</p>	<p>2.1</p> <p>2.5</p>	<p>How much we have done.</p> <p># organisations supported</p> <p>How well we have done.</p> <p>% of SE who rate TSI as excellent/good</p> <p>% of organisations who feel more confident to develop their enterprise as using TSI services</p>	<p>Updated monthly</p> <p>6 per year</p> <p>Increase to 30 members.</p> <p>Updated monthly</p>	
<p>Aspiring SEs are supported, Charities and Voluntary Organisations can access support to develop trading arms.</p> <p>Provide one to one support to groups to become established outside the Just Enterprise programme.</p>	<p>2.2</p> <p>2.6</p>		<p>25 enquiries will be supported and signposted.</p> <p>5 groups/individuals are supported.</p>	
<p>Development Officer to take on duty rota at the Voluntary Gateway and to support SE enquiries that come into the TSI.</p> <p>Provide links to Dundee City Council strategy action plan and support.</p> <p>Links to Just Enterprise programme, local events and an integrated business support service.</p>	<p>2.2</p> <p>2.3</p> <p>2.4</p>		<p>7 duty sessions per year.</p> <p>Attendance at SE Board, Work and Enterprise and on Dundee Partnership groups.</p> <p>Number supported, range of courses,</p>	

<p>Direct SEs to finance and loans appropriate to their needs. Identify opportunities through the three Change Funds and Enterprise Growth Fund and signpost to local groups.</p>			<p>information sharing between JE partners and TSI. Number of loans/bids applied for by SEs. Inform SEs of funding rounds and developments.</p>	
<p>Development Worker ensures the links with local and national support agencies addresses the needs of local groups.</p>	2.4		<p>Number of referrals to Just Enterprise programme and Dundee City Council business advice service.</p>	
<p>A clear message is delivered through the DSEN website and Newsletter. Case studies demonstrating Social and Environmental impacts are published. Collate data on turnover, jobs and numbers of SEs in Dundee.</p>	2.5		<p>Updated weekly. 2 per year Annual membership survey in September 2013.</p>	
<p>Support and promote the Dundee City Council biennial SE event. Case Studies demonstrating enterprising activity. Mentoring and coaching provided through peer learning and support. Promote Asset Transfer. Provide links to national and regional developments to local context through promotion of best practice events and studies.</p>	2.6		<p>September 2013 2 per year 8 enterprises per year 2 applications made Attendance at Senscot Co-ordinators events, VAS, national events and links with other SE co-ordinators.</p>	



<p>Work with Dundee and Angus Chamber of Commerce to develop links between SEs and local businesses.</p> <p>Identify other private sector groups that share common values.</p>	2.7		<p>Through arranging meetings with private business and attending Chamber events.</p>	
<p>Maintain the DSEN services guide for Procurement Officers.</p> <p>Engage with Tayside Procurement Consortium (TPC) group.</p> <p>Procurement opportunities are developed through training courses and Ready for Business support.</p>	2.8 2.9		<p>Use annual survey to inform content and send to all procurement officers on TPC.</p> <p>2 meetings per year.</p> <p>2 courses are held.</p>	
<p>Network events</p> <p>National events promoted.</p> <p>Promote opportunities through DSEN newsletter and provide links to national organisations' newsletter and updates. Intra trading opportunities.</p> <p>Support the uptake of commissioning opportunities that Change Funds bring.</p>	2.3 2.9		<p>6 per year Senscot, Social Enterprise Scotland 6 per year and monthly bulletin.</p> <p>On DSEN website. Number of bids made.</p>	

