Outcome 1 - Volunteering

The values of volunteering and the value of volunteers in our community are embedded across all of our work. We have designed our organisational structure to ensure that there is an officer with accountability for volunteering, and that :

◊ People wishing to volunteer have access to guidance and support and are helped to find a volunteering opportunity, no matter where they live in Dumfries and Galloway.

◊ Volunteers are provided with support to find a placement that meets their ambitions, personal skills and development needs.

◊ Volunteering Involving Organisations can access support to promote their opportunities when they need it.

Outcomes: KPI 1.2; KPI 1.3; KPI 1.4; KPI 1.5; KPI 1.6

Individuals interested in volunteering should expect:

To be provided with access to

◊ quality volunteering opportunities;

◊ a choice of placements; and

◊ information that is appropriate and up to date.

(Common Service 1.1)

To be provided with access to the Saltire Awards if they are aged between 12 and 25.

(Common Service 1.2)

That there are procedures in place so that they may:

◊ give their feedback; and

◊ get support in resolving any difficulties on their placement.

(Common Service 1.3)

That a broad and diverse range of volunteering opportunities are available to meet their needs.

(Common Service 1.4)

That if required they will have access to support and guidance to secure a placement.

(Common Service 1.5)

Actions and expected outcomes

In 2015/16 priority will be given to the following objectives:

Objective 1.1

We now have sufficient evidence to suggest that many of the open volunteering opportunities recorded on MILO have not been updated and may therefore no longer be open. We therefore intend to archive all historic opportunities (those entered prior to April 2013) and to begin a process of contacting volunteer involving organisations (VIO's) to renew their volunteering opportunities. Archiving will be completed by the end of May 2015. We will proactively make contact with a minimum of 10 VIO's per month to encourage them to:

◊ Review and renew their existing opportunities

◊ Improve the quality and range of opportunities

Outcomes:

◊ KPI 1.1; KPI 1.4; KPI 1.5; KPI 1.6

◊ There will be a measurable improvement in the number, quality and range of up to date volunteering opportunities.

◊ There will be a measurable increase in the number of VIO's that have reviewed their volunteer opportunities.

Work streams: Active Citizenship, Communications.

Accountability: Development Officer for Volunteering; Development Officers for Localities

Objective 1.2

We have a mix of communication channels that are used to promote volunteering opportunities. These include Volunteer Scotland Opportunity Search, our web site blog and West Sound Radio Community Helpline. We will profile a minimum of 25 opportunities on our web site blog and a minimum of 12 opportunities on the West Sound Radio Community helpline.

Our stakeholders should expect:

That we will seek to ensure that volunteering is embedded in public policy through community planning.

(Common Service 1.6)

That we inspire people to volunteer.

(Common Service 1.7)

That we will promote personal development through volunteering.

(Common Service 1.8

Organisations that involve volunteering in their activities should expect:

That they will be provided with guidance and support on developing and providing quality placements and practice.

(Common Service 1.9)

That they will be helped to assess and meet their volunteering needs.

(Common Service 1.10)

That they will be provided with opportunities to network and discuss volunteering issues.

(Common Service 1.11)

That they will be offered support to use quality standards in volunteering.

(Common Service 1.12)

That they will be provided with support to advertise their volunteer opportunities.

(Common Service 1.13)

That we will encourage and support a diverse range of volunteers to sit on boards and management committees of third

Outcomes:

◊ An increasing number of VIO's are provided with an opportunity to profile and promote their volunteering opportunities and report that the support to do so was valued.

Work streams: Active Citizenship, Communications.

Accountability: Lead Officer for Volunteering

Delivery: Development Officers - Area Leads

Objective 1.3

Successful promotion of the Saltire Awards is dependent upon effective communication and building networks and working relationships with teaching staff in our 16 secondary schools whilst at the same time working with youth groups and organisations. We will prioritise:

◊ Providing each secondary school with an assessment of their pupil engagement with the Saltire Awards;

◊ Developing and supporting a role for Saltire Ambassadors in schools;

◊ More young people register to take part in the Saltire Awards.

