

FVA Workplan - 2018/19

1. Community groups, voluntary organisations, charities and social enterprises (third sector organisations) in Fife are well governed, managed and deliver quality outcomes		
Outcomes	Activities	KPIs
1.1 Third sector organisations are successful and resilient - complying with legislation, demonstrating good governance and have skilled and informed staff and volunteers	1.1.1 Engage with appropriate key people in partner agencies and local third sector organisations to promote and develop the role and services of FVA	300 meetings 50 events 2 consultations 4 surveys 90 e-mail bulletins 200 tweets 1,000 website/bulletin articles 30 FVA news items 2,200 Twitter followers 2,000 mailing list addresses
	1.1.2 Provide support to a range of organisations on: good governance, statutory compliance, business planning, constitutions, recruitment of staff, recruitment of volunteers, financial management, policy development, data protection etc.	20,000 enquiries 650 organisations 250 policies developed 30 start-ups 250 vacancies promoted 5 comm engagement consultations 15 employment law cases 15 charities registered with OSCAR 20 intensive support (SEs) 20 intensive support (non-SEs) 15 new social enterprises
	1.1.3 Provide extensive one-to-one support to organisations in need of help or through crisis	15 orgs in crisis (finances) 15 orgs in crisis (governance)
	1.1.4 Provide support to organisations in their recruitment of board members	30 organisations 2 training sessions 1 website section

			12 reviews supported 2 peer support/mentoring events
1.1.5	Support organisations to review and improve governance		1 toolkit 1 website section 40 completed health checks 10 orgs working towards standards 5 structural changes supported 25 governing instruments reviewed
1.1.6	Promote, deliver and evaluate a range of appropriate training opportunities through consultation and needs analysis		52 training sessions 600 participants 400 evaluations 12 training e-mail bulletins 180 training/learning website items
1.1.7	Create, develop and publish a range of communications to inform the third sector in Fife through a variety of mediums, including policy briefings, newsletters, networks, website, social media, press etc.		90 e-mail bulletins 20 tweets 20 press releases 20 briefings 10 publications 1,000 website/bulletin articles 100 presentations 40 FVA news items
1.1.8	Produce information briefings on, and for, the local sector, on thematic topics such as welfare reform, services for children, older people etc.		15 briefings
1.1.9	Maintain a directory of third sector organisations		3,000 organisations
1.1.10	Review and maintain all FVA media communications to promote good practice, current news, events and opportunities for the sector		20 case studies 20 press releases
1.1.11	Support organisations in response to any concerns raised through SLA monitoring		10 organisations
1.1.12	Organisations are supported with GDPR/Data Protection compliance		30 organisations 150 toolkits 2 e-mail bulletins

			6 training sessions 2 briefings
1.2 Better partnership working through improved communication with a wide range of stakeholders	1.2.1	Research needs through consultations, surveys etc., to raise awareness with appropriate partners and stakeholders	3 consultations 3 surveys 3 research projects
	1.2.2	Review and maintain website to include sections on partnership working, community planning and networks	50 updated website pages
	1.2.3	Promote collaboration and support opportunities to collaborate	1 case study 2 briefings 3 new projects
	1.2.4	Promote the delivery of services in the third sector through working with public sector partners and link officers	8 meetings 1 training session 1 publication
	1.2.5	Support and provide, in partnership, a Creative Breaks Time to Live grants programme for unpaid carers in Fife	60 grant applications 50 grant awards 25 grant evaluations
	1.2.6	Work with credit unions, the CDFI and others to promote financial inclusion	50 meetings 3 press releases 3 posters 3 leaflets 5 presentations 1 website
1.3 Organisations are financially robust	1.3.1	Provide shared office and meeting space	4 hubs 25 tenants 2,500 room hires
	1.3.2	Host funding events/surgeries locally, fundraising sessions, form-filling workshops and a large-scale funders event	6 events 4 training sessions 200 participants 4 funders