**OUTCOME 3: THIRD SECTOR ORGANISATIONS ARE WELL MANAGED AND DELIVER QUALITY SERVICES**

Service/Activity	Outcome & common service	Performance Indicators	Target/Timescale	6/12 month output
<ul style="list-style-type: none"> <li>• Voluntary Gateway support/advice and services are provided. Voluntary Gateway open 5 days per week (closed Monday am and Friday pm). Staffed by 2 duty officers who use Advice Check and other resources to support enquiries including:               <ul style="list-style-type: none"> <li>○ Development Support – start-up, restructuring, planning, monitoring &amp; evaluation.</li> <li>○ Charity Law &amp; OSCR registration – inc: becoming a SCIO, changes to organisation, roles and responsibilities.</li> <li>○ Capacity building – planning, problem solving.</li> <li>○ Direct/crisis support to organisations including mentoring, mediation etc.</li> <li>○ Employment – recruitment &amp; selection, meeting your obligations, redundancy.</li> <li>○ Independent Examination of Accounts.</li> <li>○ PQASSO – Mentoring peer support.</li> <li>○ Training – wide range of topics as well as a bespoke service.</li> <li>○ Consultancy – from in-house to sourcing expertise from across the country.</li> </ul> </li> </ul>	3.1 3.2 3.3 3.4 3.5 3.6 3.7 3.8 3.9 3.10	# organisations supported Amount of funding supported  % of organisations who rate training /support as excellent/good % of orgs who say their organisation is better managed or delivers better services as a result of using TSI services	500 enquiries responded to – based on current figures/organisations from current monitoring.  Establish baseline via MILO.	
<ul style="list-style-type: none"> <li>• Provision of “GrantFinder” service to voluntary and community groups</li> <li>• Support to organisations in completion of funding applications.</li> <li>• Model for allocating future Reshaping Care</li> </ul>	3.2 3.3		12 organisational searches performed. 12 organisations supported.  By 30 June 2013	

<ul style="list-style-type: none"> <li>funding is developed.</li> <li>Funding information provided within newsletters &amp; e-bulletins.</li> </ul>			<p>4 newsletters per annum 8 e-bulletins per annum</p>	
<ul style="list-style-type: none"> <li>Projects funded under programme 10 of Reshaping Care Programme are supported to increase their capacity.</li> <li>Increase capacity building for non Reshaping Care funded projects.</li> <li>Support provided via MH Network Co-ordinator, CAN Co-ordinator, Reshaping Care Team and TSI staff skills/expertise.</li> </ul>	3.4		<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
<ul style="list-style-type: none"> <li>Conduct annual Third Sector Training Needs Analysis</li> <li>Calendar of training is developed &amp; delivered.</li> <li>Bespoke training/consultancy delivered as required.</li> <li>Organisations are mentored through PQASSO</li> <li>4 x ECYPM Practitioners events per annum.</li> </ul>	<p>3.4</p> <p>3.5</p> <p>3.6</p> <p>3.10</p>		<p>November 2013</p> <p>Calendar developed by 1 March each year. Ongoing – ad-hoc</p> <p>Further 3 completed by 31 March 2014 4 per annum</p>	
<ul style="list-style-type: none"> <li>Websites are maintained &amp; developed.</li> <li>Voluntary Action Newsletter produced quarterly</li> <li>Voluntary Action e-bulletins produced</li> <li>DSEN newsletter produced</li> <li>DSEN e-bulletin produced</li> <li>Mental Health e-bulletins produced monthly</li> <li>ECYPM e-bulletins produced fortnightly</li> <li>Older Persons newsletter</li> <li>Reshaping Care for Older People Programme e-bulletins produced</li> <li>Information sharing through networks and forums: <ul style="list-style-type: none"> <li>Every Child &amp; Young Person Matters</li> </ul> </li> </ul>	3.11		<p>Ongoing</p> <p>4 per annum</p> <p>8 per annum</p> <p>6 per annum</p> <p>6 per annum</p> <p>12 per annum</p> <p>24 per annum</p> <p>4 per annum</p> <p>9 per year</p> <ul style="list-style-type: none"> <li>Reps group x 6 mtgs,</li> <li>Strategy x 6 mtgs</li> </ul>	

<ul style="list-style-type: none"> <li>○ Celebrate Age Network</li> <li>○ Reshaping Care for Older People Network</li> <li>○ Mental Health Network</li> <li>○ Mental Health Service User Network</li> <li>○ Equalities Forum</li> <li>○ Community Safety Network</li> </ul>			<ul style="list-style-type: none"> <li>● 4 times per year</li> <li>● 4 times per year</li> <li>● 10 per annum</li> <li>● 10 per annum</li> <li>● 6 per annum</li> <li>● 4 per annum</li> </ul>	
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**OUTCOME 4: THIRD SECTOR ORGANISATIONS FEEL BETTER CONNECTED AND ARE ABLE TO INFLUENCE AND CONTRIBUTE TO PUBLIC POLICY**