Outcomes:

◊ KPI 1.7; KPI 1.8; KPI 1.9; KPI 1.10

◊ A clearer picture of engagement by secondary schools in the Saltire Awards will develop and provide a baseline for future work

◊ An increasing number of young people will be encouraged and supported to become confident advocates of the Saltire Awards

Work streams: Active Citizenship, Communications

Accountability: Development Officer for Volunteering; Development Officers for Localities

Objective 1.4

We will give priority to further developing evaluation techniques which we will use to get feedback at key stages in the life of a volunteer.

Outcomes:

◊ The needs and experiences of volunteers are better understood.

◊ Barriers to volunteering are better understood

Work streams: Active Citizenship, Communications

Accountability: Development Officer for Volunteering; Development Officers for Localities

Objective 1.5

We have drafted a joint statement (policy) on volunteering which we will submit for the approval and sign off with our Community Planning Partners in April/May with a view to a formal launch of the statement

sector organisations.

(Common Service 1.14)

That we will seek to develop new volunteering opportunities in response to volunteer demand.

(Common Service 1.15)

during volunteers week (1st - 7th June). The joint statement will aim to:

◊　Ensure that volunteering is embedded in public sector policy making and practice

◊　Set out how the Community Planning Partnership can promote personal development through volunteering

◊　Link policy on volunteering to other policy areas, for example the local authority's economic strategy, poverty strategies, community learning and development plans and adult health and social care integration.

Outcomes:

◊　Members of the Community Planning Partnership better understand the role and impacts of volunteering.

◊　Members of the Community Planning Partnership increasingly understand and celebrates the role that volunteering play in personal development and in the creation of an active citizenship

Work streams:　Active Citizenship, Communications, Public Service Reform.

Accountability:　Development Officer for Volunteering; Policy Research and Community Planning Officer

Objective 1.6

We will develop at least six case studies celebrating volunteer stories and which are designed to inspire people to volunteer. We will profile these volunteer stories:

◊　On or web site blog and social medias

◊　Local radio and print media

In addition we will celebrate volunteer stories during Volunteers Week.

Outcomes:

◊　More people are aware of volunteer stories and are inspired to volunteer

Work streams:　Active Citizenship, Communications

Accountability:　Development Officer for Volunteering

Objective 1.7

We will develop and deliver a one day event on volunteering that is designed to provide VIO's with learning opportunities for:

◊　Leadership in volunteering

◊　Best practice in volunteer management

◊　Measuring the impact of volunteering

We will also celebrate volunteer stories by holding volunteer awards (see Objective 1.6)

We will deliver this event during Volunteers Week (1st—7th June 2015) and will aim to attract 100 participants from 30 VIO's and from our Community Planning Partners.

Outcomes:

◊   KPI 1.6

◊   Participating VIO's are better enabled to develop an appropriate volunteer culture for their organisation.

◊   Participating VIO's are better enabled to manage their volunteers.

◊   Participating VIO's better understand the support to meet their volunteering needs that is provided by the Interface.

◊   Participating VIO's and Community Planning Partners are better enabled to measure the impacts of volunteering

Work streams: Active Citizenship, Communications

Accountability: Development Officer for Volunteering; Development Officer for Events

Objective 1.8

We will offer up to 20 one half day of support/training to VIO's to enable them to asses, review and meet their volunteering needs. This support may be provided, according to need, on a one to one basis or in groups.

Outcomes:

◊   KPI 1.6

◊   Participating VIO's are better enabled to assess, review and meet their volunteering needs without further support

Work streams: Active Citizenship, Communications

Accountability: Development Officer for Volunteering; Development Officer for Events

Outcome 2 - Social Enterprise (An enterprising third sector)

The values of social enterprise and the potential for an increasingly enterprising third sector is embedded across all of our work. We have designed our organisational structure to ensure that there is a development officer with accountability for social enterprise and the promotion of an enterprising third sector, and that existing and aspiring social enterprises:

◊ Have access to guidance and support locally or are appropriately signposted elsewhere (locally or nationally) when they need it.