	1.3.3	Provide information on a range of funding/tendering opportunities	52 e-mail bulletins 200 website/bulletin articles
	1.3.4	Organisations are helped in identifying appropriate sources of funding and in complying with end-of-grant terms	80 organisations 90 funding applications 25 reports for funders
	1.3.5	Organisations have access to an affordable, high quality Independent Examination and payroll service	25 evaluations 50 payroll clients 60 Independent Examinations 6 book-keeping clients
	1.3.6	Provide financial governance support to organisations, including submitting annual returns to OSCR etc.	15 organisations 4 training sessions 20 participants 1 publication
	1.3.7	Promote successes of social enterprises and social enterprise as a way of operating	5 press releases 1 briefing 1 publication 8 website/bulletin articles
	1.3.8	Support community groups/organisations to explore right to buy, asset transfers and similar. Work with public sector colleagues to promote community empowerment.	20 meetings 2 events 3 case studies 10 comm engagemnt consultations 10 stage 1 CAT cases 5 stage 2 CAT cases
	1.3.9	Support organisations with leases/purchasing and managing property/land	1 publication 15 lease support cases 12 property management cases

2. Providing support to, and the promotion of, volunteering		
Outcomes	Activities	KPIs

2.1 More people in Fife benefit from volunteering	2.1.1	Develop marketing strategy, information leaflets etc. to encourage people to volunteer and promote the benefits of volunteering activity and raise awareness of opportunities through e-mail bulletins, local press releases, website, posters, etc.	20 e-mail bulletins 50 tweets 4 press releases 2 publications 15 website/bulletin articles
	2.1.2	Provide an introduction to volunteering presentation (Venture into Volunteering) for potential volunteers and offer presentations to staff teams within organisations/businesses and support local Job Clubs, IT drop-ins and welfare reform hubs	700 participants 100 presentations 20 informal drop-in sessions
	2.1.3	Support volunteers with higher support needs into volunteering	30 clients
	2.1.4	Operate appropriate procedures to match volunteers with opportunities and support individuals to take up placement opportunities	800 volunteers 200 matches 1,000 placements 5 group registration sessions
	2.1.5	Refer potential and existing volunteers to other agencies for support to remove barriers to sustaining volunteering	100 referrals
	2.1.6	Establish project to involve ex-offenders and seek funding for a pilot	1 funding application 8 placements 10 clients
	2.1.7	Young people (under 25) are assisted to volunteer and matched with suitable placements	1,000 certificates 200 clients
	2.1.8	Promote volunteering to older people and/or those due to retire or recently retired	15 participants 2 presentations
	2.1.9	Track and evaluate volunteer experiences to identify progression, e.g. health, confidence, employability etc.	300 evaluations 800 volunteers
	2.1.10	Promote Volunteers Week and develop a range of activities	10 events 20 tweets 4 press releases 4 website/bulletin articles

	2.1.11	Recognise and reward volunteering by hosting a Volunteer Awards Ceremony	15 tweets 3 press releases 260 participants 170 evaluations 15 awards 9 sponsors
	2.1.12	Promote Saltire Awards and the benefits of being involved in Youth Volunteering (12-25 years old), encourage participation to achieve certificates	50 organisations 1,000 certificates 18 schools
	2.1.13	Encourage people to volunteer by developing and supporting the organisation of team challenges	7 case studies 10 team opportunities 7 team challenges
	2.1.14	We support local employers, across sectors, and of varying sizes, to promote and support volunteering within their workforce (employer supported volunteering)	4 case studies 6 organisations 40 volunteers
	2.1.15	Support NHS Fife to build on Investing in Volunteers, working closely with their volunteer champion and volunteer co-ordinators to support and evaluate progress	5 meetings 5 case studies
	2.1.16	Deliver Kingdom Companions befriending service	10 case studies 2 press releases 20 evaluations 50 volunteers 40 matches
	2.1.17	Promote the pledge system and volunteering as part of Fairer Fife Action Plan	3 case studies 25 tweets
	2.1.18	Young people (16-19) at risk of not achieving a positive destination are given tailored support to volunteer and recognise their achievements	40 placements 40 young people
	2.1.19	Promote volunteering as a route to employment as part of Fife's third sector employment consortium – main focus will be on areas of greatest deprivation and those facing multiple barriers to employment	10 presentations 40 informal drop-in sessions 100 volunteers 80 placements

