

Third Sector Interfaces Common Values, Approaches and Services

Mission

We want to see and achieve the best outcomes for the people and communities of Scotland

Common Outcomes

More people have increased opportunity and enthusiasm to volunteer.

Volunteer involving organisations are better able to recruit, manage and retain volunteers.

Social enterprise develops and grows.

Third sector organisations are well run and deliver quality services.

Different organisations and sectors are more connected and understand each other better.

Third sector organisations feel better able to influence and contribute to public policy.

Third Sector Interfaces are well run and quality driven organisations.

Common Values

Leadership

We are confident in, enthusiastic about and proud of the contribution that third sector organisations and volunteers make to Scotland's communities.

We will lead by example so that our work will have a positive impact.

Collaboration

We believe that the third sector is strongest when it works together and that its future will be shaped through collaborative working. This will be key to the way we work.

Integrity

We aim to be ethical, honest and open in the way we work; and use time, money and resources effectively.

Diversity

We value the diversity of the third sector and work in an impartial manner using the assets of the communities, groups and individuals we support as best we can.

Equality

We ensure that no one is denied opportunities because of their age, disability, race, religion or belief, sex, sexual orientation or gender identity.

Excellence

We will pursue excellence in all that we do, in order to provide the best possible support and leadership to the third sector.

Definitions:

Stakeholders include third sector organisations, volunteers, volunteer involving organisations, partners (including the private and public sectors), funders, individuals and communities.

The Third Sector is made up of community groups, voluntary organisations, charities, social enterprises, co-operatives and individual volunteers (wherever they volunteer). An organisation is regarded as being in the third sector if it:

- *has a positive community purpose*
- *run by an unpaid (or mostly unpaid) committee*
- *is not principally set up to distribute profit to shareholders*
- *is not run by or affiliated to a political party or a government body*

“A Social Enterprise is a business with primarily social objectives whose surpluses are principally reinvested for that purpose in the business or in the community, rather than being driven by the need to maximise profit for shareholders and owners”
(a widely used definition from UK Department of Trade and Industry)

Common Approaches

To undertake our work we will:

Intelligence and Understanding

- Understand the landscape and impact of community, third sector and volunteering activities in our local area by collecting intelligence and maintaining a database of local third sector organisations, volunteers and volunteering opportunities, including the Milo Core Minimum Fields.
- Use the intelligence to develop and deliver services in response to community need.
- Engage relevant stakeholders in the design, delivery and review of policies and services.

Communication and Promotion

- Develop communications strategy and plans to improve our reach with stakeholders, to raise our profile, to promote our services and values. The communications plans will take consideration of the range of needs of different audience groups.

- Promote the impact the sector has on the communities we live in.
- Communicate the interests of communities to wider stake holders.

Partnership Working

- Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.
- Engage local community representatives, Councillors, MSPs, MPs and others.
- Work positively with Voluntary Action Scotland and our peers in the network.

Equalities

- Develop flexible responses to meet different needs; e.g. opening times, drop-in facility, outreach locations, telephone helplines and online facilities.
- Make our services, publicity materials and premises as accessible as possible.
- Be proactive in engaging all of our stakeholders.
- Focus limited resources towards those who need them most.

Internal Management

- Use EFQM to develop and maintain organisational quality.
- Ensure a good working environment, good conditions of employment and recognition for people's contribution.

Common Services

We believe there is a need for Third Sector Interfaces to offer a portfolio of Common Services in every area around the country. These services may be offered in different ways to suit the needs of the local communities, but our clients and stakeholders should expect to be able to access a quality service regardless of which of Scotland's 32 local authority areas they operate in.

Some of the common services may have a fee associated with them (set by the individual TSI), where this is the case we are committed to ensuring that fees are reasonable and transparent, and do not impact on the ability of our clients to use the common services.

The services are below divided into four sections based upon the themes of Scottish Government funding. Some services will support more than one theme – these are allocated against the theme they are likely to make the biggest contribution to.

Volunteering

	Individuals interested in volunteering should expect:	TSIs may deliver this through:
1.	To have access to quality online opportunities, providing a choice of placements with up-to-date information	Milo / VBay
2.	To have access to the Saltire award for volunteering if they are they are 25 or under	Promotion in schools and colleges Encouraging organisational take up
3.	That a procedure is in place for giving feedback and getting support in resolving any difficulties on their placement	Survey of volunteers Follow up questionnaires Visiting placements
4.	That volunteer opportunities meet the needs and expectations of a broad/diverse range of potential volunteers	Working with organisations to create positive opportunities Setting up a range of volunteering opportunities directly Supporting volunteers with additional needs
5.	To have access to guidance and support in securing placement if required	Specialist advice for volunteers with additional support needs Pre-volunteering training Generic matching service
	Organisations that do, or wish to, involve volunteers should expect:	TSIs may deliver this through:
1.	To have access to guidance and support on developing and providing quality volunteering placements and practice	Good practice models Training Toolkits
2.	That help is available to assess and meet their volunteering needs	Evaluation of services / need Production of action plans
3.	That a framework is in place to network and discuss volunteering issues	A Volunteer Managers Network Online space Conference Calls
4.	There are opportunities to use quality standards in volunteering	Investing in Volunteers Volunteer Friendly Award