◊ Can take part in networking and training opportunities with other third sector organisations.

Outcomes: KPI 2.1; KPI 2.2

Our stakeholders should expect:

That existing and aspiring social enterprises will be provided with information that enables them to access contract and business opportunities.

(Common Service 2.1)

That existing and aspiring social enterprises will be provided with help (support and advice) to set up appropriate structures for social enterprises.

(Common Service 2.2)

That existing and aspiring social enterprises will be provided with signposting to advice and finance support, both locally and nationally.

(Common Service 2.3)

That existing and aspiring social enterprises will be provided with opportunities to network, deliver, influence and learn

(Common Service 2.4)

That the Interface will understand local needs around business development and provide or refer existing or aspiring social enterprises to appropriate learning opportunities.

(Common Service 2.5)

Actions and expected outcomes

Objective 2.1

We will give priority to regularly scanning the environment to gather in information about contract and business opportunities. We will then disseminate such opportunities via:

◊ Alerts by broadcast message, e-bulletin and social media.

◊ Posting information on our web site blog and Community web site.

◊ Taking time to identify third sector organisations that might benefit from information about a particular contract or opportunity and communicating directly with them.

Outcomes:

◊ KPI 2.1; KPI 2.3; KPI 2.4

◊ More information flows to organisations

◊ More organisations report being aware of opportunities

Work streams: An enterprising third sector, Communications

Accountability: Development Officer for Social Enterprise

Objective 2.2

We will give priority to developing web content and providing links to third party web content that describes:

◊ What social enterprise is

◊ Types of social enterprise

◊ The case for a more enterprising third sector

◊ Legal structures for social enterprise

◊ Local and national support organisations for social enterprise

Outcomes:

◊ KPI 2.1; KPI 2.2

◊ Staff of the Interface can with increasing confidence refer

Continued

That the Interface will communicate what social enterprise is and promote its value.

(Common Service 2.6)

That the Interface will promote enterprising activities and encourage third sector organisations to be more enterprising.

(Common Service 2.7)

That the Interface will network and work in partnership with the private sector to create value and understanding and to increase trading between existing and aspiring social enterprises and the private sector.

(Common Service 2.8)

The Interface will support the increased use of social enterprise by the public sector and the public.

aspiring social enterprises to information about social enterprise on the web

<u>Work streams:</u>   An enterprising third sector, Communications

<u>Accountability:</u>   Development Officer for Social Enterprise

Objective 2.3

We will build upon the networks and relationships we have developed to date with local and national organisations with a remit to promote and support social enterprise. We will give priority to:

◊   Disseminating information provided by them.

◊   Promoting the services they provide where these would benefit the third sector locally.

◊   Invite them to contribute to events and training.

<u>Outcomes:</u>

◊   KPI 2.1

◊   More information flows to organisations.

◊   More organisations report being aware of the services and support provided to social enterprises and aspiring social enterprises.

◊   More organisations report having taken up services and support from third parties and that they have benefitted from the service or support provided

<u>Work streams:</u>   An enterprising third sector, Communications

<u>Accountability:</u>   Development Officer for Social Enterprise

Objective 2.4

We will provide opportunities for social enterprises and aspiring social enterprises to network and access training. These opportunities will be provided within the context of our engagement with the third sector at gatherings, locality forums and thematic forums. (See Policy Briefing No 2). Training designed with the needs of social enterprises and aspiring social enterprises will be made available to all third sector organisations in Dumfries and Galloway.

<u>Outcomes:</u>

◊   KPI 2.1

◊   More opportunities are provided for social enterprises and aspiring social enterprises to network.

◊   More social enterprises and aspiring social enterprises report participation in the Interface's Engagement Framework

◊   More social enterprises and aspiring social enterprises participate in training

<u>Work streams:</u>   An enterprising third sector, Communications

Accountability: Development Officer for Social Enterprise

Objective 2.5

We will review our relationship with Dumfries and Galloway Social Enterprise Network:

Outcomes:

◊   KPI 2.1; KPI 2.2; KPI 2.3; KPI 2.4

◊   The relationship between DGSEN and the Interface is clarified.