			30 job outcomes 40 referrals
	2.1.20	As a result of our work on Delivering Differently, we deliver specific work and support to people with mental health issues who want to volunteer or volunteer as a route to employment	35 placements 40 clients 15 job outcomes
	2.1.21	Deliver Footcare Fife service – recruiting, training and supporting volunteers to deliver a high quality, safe service	2 case studies 3 training sessions 1 updated website page 1 website section 20 volunteers 3,000 clients 5,000 appointments 12 venues
	2.1.22	Deliver TimeBanking Fife	2 posters 2 leaflets 2 timebanks 1 website 35 members 150 hours credited
	2.1.23	Develop project to prevent lonely people becoming more vulnerable through volunteer-led contact	2 funding applications 1 proposal
2.2	2.2.1	Provide support to organisation on volunteering issues and assist with the development, including relevant policies recruiting and managing volunteers, supervision of volunteering roles, etc.	240 organisations
Volunteering is safe and rewarding through inclusive, meaningful opportunities	2.2.2	Support organisations to achieve Volunteer Friendly Award	10 meetings 5 awards 12 orgs working towards standards
	2.2.3	Work closely with DWP and other partners to make volunteering accessible to those seeking work and receiving benefits	5 meetings 4 press releases 4 training sessions 1 publication

	2.2.4	Support volunteer involving organisations by providing relevant information, signposting for PVG/Disclosure related purposes	50 organisations 1 briefing 3 website/bulletin articles
	2.2.5	Deliver a range of training programmes on volunteer management topics to organisations involving volunteers	15 training sessions 150 participants
	2.2.6	Database of opportunities is up to date	50 new opportunities 200 updated opportunities
	2.2.7	Monitor and evaluate volunteer experiences to establish what benefits have been achieved	10 case studies 330 evaluations
	2.2.8	Facilitate volunteer manager's forum to share good practice, promote networking and engage with key stakeholders	12 e-mail bulletins 4 forum meetings/events
	2.2.9	Promote FVA's volunteering support and development role with partner agencies, potential referrers and other interested groups	150 participants 22 presentations
	2.2.10	Develop national DWP masterclass on volunteering whilst on benefits	3 meetings 4 training sessions 1 publication
	2.2.11	Lead on the volunteering recommendation in Fairness Matters, including establishing Fife50	3 meetings 50 organisations 1 briefing 1 publication

3. Third sector organisations feel better connected and are able to influence and contribute to public policy			
Outcomes	Activities	KPIs	
3.1 Fife's third sector is supported to have a strong voice and their contribution	3.1.1	Attend and actively participate at relevant Fife Community Planning Partnership (CPP) meetings	500 meetings
	3.1.2	Facilitate and support voluntary sector forums: health and social care, children's services, mental health, Fife Third Sector Strategy Group and employability	1 event 1 updated website page 30 forum meetings/events

is recognised and valued by the CPP	3.1.3	The sector has opportunities to contribute to consultations and policy development and FVA informs the sector about relevant consultations, survey monkeys and policy developments in a timely manner	15 website/bulletin articles 15 consultations promoted 5 consultations supported
	3.1.4	Produce briefing report for community planning partners and publish on our website	1 briefing
	3.1.5	Facilitate opportunities for CPP partners to gain better understanding of the TSI and the sector	8 meetings
	3.1.6	Promote and support local community planning and associated structures	25 meetings 10 events
3.2 The third sector is fully involved in the delivery of high quality public services	3.2.1	Engagement in, and support for, the Third Sector Strategy Group to facilitate implementation of a variety of thematic policies	2 events 10 website/bulletin articles 1 website section 1 forum meetings/event
	3.2.2	Provide FVA performance reports to Fife's Third Sector Strategy Group and seek feedback and challenge	2 publications
	3.2.3	Support public sector partners in their review of third sector service provision with a view to improving service delivery and securing further investment in third sector public service provision	2 reviews supported
	3.2.4	Promote and support the content, values and ambitions of the Plan 4 Fife as well as the Fairness Matters report and recommendations within the third sector	20 meetings 2 events 12 tweets 2 publications 6 website/bulletin articles
	3.2.5	Support, and in some cases lead on, Community Learning and Development strategy and planning, including uptake of National Standards for Community Engagement	10 meetings 2 events 2 training sessions 2 publications
	3.2.6	Explore opportunities for developing community transport solutions locally	8 meetings
	3.2.7	Work with Fife Council and partners to distribute Fairer Fife funding for maximum impact	5 meetings 3 website/bulletin articles