Service/Activity	Outcome & common service	Performance Indicators	Target/Timescale	6/12 month output
<ul style="list-style-type: none"> <li>• Represent the views of the Third Sector at all levels of Community Planning including:               <ul style="list-style-type: none"> <li>○ Dundee Partnership Management Group</li> <li>○ Dundee Partnership Co-ordinating Group</li> <li>○ Dundee Partnership Forum</li> <li>○ Theme Groups</li> <li>○ Cross-cutting groups</li> <li>○ CPP sub groups/working groups/short life working groups.</li> </ul> </li>   <li>• Engagement in the Health &amp; Care agenda through CHP representation.</li>   <li>• Third sector engagement &amp; involvement in Reshaping Care.</li> </ul>	4.1	<p># organisations participating in networks/forums</p> <p>% of organisations that say network is excellent/good</p> <p>% of organisations that say 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>% of public sector partners who feel the TSI brings extensive knowledge of the third sector and its views to partnerships</p>	<ul style="list-style-type: none"> <li>• Complete mapping of current Community Planning Representation by 30.06.13.</li> <li>• Increase number of voluntary sector reps from 45 to 50.</li> <li>• Support reps via induction as per Roles &amp; Responsibilities pack.</li>   <li>• Maintain CHP representation and engage sector in ongoing dialogue through health e-forum group.</li> <li>• Produce 3 health e-bulletins &amp; host 1 event on Health &amp; Care.</li>   <li>• Via quarterly meetings of Older Peoples Services Network (143</li> </ul>	

<ul style="list-style-type: none"> <li>• Provide support to network representatives to participate in CPP processes and structures.</li> </ul>			<p>members)</p> <ul style="list-style-type: none"> <li>• Via meetings of networks and forums. See 3.11 for number/frequency</li> <li>• Guidelines via Roles &amp; Responsibilities pack</li> </ul>	
<ul style="list-style-type: none"> <li>• Participation at Dundee Partnership meetings and dissemination of information.</li> <li>• Networks and forums (as in Outcome 3.11) are supported.</li> </ul>	4.2/4.3		<ul style="list-style-type: none"> <li>• Ensure continued representation through current structures. (See 4.1)</li> <li>• Increase representation once mapping has been completed from 45 to 50.</li> <li>• Regular report to TSI Management Group on progress and achievements.</li> <li>• Meeting number/frequency (see outcome 3.11)</li> </ul>	
<ul style="list-style-type: none"> <li>• Provide information/feedback through networks, forums, events, websites, newsletters and e-bulletins (as described above at 3.11)</li> <li>• Annual review of networks and forums.</li> </ul>	4.4 4.5 4.6		<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Regular report to TSI Management Group (qtrly meetings)</li> <li>• Annual review –</li> </ul>	

<ul style="list-style-type: none"> <li>Maintain Induction Packs for voluntary sector/service user representatives</li> <li>Annual budget meeting between sector and Director of Finance.</li> </ul>			<ul style="list-style-type: none"> <li>June each year</li> <li>Ongoing &amp; seek review through Annual Review June each year.</li> <li>Autumn annually</li> </ul>	
<ul style="list-style-type: none"> <li>Provide opportunity through networks and forums to enable sector to contribute to design of policy and services.</li> <li>Maintain and develop representation at highest level of CPP Management, Co-ordinating, themed and cross cutting groups and CHP</li> <li>Networks and forums participate in consultation to inform local and national policy.</li> </ul>	4.7 4.8	<ul style="list-style-type: none"> <li># of consultation responses/feedback submitted.</li> <li># of consultation events held.</li> <li># of events TSI staff participating in.</li> </ul>	<ul style="list-style-type: none"> <li>Number of consultation responses submitted.</li> <li>Number of events held</li> <li>Evidence of feedback &amp; input submitted by vol sector reps – evidence in minutes.</li> <li>Annual Review of participating reps June each year.</li> </ul>	
<ul style="list-style-type: none"> <li>Participation in Early Years Collaborative</li> <li>Actively contribute to the delivery of the Lochee Pathfinder Blueprint.</li> </ul>		<ul style="list-style-type: none"> <li># tests of change through leadership work stream</li> <li>Evaluation of collaborative working of leadership group</li> <li>Progress improved access to play in Lochee Ward</li> </ul>	<ul style="list-style-type: none"> <li>4 tests of change – Evidence via run charts</li> <li>Summary report July 2013</li> <li>Increased access to school/play equip Mar 2014</li> </ul>	
<ul style="list-style-type: none"> <li>Demonstrate value and impact of Sector from annual census information</li> </ul>	4.8		<ul style="list-style-type: none"> <li>Annual census – yearly Qtrr 3.</li> </ul>	