◊   The role of DGSEN, the Interface and other organisations (both locally and nationally) in respect of the promotion of and support for social enterprise is clarified.

◊   There is a written compact between both organisations.

Our aim will be to complete this review and have a compact in place by August 2015.

Work streams: An enterprising third sector, Communications

Accountability: Operations Manager

Objective 2.6

Building upon our "Partners for Business" agreement with Dumfries and Galloway Chamber of Commerce we will undertake a campaign to encourage all third sector organisations to become members of the Chamber. Whilst the campaign will be targeted at all organisations in membership of the Interface we will give priority to targeting existing and aspiring social enterprises.

Outcomes:

◊   Third sector organisations are increasingly aware of their place in the economy and business community of Dumfries and Galloway

◊   Third sector organisations are increasingly aware of the advantages of joining the Chamber and accessing their services and networking opportunities.

Work streams: An enterprising third sector, Communications

Accountability: Development Officer for Social Enterprise

Objective 2.7

We will proactively identify business opportunities for new social enterprise and by providing support through incubation to profitable operation seek to develop a social economy in Dumfries and Galloway which has a wide scope and range of social enterprise.

Outcomes:

◊   The Interface increasingly contributes to the incubation and development of new social enterprise

Work streams: An enterprising third sector, Communications

Accountability: Development Officer for Social Enterprise

Outcome 3 - Stronger Sector

We have designed our organisational structure to ensure that there is an officer responsible for operational management and that there are staff responsible for providing support to the sector across all four of our localities and that we are able to actively engage with third sector organisations in all the communities of Dumfries and Galloway.

Within the limits of capacity, skills and experience we now provide support across all of the common services.

Outcomes: KPI 3.2; KPI 3.3; KPI 3.4: KPI 3.5; KPI 3.6; KPI 3.6; KPI 3.7

Third sector groups and organisations should expect that the Interface will:

Provide support to:

a. Set up new third sector organisations with appropriate legal structures;

b. Help them understand, where appropriate, their obligations under Charity Law; and

c. If they are an existing group or organisation, to be able to access support to review their structure.

(Common Service 3.1)

Provide support to develop their income strategy and diversify their income base.

(Common Service 3.2)

Provide a service to help them identify and apply for suitable funding.

(Common Service 3.3)

Provide them with help on their organisational planning and development.

(Common Service 3.4)

Provide them with help to recognise future opportunities and risks and to develop suitable responses.

(Common Service 3.5)

Actions and expected outcomes

Objective 3.1

We currently provide a reactive service providing a range of support to third sector organisations and groups when they need it, and free at the time of need. In 2013/14 we supported 314 groups and organisations in this way. In 2014/15 demand for the service increased. It is estimated that by the year end the number of groups and organisations supported in this way will exceed 420.

Our capacity to continue delivering a reactive service is limited by current levels of funding and the associated staff resource. We will therefore give priority to reviewing and consulting our members on the ways in which we provide support, including their views on:

◊ How support is provided to those groups and organisations most in need.

◊ Charging those groups and organisations with substantial reserves for services.

We will conduct this review during the first half of the year with the aim of publishing interim findings by September 2015.

Outcomes:

◊ The resources of the Interface are increasingly focussed upon those groups and organisations that are in most need of support

Work streams: Organisational Development; Service Development; Communications.

Accountability: Chief Executive Officer/Operations Manager

Objective 3.2

We will seek to develop on line resources to enable existing and aspiring third sector organisations to consider which legal forms are most suited to their needs (similar to that available to third sector organisations in England and Wales: http://www.getlegal.org.uk) but is not to our knowledge available to the third sector in Scotland.

Outcomes:

◊ KPI 3.2

◊ Existing and aspiring third sector organisations in Dumfries and

Provide them with help to identify and make improvements within their organisation.