3.3 Fife's third sector is supported to fully participate in community planning and related structures	3.3.1	Support health and social care (H&SC) integration, including redesign of services	18 meetings 4 events 21 website/bulletin articles 10 forum meetings/events
	3.3.2	Support, and in some cases lead on, community justice partnership work, specifically through newly established third sector forum	8 meetings 2 e-mail bulletins 8 website/bulletin articles 4 forum meetings/events
	3.3.3	Support, and in some cases lead on, Opportunities Fife, Fife ETC and other local employability partnership work, including employer engagement and careers fairs to promote volunteering and the sector as an employer	40 meetings 10 careers events
	3.3.4	Support, and in some cases lead on, Digital Participation and reducing digital exclusion, including promoting public wifi and upskilling people	4 meetings 1 event 4 training sessions 1 reports produced
	3.3.5	Support, and in some cases lead on, advice, information and rights services through Fife Advice, Information and Rights Forum	6 meetings 2 events 1 reports produced
	3.3.6	Explore opportunities to collect, share and report on non-personal data within the third sector	8 meetings 2 new projects 1 reports produced
	3.3.7	Support emergency planning activity by harnessing third sector resources and skills	8 meetings 1 new project 1 reports produced
	3.3.8	Work closely with partners to deliver section 4 in the Plan 4 Fife – Community-led services, particularly: culture change, collaborative working and learning, and information sharing	15 meetings 8 events
	3.3.9	Promote community focussed aspects of the Plan 4 Fife, ensuring third sector involvement and skills in: participatory budgeting, national standards for community engagement, the Place Standard etc.	4 events 4 training sessions

			2 publications 15 website/bulletin articles
	3.3.10	Lead on and coordinate Delivering Differently review of mental health and employability services in Fife	20 meetings 3 training sessions 2 reports produced

4. We are recognised for excellence			
Outcomes	Activities		KPIs
4.1 Our people are more skilled and are supported to deliver high quality services	4.1.1	Hold regular staff and team meetings for sharing information, personal development and problem solving	10 full staff meetings 40 team meetings
	4.1.2	Adopt Healthy Working Lives	8 events 1 strategies/plan
	4.1.3	Review skills matrix and staff structure to ensure we can deliver against our plans, implementing training where required	2 publications
	4.1.4	Operate effective and consistent support and supervision system with annual performance appraisals	180 support & supervision sessns 30 annual performance meetings
	4.1.5	Review staff handbook and terms and conditions of service as well as policies in accordance with review dates	6 policies developed 10 policies reviewed
	4.1.6	Build on Volunteer Friendly (VF) Award – seek continuous improvement	4 events 4 forum meetings/events 1 strategies/plan
	4.1.7	We review our development plans for staff, volunteers and Board members	1 consultation 20 training sessions 1 publication 20 evaluations
	4.1.8	Review Board make-up and seek to recruit new Directors to fill any identified gaps	1 training session 6 applications

	4.1.9	Hold Board of Directors meetings regularly as well as relevant Sub Group meetings	6 meetings 6 HR meetings 8 finance meetings
	4.1.10	Review ICT infrastructure and support arrangements	1 reports produced
	4.1.11	Staff attend relevant national meetings, events and forums	8 nat meetngs/evnts-capcty bldng 10 nat meetngs/evnts-volunteering 30 nat meetngs/evnts-other
	4.1.12	Staff attend conferences, training or other learning events	100 sessions attended
4.2 We can demonstrate the difference we make	4.2.1	Maintain and review evaluation system to focus on outcomes and end-user experiences	30 case studies 400 evaluations 200 helpdesk tickets 130 tickets closed within 3 days 180 tickets acknowledged < 1 day
	4.2.2	Collect feedback from clients, respond accordingly and produce summary report with improvement actions	1 publication 500 returns
	4.2.3	Develop FVA Portal to support staff to efficiently support clients and record activity	3 training sessions 5 website sections
	4.2.4	Publish an annual report on performance	1 publication
4.3 We seek to improve our financial stability	4.3.1	Develop new project proposals which meet with our objectives and local need	5 new projects
	4.3.2	Research possible sources of funding	10 funding applications
	4.3.3	Generate income from meeting room hire, desk hire, office space hire and tenant services	25 tenants 2,500 room hires
	4.3.4	Hold monthly internal financial management meetings to review all aspects of financial performance	12 meetings