

Welcome to Interface Network Meeting

09 February 2012
Edinburgh Training and Conference Venue

AGENDA

Morning session

- 1.VAS information update
- 2.Scottish Government update
- 3.Strategic review of Community Planning
- 4.Reporting and monitoring update

AGENDA

Afternoon session

- 1.SVA & MILO update
- 2.Breakout session:
 - MILO lead officers
 - Change Reshaping Care for Older People (presentations with Q&A/discussion)

VAS update

- VAS is now a registered charity
- Website and e-bulletin
- Funding Distribution Proposal
- Values and services
- Research:
- TSI workforce analysis
 - Training needs analysis

VAS update

Representations:

- The Gathering
- Social Enterprise Exchange
- LTCAS Welfare Reform

TSI Leadership training

MV and Saltire Awards

Reporting and monitoring

SG update

Scottish Government update

Third Sector Unit

Group discussions

Strategic Review of Community Planning

Scottish Government are reviewing community planning, so this is an opportunity for TSIs to feed in to that process and hear about community planning in other areas.

Jointly facilitated by Improvement Service and VAS

Community Planning

Purpose of National Review

- Setting clear ambitions for community planning
- Localisation and supporting vulnerable people and communities to improve outcomes
- Working better with community and voluntary organisations
- Reducing inequalities and failure demand

Community Planning

Key Questions

- What goes well at present and what factors facilitate that?
- What goes badly at present and what are the barriers and obstacles to effective partnership?
- What key improvement actions do public sector partners need to take to strengthen partnering and make it more effective?
- What key improvement actions do community and voluntary sector partners need to take to strengthen partnering and make it more effective?

TSI Reporting

Context:

- over **568** staff (**42%** were part-time)
- **890** volunteers
- **31,000** locally-based organisations identified
- **Key Sectoral Issues:**
Funding, sustainability, commissioning, unemployment, youth employability (and links with Volunteering), and ageing population.

TSI Reporting

Context:

- **Other Sectoral Issues:**
Single Outcome Agreements, Change Funds (RCOP and others), asset acquisition and transfer from the local authority, mergers and partnership working, governance
- **Internal Issues:**
“the Interface being a new entity”

TSI Reporting

Supporting to volunteering:

- **MV award:** 4696 registrations; 1686 MV 50 hour awards; 1338 MV 100 hour awards; and 548 MV 200 hour award
- **Saltire award:** 118 Challenge; 55 Approach; 236 Ascent and 9 Ambassador
- 34726 volunteering enquiries
- 11403 placements
- Over 20,000 known volunteering opportunities (2584 new)

TSI Reporting

Support to Social Enterprises:

- The pattern of SE support reported varies
Examples: advice services, training, tender assistance, hosting meetings, build partnership working, networks etc.
- Around 25% of Interfaces had or were appointing Social Enterprise specific staff
- **Referrals:**
Just Enterprise Programme (795)
The Social Entrepreneurs Fund (478)
The Growth Fund (1002)

TSI Reporting

Support to Voluntary and Community Sector:

- **46,699 enquiries**
- **5,245 consultancy** and/or **one-to-one support**
- **1817 organisations** received **training**
- Focus on organisational development and good governance

TSI Reporting

Engagement with Community Planning:

- All 32 Interface reports confirmed involvement in Community Planning
- *With some concerns about relationships with key individual CP partner agencies*

Common themes and shared strategic agendas

E.g. Strong alignment with National Outcomes

TSI Reporting

Getting ready for end-of-year return.....

- Revised guidance with focus on outcomes
- Survey monkey (instead of PDF)
- Questions on MS Words for collating data
- Available on VAS website
- Submitted by 30 April 2012
- No appendices please!
- Will be published on SG website

SVA update

SVA & MILO update

*Jointly delivered by Paul White, SCVO and
Kenny Murphy, VAS*



- Progress to date
- Roll-out across TSIs
 Phased approach
 Training
- Benefits of using Milo
- Communications
- Questions and clarifications

SVA
SUPPORTING VOLUNTARY ACTION



Progress

- 'Hands – on' Sessions
- Draft Data Rules distributed
- Common Approach Guide – published
- Lead Officers Identified
- Mapping to Milo Published



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More Progress

- Milo - In User Acceptance Testing (UAT)
 - bug and glitch identification
 - bug fixing
- Implementation Fund released
- Data Cleansing?



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Roll-out and Training

Roll-out plan in development

- phased roll out which includes training
- initial training in Milo use
- System HELP!
- support network of 'experts'
- refresher training
- Helpdesk



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Business Benefits for TSIs in Action

- Anytown Organisation contacts CVS for support on fundraising
- From Milo:
 - Identify what contact others within the TSI have had and on what issues
 - See what training they have attended
 - See the profile of their organisation
 - See whether they have any volunteers, or volunteer opportunities
 - See if they are a member – (and if not, attempt to recruit them)
 - Use Advice Check to analyse their needs
 - Fundraising support accessed; additional needs identified
- TSI benefits from coordinated picture of support provided
- Organisation benefits from joined-up service provision



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Business Benefits of Milo

Better, more robust intelligence on local sector through standardised data gathering

Ability to share intelligence nationally and build profile of third sector

Improved customer service through more joined-up and accurate system

Strengthens coherence within local TSI – staff from all components working off same platform

Less time spent gathering information that is already available: releasing resources to delivering services



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Benefits for organisations

- Even more visible to potential customers
- Get more joined-up service from TSIs
- Access, through the TSI, to high quality tools
- Identification of other organisations doing similar work



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Challenges

- Further change management
- Changing systems may seem slow initially
- New ways of working
- Benefits may not be apparent initially
- Training
- Integration with other working practices
- Need to continue to invest and support



How are we communicating with everyone?

VAS Networking Meetings

Regular update including presentation and question and answers

Frequently Asked Questions

- updated regularly
- accessed from the front page of the SVA website
- highlighted in SVA bulletin

Fortnightly updates in the SVA e-bulletin

Distributed to more than 600 people
Shared with Voluntary Action Scotland

Weekly communication with Pilot organisations

Coming Soon...

Experiences from the pilots
Blog



Ask us anything about Milo!

- supportingvoluntaryaction@scvo.org.uk
- Kenny Murphy – product owner
- Gavin Bell – training and support
- Sally Dyson – programme manager
- Paul White – networks director

Discussions

This room

Reshaping Care for Older People Change Fund (presentations with Q&A/discussion)

Third floor, room 3.5

MILO session