(Common Service 3.6)

Provide them with advice on achieving good governance.

(Common Service 3.7)

Provide them with support to enable them to manage organisational change and to respond effectively to difficult situations.

(Common Service 3.8)

That the Interface will encourage community research and engagement.

(Common Service 3.9)

Provide them with support to meet their PVG obligations.

(Common Service 3.10)

That the Interface will "horizon scan" and communicate with the sector to ensure that third sector organisations are made aware of changes in policy, law and environment.

(Common Service 3.11)

Note: The common services highlighted in blue text above are met within our activities under Outcome 4.

Galloway are increasingly able to access on line support to consider which legal form is most suited to their needs.

◊ The resources of the Interface are increasingly focussed upon those groups and organisations that are most in need of support

Work streams: Organisational Development; Service Development; Communications.

Accountability: Chief Executive Officer/Operations Manager

Objective 3.3

We have developed outreach in Langholm, Dalbeattie and Kirkcudbright. In 2015/16 we will widen our outreach. Priority will be given to developing additional outreach arrangements in:

◊ Moffat - Upper Annandale

◊ Kirkconnel/Sanquhar - Upper Nithsdale

◊ The Machars

and to have all three additional arrangements in place by October 2015.

Outcomes:

◊ Third sector groups and organisations and volunteers have increased opportunities for contact with and support from Interface staff in the communities that they live and work in.

Work streams: Organisational Development; Service Development; Communications.

Accountability: Development Officers for Localities

Objective 3.4

We will provide access to and actively promote a range of training opportunities. We will give priority to training focussed upon improving governance in unincorporated groups and small local charities, including:

◊ Contractual liabilities for unincorporated groups

◊ The function role and responsibilities of charity trustees.

◊ The function and role of management committees and boards.

◊ Financial planning and scrutiny

We will aim to provide these training opportunities free of charge and to deliver at least 8 such opportunities.

Outcomes:

◊ KPI 3.2

◊ Volunteers involved in the management committees of unincorporated groups are increasingly aware of their personal and collective liability where they may have entered into contracts.

◊   Volunteers involved in the management committees and boards of small local charitable organisations are increasingly aware of their role, legal and fiduciary responsibilities

Work streams: Organisational Development; Communications.

Accountability: Development Officers for Localities

Objective 3.5

We will give priority to developing our funding support service through investment in:

◊   Subscription to a funding search database

◊   Improved use of communication channels

◊   Segmentation of our target audience

◊   Funding roadshows

◊   Consultation services

◊   Training in making funding applications

Outcomes:

◊   KPI 3.2; KPI 3.4; KPI 3.5; KPI 3.6

◊   Third sector groups and organisations are increasingly successful in making grant applications and the amount of funding accessed by third sector organisations increases.

◊   The diversity, range and quality of information about funding opportunities communicated to the sector improves.

◊   Third sector groups and organisations increasingly receive funding information that is relevant to their activities.

Work streams: Organisational Development; Communications.

Accountability: Development Officer for Funding

Outcome 4 - Engage and Influence

We now have in place a framework which will enable the Interface to:

◊ Engage with and inform, in a safe place, the sector - and for third sector organisations to engage with each other.

◊ Provide the sector with opportunities for capacity building, learning and development.

◊ Engage in community planning and other partners, and to influence their planning and performance monitoring processes

Outcomes: KPI 4.1; KPI 4.2; KPI 4.3; KPI 4.4

Third sector groups and organisations should expect that the Interface will:

Advocate the role of the third sector in the design and delivery of public policy and services

(Common Service 4.1)

Facilitate their engagement with planning processes at appropriate points.

(Common Service 4.2)

Provide opportunities for them to network and take joint action to effect change in services and public policy.

(Common Service 4.3)

Be accountable to them.

(Common Service 4.4)

Support the sector to influence policy development

(Common Service 4.5)

That the Interface will encourage community research and engagement.

(Common Service 3.9)

That the Interface will "horizon scan" and communicate with the sector to ensure that third sector organisations are made aware of changes in policy, law and environment.

