



# Brief Summary Report on 2016 - 17 Achievements



# Introduction

This brief document is designed to give readers an overview of the range of activities we undertook during the financial year 2016 - 17. It is based on information submitted to our funders through our operational workplan and evaluation data.

*Almost all of the support we offer is provided at no cost.*

## **Background**

Fife Voluntary Action (FVA) is the third sector interface for the Fife Council area. We are an independent charity that receives funding from key public sector agencies to ensure the third sector is robust, resilient and delivers high quality services for the people of Fife.

We support, develop and represent community groups, voluntary organisations, social enterprises and volunteering. We have 35 staff members covering these activities across Fife, operating from our offices in Glenrothes, Cupar, Leven and Kirkcaldy. We provide a wide range of support to third sector organisations and have expertise in a wide range of skills and topics including governance, funding, legislation, policy, volunteering, managing people, planning and problem solving. Almost all of the support we offer is provided at no cost.

FVA was formed in 2012 through the merger of CVS Fife, Volunteer Centre Fife and VONEF.

We receive core funding from the Scottish Government and Fife Council to provide four key functions:

- support, develop and represent the third sector;
- support, develop and represent social enterprises;
- support, develop and represent volunteering;
- support and promote third sector engagement with the Community Planning Partnership.

# Operational Workplan 2016/17

Each year, we produce an annual operational workplan that sets out the activities we aim to undertake during the financial year, in furtherance of our strategic objectives.

The workplan sets out key performance indicators and targets for the year and we include project activity which helps to improve reporting, monitoring and accountability to our core funders - Scottish Government, Fife Council and NHS Fife.

A variety of successful funding packages have allowed us to provide some specific project activity covering health and social care, reducing inequalities and employability.

Our workplan for 2016-17 consisted of the following key themes, outcome areas and activity numbers:

Key Themes	Outcome Areas	Activity Totals
1 Third sector organisations in Fife are well governed, managed and deliver quality outcomes	3 key outcomes	29 activities
2 Provide support to, and the promotion of, volunteering	2 key outcomes	29 activities
3 Social enterprise develops and grows	1 key outcome	19 activities
4 Third sector organisations feel better connected and are able to influence and contribute to public policy	3 key outcomes	27 activities
5 Fife Voluntary Action is recognised for excellence	4 key outcomes	37 activities
<b>Totals</b>	<b>13 key outcomes</b>	<b>144 activities</b>

## The 12 month progress update we submitted to our funders reported the following:

41 activities (29%) were completed and all targets were achieved

33 activities (23%) are ongoing and/or most targets were achieved

66 activities (47%) made good progress towards targets but targets were not fully achieved

1 activity (1%) made limited progress and the target was not achieved

At the end of this brief document you'll find a link to the full operational workplan for 2016-17, showing all of the activities and achievements.

# Selected Highlights

Below, we list some selected highlights and numbers from the report. Please note that this is not an exhaustive list of our achievements during the year, just **some examples to give a flavour of what we did.**



## Austerity Affecting Communities and the Third Sector

We've been supporting the third sector in Fife face considerable challenges, not least reductions in funding and increased demand for services. Our key focus in developing capacity within the third sector has been around:

- Tackling poverty and inequality;
- Improving the quality of life in local communities and for individuals;
- Better access to improved health and social care services;
- Building a strong local economy through partnership working;
- Building a sustainable society through growing employability opportunities;
- Transforming local services to work more effectively.

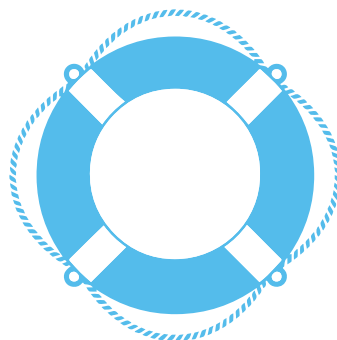
### Some specific achievements during the year include:

- support and advice to 56 organisations with 61 funding applications securing £1.879m;
- 613 organisations received capacity building support and advice;
- 20 organisations received intensive crisis support;
- We handled 17,895 enquiries during the year.