5.	Support to advertise their opportunities	Marketing support Inclusion on Milo Volunteering Promotion Events
	In addition to this we will:	TSIs may deliver this through:
1.	Seek to ensure volunteering is embedded into social policies within local authority	Developing a volunteering strategy for the local area in SOA and CLD Community Planning
2.	Promote and inspire people to volunteer	Marketing strategy Engagement with partners Saltire
3.	Promote personal development through volunteering	Employability Projects Health & Wellbeing Projects Youth Projects
4.	Encourage & support a diverse range of volunteers to sit on Boards / Committees of voluntary organisations	Promotion Training
5.	Seek to Develop new volunteering opportunities in response to volunteer demand	One off / short term volunteering Volunteering “tasters” Internal projects In partnership with others

Support to Third Sector Organisations

	Groups and organisations should expect that we will:	TSIs may deliver this through:
1.	Support them to set up a new organisation or a charity with an appropriate legal structure, to understand their obligations under Charity Law, and to help existing groups review their structure	Training One to one advice “How 2” guides and templates Signposting
2a.	Support them to identify potential income streams, and to diversify their income base	Develop financing strategy Consider SLAs and contracts Access to different grants
2b.	Provide a service to help them identify and apply for suitable grants.	Online search Grantfinder
3.	Help them with their organisational planning and development	Help to design projects in response to community need Organisational planning days Leadership training Signpost to specialist support
4.	Help them recognise future opportunities and risks and develop suitable responses	Briefings Training
5.	Help them identify and make improvements within their organisation	Health Checks Quality Standards
6.	Give them advice on achieving good governance	Training One to one advice Group work
7.	Support them in managing organisational changes and to respond to difficult situations	Pro bono arrangements with solicitors / accountants HR Advice for redundancy Representation to Council, etc. Secondment of staff Change planning
8.	Encourage and support community research and engagement	VOICE training

		Promoting standards for community engagement
9.	Provide support to meet their PVG obligations	Providing training Offering an “Intermediary” or “Trusted Partner” service with CRBS Promoting the need for PVG checks.

	In addition to this we will:	TSIs may deliver this by through:
1.	“Horizon scan” for the sector and communicate with them, ensuring they are aware of changes in policy, law and environment.	Policy workers newsletters / e-bulletins

Social Enterprise

	Socially enterprising organisations should expect that we will:	TSIs may deliver this by through:
1.	Provide information for local organisations to access contract and business opportunities	Including details in newsletters / e-bulletins Direct encouragement of groups to bid
2.	Give help to set up appropriate structures for social enterprise	Providing advice / support on structures Giving basic guidance on taxation Emphasising rules on “non-primary trading” for charities.
3.	Signpost to other support services and financing, including local services and those funded by Scottish Government nationally.	Links on website Inclusion in advice services
4.	Provide networking opportunities to share good practice and encourage joint commissioning	Having a Social Enterprise Network Online space Events
5.	Enable provision of business advice	In house delivery Referrals to Business Gateway / Just Enterprise / Other

	In addition to this we will:	TSIs may deliver this through:
1.	Communicate what social enterprise is and promote its value to our communities	Reports Briefing Notes Presentations
2.	Encourage and support other organisations to be more enterprising	Identify opportunities for enterprise Promoting successful enterprising activity
3.	Network with the private sector to create value and understanding	Being a member of Chamber of Commerce Working with Federation of Small Business
4.	Support increased use of social enterprises by the public sector / public.	Encouraging use of Public Social Partnerships Encourage use of Community Benefit Clauses Promotion to local communities Social Enterprise Directory

The Third Sector Interface

	The third sector should expect that we will:	TSIs may deliver this through:
1.	Advocate the role of the third sector in the design and delivery of social policy and services.	Taking part in planning processes Demonstrating impact of third sector projects
2.	Involve them in planning processes	Encouraging other third sector organisations to take seats at planning tables Encouraging planners to consider a wider discussion with the sector
3.	Provide opportunities for organisations to network and take joint action with regards services, public policy and creating change	Policy Committee Thematic networks Third sector forum
4.	Be accountable to them	Membership Formal engagement structures
5.	Support the sector to influence policy discussions	Ensure partner consultation is meaningful Provision of timely information Bringing together joint responses
6.	Communicate policy information to them in a clear fashion and timely manner	E-bulletins Newsletters Briefing Notes

	Other partners should expect that we will:	TSIs may deliver this through
1.	Seek to ensure the third sector contributes effectively to the design and delivery of social policy	Attending CPP and other meetings or ensuring that other suitable third sector representatives attend. Making positive, useful contributions that add value for communities
2.	Bring extensive knowledge of the third sector to partnerships	Knowing the organisations that contribute to partnership outcomes and providing this information in useful formats

3.	Provide them with regular updates on the activity of the TSI and the third sector	Submission of six monthly TSI reports Annual review of the third sector
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