Actions and expected outcomes

Objective 4.1

We will ensure that our engagement in community planning and other partnerships where there is an expectation that the Interface will play a role is commensurate with our capacity; and when it is not either seek additional resources.

Outcomes:

◊ The Interface is better resourced to meet the demands upon it.

◊ The Interface is increasingly engaged in those partnerships where its role (and that of the sector) is recognised.

Work streams: Public Service Reform; Community Empowerment

Accountability: Board and Chief Executive

Objective 4.2

We will review our understanding of community planning partnerships and other public service partnerships where there is an expectation of engagement from the third sector. We will carry out a review in April and September 2015. Thereafter we publish a directory of partnerships and consult our partners and members on its accuracy.

Outcomes:

◊ Third sector groups and organisations have an improved understanding of the range of partnerships where there is an expectation of engagement with the third sector

Work streams: Public Service Reform; Community Empowerment; Communication.

Accountability: Policy, Research and Community Planning Officer

Objective 4.3

We will review our database of people currently representing the third sector. We will carry out a review in April and September 2015 and publish information about our representatives in the directory of partnerships.

Outcomes:

◊ Third sector groups and organisations have an improved understanding of the people whose task it is to advocate the role of the sector

◊ Third sector organisations can increasingly identify who to contact to raise concerns and issues.

◊ Third sector representatives are increasingly accountable for their work.

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Communication.

Accountability: Policy, Research and Community Planning Officer

Objective 4.4

We will continue to develop and implement systems for supporting third sector representatives and ensuring that they are accountable for their work. In 2015/16 this will include:

◊ Induction to the role function and authority of a Third Sector Interface (May 2015)

◊ Training in the facilitation of effective meetings (May 2015)

◊ Training in becoming an effective advocate of the third sector's contribution to the wellbeing and prosperity of the people and communities of Dumfries and Galloway (May 2015)

Outcomes:

◊ Third sector representatives become increasingly confident advocates of the role of the third sector, and of the Interface.

◊ Third sector representatives become increasingly able to facilitate effective meetings

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Communication.

Accountability: Policy Research and Community Planning Officer Development Officer responsible for Training

Objective 4.5

We will develop effective thematic networks of third sector organisations within the engagement framework described in Policy Briefing No 2. In 2015/16 we will give priority to developing thematic networks around:

◊ SOA Priority 1 – Providing a good start in life for all our children.

◊ SOA Priority 2 – Preparing our young people for adulthood and employment.

◊ SOA Priority 3 – Caring for our older and vulnerable people.

We will ensure that these networks are supported by Interface staff, are able to set and prioritise issues of concern that can then be taken up by Interface Staff and Representatives.

Outcomes:

◊ Third sector groups and organisations are better connected to other third sector groups and organisations that share their concerns and issues.

◊ Third sector groups and organisations feel better enabled to influence opinion formers and decision makers about their concerns

◊ Third sector organisations feel better enabled to influence the design of services

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.6

We will work with our Community Planning Partners to revise and reinvigorate the Dumfries and Galloway Compact so that it reflects the new environment created following the creation of Third Sector, Dumfries and Galloway as our region's third sector interface. We will

◊ Publish a draft for consultation with our Member and Partners by June 2015.

◊ Publish the results of the consultation in August 2015.

◊ Publish a final draft for submission to the Community Planning Partnership by September 2015.

Outcomes:

◊ Third sector groups and organisations have an improved understanding of their role in community planning

◊ Public sector partners have an improved understanding of the role of the third sector in community planning

◊ The barriers to effective third sector engagement in community planning is increasingly recognised and acted upon by public sector partners

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.7

We will publish policy statements or research papers on areas of local, regional and national public policy and the delivery of public services that impact upon the third sector. We will aim to publish at least one policy statement or research paper per month. We will use our policy statements and research papers to support our advocacy of the role

the third sector play in the wellbeing and prosperity of the people and communities of Dumfries and Galloway.