**61**

funding applications secured a total of £1.879m



**20**

organisations received intensive crisis support



**17,895**

enquiries



## Communicating and Sharing Information on Best Practice, Funding and more

- **over 214 e-mail bulletins** sent to over 2,000 people in Fife's third and public sectors;
- 1,941 information articles on our website about funding, training and employability opportunities;
- **347 people** attended **33 different training courses**;
- launched a **new e-mail bulletin** for volunteers and potential volunteers during the year with **1,700 subscribers** by March 2017;
- There were **109,113 web sessions** (not page hits, which is considerably higher) on our website;
- 2,777 third sector organisations in our directory.

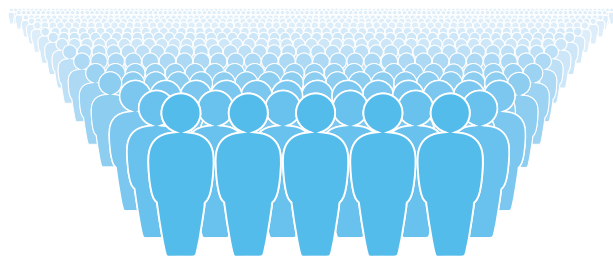


**1,941**  
information articles



## Promoting and supporting volunteering

We continue to promote volunteering across the population of Fife, encouraging people to volunteer in the third and public sectors in Fife. Many people volunteer without registering with FVA - using information and contact details on our website and bulletins, for example. We had **598 people register** with us during the year for specific support to become volunteers and we matched 1,668 volunteers to opportunities throughout Fife. We provided **intensive support to 55 people** with higher support needs to become active volunteers. We also awarded **840 Saltire youth volunteering certificates** to young people across Fife.

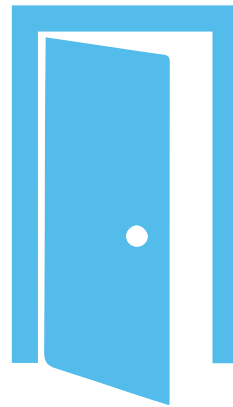


**1,668**  
volunteers matched to opportunities



## Supporting people into work

FVA plays a leading role in supporting third sector employability provision in Fife, working closely with the third sector consortium we developed and Opportunities Fife Partnership. As well as the significant strategic role we play, we've also developed projects to complement partnership activity and support people into employment. Volunteering is a supportive route to employment for people and during the year we held **36 employability drop-in sessions** and had 71 employability placements, resulting in **34 secure job outcomes**.

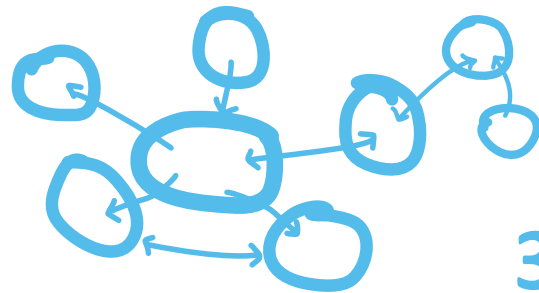


**71**  
employability placements



## Supporting Community Planning

Community Planning activity featured high in the workplan with over 300 meetings regularly attended by various members of the staff team. We facilitated and supported 37 different voluntary sector forums including health and social care, children's services, Third Sector Strategy Group and employability, ensuring that the local third sector voice is heard where and when it needs to be and secures representation on a variety of partnerships.



**37**  
different forums facilitated and supported



## Embracing new legislation

The implementation of the Community Empowerment (Scotland) Act has allowed us to work closely with public sector partners to develop fair policies and systems for encouraging empowerment, including asset transfers. FVA will be involved in the appraising any expressions of interest coming from local communities wishing to take over a building or land. We supported Fife Council with the planning and execution of a Community Asset Transfer Information Event with **85 attendees** from **various community bodies**.



Planning and execution of a Community Asset Transfer Information Event



## Incubation and New Startups

During the year we supported 14 new social enterprise startups, a 100% increase on the previous year.

2016/17 saw us successfully floating off Fife Centre for Equalities as a new, standalone, independent charity. FCE was started in partnership between Fife Council, NHS Fife and FVA and was initially a project of FVA. FCE is now entirely separate to FVA and we have no control or say over what FCE does – they have their own board, staff and funding relationships now, all of which are 100% focussed on equalities. We continue to work with FCE on a range of projects and are enjoying watching them go from strength to strength.