<ul style="list-style-type: none"> <li>• Review Third Sector CPP representation.</li> <li>• Review Integrated Childrens' Services Mapping Information.</li> </ul>			<ul style="list-style-type: none"> <li>• Review complete by June 2013</li> <li>• Pilot Scoping Voluntary Sector – April. Carry out mapping by 30 June 2013</li> </ul>	
<ul style="list-style-type: none"> <li>• Annual presentation to Community Planning Partnership.</li> </ul>	4.9		<ul style="list-style-type: none"> <li>• Annual</li> </ul>	





		sector to inform and gather support. To be done in co-production with sector.		
		First meeting of Voluntary Sector Forum	• Ongoing & Annual Review	
<b>Communication and Promotion</b>				
• Develop communications strategy.	5.4		• By 30 June 2013	
• Special Voluntary Gateway newsletter promoting impact of sector.	5.5		• By 31 March 2014	
• Use data for pre-meeting of 3 <sup>rd</sup> sector forum event.	5.6		• By 31 March 2014	
<b>Partnership Working</b>				
• Participation in Reshaping Care nationally. • Participation in Early Years Collaborative • Actively contribute to the delivery of the Lochee Pathfinder Blueprint.	5.7		• Ongoing • Ongoing • Ongoing	
• Via Dundee Partnership.	5.8		• As per meeting schedule	
• Participate in TSI network meetings, Annual Conference, training and other events. • Explore opportunities for partnership working with TSIs. • TSI commitment to VAS	5.9		• As per annual schedule • Ongoing • Ongoing	
<b>Equalities</b>				
• Voluntary Gateway drop in facility, single telephone line and email. • Number Ten barrier free • Annual basic equalities training for all staff. Specialised training as required.	5.10		• Voluntary Gateway open 5 days per week. • Ongoing • Annual	
• Voluntary Gateway drop in facility, single telephone line and email. • Centre barrier free	5.11		• Voluntary Gateway open 5 days per week.	

<ul style="list-style-type: none"> <li>• Commitment to Plain English in all publications</li> <li>• Utilise services of interpreters and translators as required for events, presentations etc.</li> </ul>			<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• As required.</li> </ul>	
<ul style="list-style-type: none"> <li>• Support to networks and forums.</li> <li>• Development of Third Sector Forum.</li> <li>• Themed events</li> <li>• Annual sector survey.</li> </ul>	5.12		<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• By Dec 2013</li> <li>• Ongoing</li> <li>• Annual</li> </ul>	
<ul style="list-style-type: none"> <li>• Work with partners &amp; existing forums to identify priority issues.</li> </ul>	5.13		<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>	
<b>Internal Management</b>				
<ul style="list-style-type: none"> <li>• Review performance &amp; effectiveness of TSI</li> <li>• EFQM</li> </ul>	5.14		<ul style="list-style-type: none"> <li>• Exec Team meet quarterly to review monitoring and prepare reports for quarterly meetings of TSI Mgmt Grp.</li> <li>• Feedback from 3<sup>rd</sup> Sector included in review of TSI performance &amp; effectiveness.</li> <li>• Annual review by January 2014.</li> <li>• Re-validate by May 2013</li> </ul>	
<ul style="list-style-type: none"> <li>• Conduct baseline of 3 x conditions of service.</li> <li>• EFQM</li> <li>• Explore implementation of Living Wage.</li> <li>• Team building &amp; social activities</li> <li>• Executive Team Planning Days</li> <li>• Duty Officer bi-monthly meetings</li> </ul>	5.15	Share best practice/Review "caseload". Update skills	<ul style="list-style-type: none"> <li>• By 30 Sept. 2013</li> <li>• Re-validate by May 2013</li> <li>• By 30 June 2013</li> <li>• 2 per year</li> <li>• Quarterly</li> <li>• 6 per year</li> </ul>	