We will seek support for our policy positions from:

◊ Our members

◊ The Community Planning Executive Group

◊ The Community Planning Partnership

◊ The political groups on Dumfries and Galloway Council

◊ Our local MSPs and MPs

and encourage them through our advocacy to reflect our position in their decisions.

Outcomes:

◊ The Interface will be able to demonstrate that it has influenced decisions taken locally by public sector partners

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Advocacy, Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.8

We will develop and publish an annual review of the third sector in Dumfries and Galloway and use this document to support our advocacy.

Outcomes:

◊ Knowledge of the third sector and its impact on the people and communities of Dumfries and Galloway increases year on year.

Work streams: Advocacy, Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.9

We will seek to identify opportunities for engagement in community planning processes and when identified to use our engagement framework as set out in Policy Briefing No 2 to facilitate participation in those processes.

Outcomes:

◊ Public sector partners increasingly value and use the services of the Interface to facilitate engagement in community planning processes.

◊ The numbers of people and third sector organisations participating in the engagement framework increases.

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Advocacy, Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.10

We will implement our engagement framework as set out in Policy Briefing No 2 and give priority to:

◊ Facilitating at least one community gathering in each of the learning communities identified in the framework
◊ Convening at least one locality forum in each of the four districts Enabling thematic networks for SOA Priorities 1 – 3
◊ Convening at least one strategic forum

Outcomes:

◊ That the targets set are met and if possible exceeded.

◊ That people within the third and public sector increasingly value the engagement framework.

Work streams: Public Service Reform; Community Empowerment; Active Citizenship; Advocacy, Communication

Accountability: Policy, Research and Community Planning Officer

Objective 4.11

We will organise and promote two events/conferences per annum designed to bring third sector groups and organisations from across Dumfries and Galloway together to explore issues of common interest. One of the events will be designed to bring the sector together with public sector staff.

Outcomes:

◊ That the target set is met.

◊ That people within the third and public sector increasingly value the events promoted by the Interface.

Work streams: Communications

Accountability: Officer responsible for Events

Objective 4.12

Third Sector, Dumfries and Galloway is a membership organisation.

We will ensure that there are no barriers to membership; that membership is at all times open and voluntary; and that members are at the centre of our decision making.

We will give priority to:

◊ Identifying prospective members and actively seek to recruit them.

◊ Ensuring that those groups and organisations that we work with are given information about membership and are encouraged to join.

◊ Encouraging members to participate in the democratic election of the Board, networks and forums, the development of policy, and events.

◊   Listening to and respecting the views of all of our members and ensuring that they are kept informed of our performance.

Outcomes:

◊   KPI 4.4

◊   Third sector organisations that are not members are increasingly aware of the Interface, our role and the services and support that we can provide them with.

◊   More members participate in our democracy, forums and events.

◊   More members participate in evaluation and development of the Interface and the services and support that we provide.

Work streams: Membership; Communication.

Accountability: Development Officer responsible for Membership;

Outcome 5 - Effective Interface

We now have in place an organisational structure and a developing culture that has been designed and developed so that we can deliver on our vison and mission. We will keep our structure under review and respond to changing circumstances and available resources.

The development of an appropriate organisational structure takes time and attention to the development of individuals skills and behaviours. We will continue to work to embed our values and principals and the behaviours and relationships described in our competency framework.