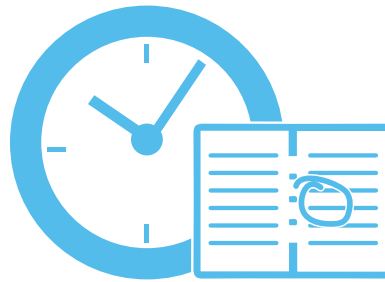


We successfully floated off a new, standalone, independent charity



## Filling Gaps in Services

Recognising the need to address inequalities particularly around health and social care and the reduction in available NHS services, FVA established, in partnership with NHS Fife and Fife Health and Social Care Partnership, a toenail clipping service in 2014 which has grown considerably during this year providing over **2,000 appointments** with **18 specially trained volunteers**.



toenail clipping:  
over 2,000  
appointments



## Fairer Fife

The end of the financial year saw us deliver a third sector conference in partnership with Fife's Third Sector Strategy Group: "Towards a Fairer Fife", the purpose of which was to engage with the sector and develop an agreed strategic approach in tackling poverty and promoting fairness. **Over 100 third sector representatives attended**. A conference report will be available on our website before the end of June.




Engaged and  
developed a strategic  
approach to tackle  
poverty and promote  
fairness



# Further Reading

We've published our full operational workplan, showing all key activities (over 140 of them), the key performance indicators, targets and achievements for the period April 2016 to March 2017.



supporting, developing and representing community groups, voluntary organisations, social enterprises and volunteering

[www.fivevoluntaryaction.org.uk/downloads/FVA\\_Workplan\\_201617\\_year\\_end.pdf](http://www.fivevoluntaryaction.org.uk/downloads/FVA_Workplan_201617_year_end.pdf)

**Operational Workplan for 2016/17**  
**12 Month Progress update**

Last updated: 01 May 2017

Operational Workplan 2016/17

**Introduction**  
Our operational workplan sets out the activities we aim to undertake during the financial year, in furtherance of our strategic objectives. The workplan also sets out key performance indicators and targets for the year.

**Background**  
Five Voluntary Action, social enterprises, voluntary organisations, social enterprises, and volunteering.

**Development of the workplan**  
The Board and I have held a number of meetings and discussions with stakeholders and this has influenced the workplan. We are committed to keeping stakeholders updated on our progress.

**Accountability**  
The CEO is the person who will report on the workplan to the Board.

Last updated: 01 May 2017

Operational Workplan 2016/17

1. Third sector organisations in Fife are well governed, managed and delivery quality outcomes		Common Services	Key Performance Indicators	2016/17 31 March 2017	2017/18 31 March 2018	
1.1	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.	5.3, 5.8	180 meetings 35 events 4 consultations 2 surveys	361 80 8 1	50 11 4 2
	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 etc.	3.1, 3.3, 3.6, 3.7, 3.8	12,000 enquiries 650 organisations 20 case studies	17,895 613 18	12,000 550 15
	1.1.3	Provide extensive one-to-one support to organisations in need of help or through crisis.	3.1, 3.3, 3.7, 3.8	40 organisations	20	40
	1.1.4	Provide support to organisations in their recruitment of board members.	1.14, 3.7	2 events 30 organisations 12 completed bustles New website area in progress	4 25 8 n/a	1 25 n/a -
	1.1.5	Promote, deliver and evaluate a range of appropriate training opportunities through consultation and needs analysis.	3.4, 3.6	1 training needs analysis 2 training programmes 12 training e-mail bulletins 10 training sessions held 130 participants	9 1 11 50 387	1 3 30 50 600
	1.1.6	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.	3.11, 5.4	80 e-mail bulletins 6 policy briefings 1,500 tweets 30 press articles	90 17 471 (1,812 followers) 34	60 8 1,200 20
	1.1.7	Produce information briefings on, and for, the local sector, on thematic topics such as welfare reform, services for children, older people etc.	3.1, 4.8	15 briefings	11	8
	1.1.8	Develop a directory of third sector organisations, with core data fields completed in the Mito database.	5.1	1,000 organisations in Mito	2,777 reviewed and update	3,100

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We've also published our workplan for the current year (April 2017 to March 2018) setting out our targets for the current year: [https://www.fivevoluntaryaction.org.uk/downloads/FVA\\_workplan\\_201718.pdf](https://www.fivevoluntaryaction.org.uk/downloads/FVA_workplan_201718.pdf)