Our stakeholder should expect that the Interface will:	Actions and expected outcomes
Understand the landscape and impact of community, third sector and volunteering activities in Dumfries and Galloway by collecting intelligence and maintaining a database of third sector organisations, volunteers and volunteering opportunities including the MILO core minimum fields. *(Common Service 5.1)* Use the intelligence we gather to develop and deliver services in response to community need. *(Common Service 5.2)* Engage relevant stakeholders in the design, delivery and review of policies and services. *(Common Service 5.3)* Develop our communications strategy and plans to improve our reach to stakeholders, to raise our profile and to promote our services and values. Ensure that our communication plan takes account of the range of needs of different audience groups. *(Common Service 5.4)* Promote the impact that the sector has on … the people .. and communities of Dumfries and Galloway. *(Common Service 5.5)*	**Objective 5.1** Priority will be given to gathering comprehensive and up to date data and developing detailed knowledge of those organisations and groups that: ◊ Have chosen to become full members of the interface. ◊ Organisations within the top 100 charities with a registered address in Dumfries and Galloway The information and data we gather will be recorded on a CRM system and will include: ◊ Legal form ◊ Registered name (or if unincorporated the known name) ◊ Registered address ◊ Contact address if different from the registered address ◊ Relationships (one to many) with managers, staff and volunteers ◊ A description of their objects/purpose And recorded over time: ◊ Number of full time employees ◊ Number of part time employees ◊ Number of Board Members ◊ Number of Volunteers ◊ Income by source ◊ Expenditure We will also use the CRM system to segment members' interests so that our communication with them is targeted and relevant to their needs. <u>Outcomes:</u> The Interface better understands the sector and is increasingly able to report on its size, scale and diversity. <u>Work streams:</u> Strategic knowledge & awareness <u>Accountability:</u> Policy, Research and Community Planning Officer

Communicate the interests of communities to wider stakeholders.

(Common Service 5.6)

Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.

(Common Service 5.7)

Engage with local community representatives , Councillors, Members of the Scottish Parliament and Members of Parliament.

(Common Service 5.8)

Work positively with Voluntary Action Scotland and our peers in the network.

(Common Service 5.9)

Develop flexible responses to meet different needs; for example, opening times, drop in facilities, outreach locations, telephone help lines and online facilities

(Common Service 5.10)

Make our services, publicity materials and premises as accessible as possible

(Common Service 5.11)

Be proactive in engaging all of our stakeholders.

(Common Service 5.12)

Focus limited resources on those who need them most.

(Common Service 5.13)

Use EFQM to develop and maintain organisational quality.

(Common Service 5.14)

Objective 5.2

Our key messages, communications channels and target audiences are set out in Appendix 4. We will give priority to:

◊ Developing a key message that the Interface advocates the role that the third sector can play in improving the wellbeing and prosperity of the people and communities of Dumfries and Galloway.

◊ Segmentation of our audience(s)

◊ Development of better communication channels with the elected members of Dumfries and Galloway Council.

◊ A more consistent approach to the development of relationships with local radio and print media.

◊ Development of printed materials to promote our role and support and services that we provide.

◊ Improvement of web content.

◊ Developing an understanding of best practice in the use of social media(s) and how to make effective use of them.

Outcomes:

Board and staff better understand the key message that need to be communicated regardless of the communication channel used.

Members increasingly provide positive feedback.

Elected Members of the local authority increasingly support the work of the Interface and recommend us to the communities they represent.

Local journalists increasingly understand what the Interface is and what it does, values contact with us and the stories that we can tell.

Materials describing services are increasingly made available in different formats, including traditional print media.

Web site content is increasingly dynamic and interactive.

Use of social media(s) is increasingly understood and used by the organisation.

Work streams: Communication

Accountability: Chief Executive Officer

Ensure a good working environment, good conditions of employment and recognition for people's contribution.

(Common Service 5.15)

Objective 5.3

We will give priority to applying EFQM principles to our Organisational Development to ensure that the people in our organisation (board, staff and volunteers) are supported to develop and contribute effectively to the organisation's strategy. Specifically we will work to ensure that:

◊ Our people have individual work plans that are aligned with, support and contribute effectively to the organisation's strategy and business plan.

◊ Our people have personal development plans that enable them to develop the skills, knowledge and behaviours set out in our "Competency Framework".

◊ Our people communicate effectively throughout the organisation

◊ Our people become confident advocates and communicators of our vision and mission, the work that we do and the positive impacts that we achieve.

◊ Our people have a healthy work/life balance.

◊ Our people have good conditions of employment and recognitions for their contribution.

Outcomes:

That our Organisational Development in respect of our people is increasingly robust, understood and supported.

Work streams: Organisational Development

Accountability: Chief Executive Officer; Operations Manager