Third Sector Interfaces
Common Values, Approaches and Services 2014/15

Mission

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

Common Outcomes

1a. More people have increased opportunity and enthusiasm to volunteer.
1b. Volunteer involving organisations are better able to recruit, manage and retain volunteers.
2. Social enterprise develops and grows.
3. Third sector organisations are well governed and managed to deliver quality outcomes.
4. Third sector organisations feel better connected and are able to influence and contribute to public policy.
5. The Third Sector Interface is well governed, managed and effective.

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 real or perceived age, disability, race, religion and belief, sex, sexual orientation or gender reassignment, marriage and civil partnership or pregnancy and maternity.
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*
- *is 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 strategies and plans to improve our reach with stakeholders, to raise our profile and 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 stakeholders.

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.

1. Volunteering

	Individuals interested in volunteering should expect:	TSIs may deliver this through: (these are examples only to demonstrate how TSIs could deliver)
1.1	To have access to quality volunteering opportunities, providing a choice of placements with up-to-date appropriate information.	Milo I-frames Volunteer Scotland site Other information services Drop in centres Drop ins/appointments
1.2	To be able to gain the Saltire award for volunteering if they are aged between 12 and 25 years.	Promoting widely e.g. schools, colleges, community groups, uniformed groups, youth groups Encouraging organisational take up Providing information to individuals
1.3	That a procedure is in place for them to give feedback and get support in resolving any difficulties on their placement.	Survey of volunteers Follow up questionnaires Visiting placements Evaluation process
1.4	That a broad/diverse range of volunteer opportunities are available to meet their needs and expectations.	Working with organisations to create volunteering opportunities that meet demand Providing a range of volunteering opportunities directly Supporting volunteers with additional needs
1.5	To have access to guidance and support in securing a placement if required.	Pre-volunteering training Generic matching service Mentoring, buddying
	In addition to this we will:	TSIs may deliver this through: (these are examples only to demonstrate how TSIs could deliver)
1.6	Seek to ensure volunteering is embedded into public policies within community planning.	Developing a volunteering strategy for the local area
1.7	Promote and inspire people to volunteer.	Marketing strategy Engagement with partners Saltire Social media Targeted marketing Events/volunteer week

1.8	Promote personal development through volunteering	Employability projects Health and wellbeing projects Youth projects Curriculum for excellence Links with further and higher education
	Organisations that do, or wish to, involve volunteers should expect:	**TSIs may deliver this through:** (these are examples only to demonstrate how TSIs could deliver)
1.9	To have access to guidance and support on developing and providing quality volunteering placements and practice.	Good practice models Training Toolkits One to one support
1.10	That help is available to assess and meet their volunteering needs.	Evaluation of services / need Production of action plans Training Quality standards
1.11	That a framework is in place to network and discuss volunteering issues.	A Volunteer Managers Network Online space Conference calls
1.12	There are opportunities to use quality standards in volunteering.	Quality Standards
1.13	Support to advertise their opportunities.	Marketing support Inclusion on Milo Volunteering Promotion Events Latest opportunity emails Newsletters
	In addition to this we will:	**TSIs may deliver this through:** (these are examples only to demonstrate how TSIs could deliver)
1.14	Encourage and support a diverse range of volunteers to sit on boards / committees of voluntary organisations.	Promotion Training Partnerships e.g. colleges, private sector
1.15	Seek to develop new volunteering opportunities in response to volunteer demand.	One off / short term volunteering Volunteering 'tasters' Internal projects Partnership with others

2. Social Enterprise

	Enterprising third sector organisations should expect that we will:	TSIs may deliver this through: (these are examples only to demonstrate how TSIs could deliver)
2.1	Provide information for local organisations to access contract and business opportunities.	Direct encouragement of groups to bid Website – links to portals for contracts / social media Trade Events Promoting procurement, joint commissioning or tendering opportunities
2.2	Give help to set up appropriate structures for social enterprise.	Provide/signpost to advice/support on structures suitable for social enterprise Templates Toolkits Training
2.3	Signpost them appropriately to advice and financing support both locally and nationally.	Links on website and social media Referral to other orgs One to ones Joint events e.g. market places
2.4	Provide networking opportunities to deliver, influence and learn.	Having a Social Enterprise Network or other networks for social enterprise Encourage joint working/joint design and delivery of trading services Online space Events and training
2.5	Understand local needs around business development and provide or refer organisations to appropriate learning opportunities.	In house delivery Referrals to Business Gateway/Just Enterprise/ other Sharing good practice Training Website/social media information updates
	In addition to this we will:	**TSIs may deliver this through:** (these are examples only to demonstrate how TSIs could deliver)
2.6	Communicate what social enterprise is and promote its value.	Reports Briefing Notes Presentations Social and broadcast media

		Press, news, media releases, blogs Newsletters, ebulletins Events, workshops
2.7	Promote enterprising activity and encourage third sector organisations to be more enterprising.	Identify opportunities for enterprise Promoting successful enterprising activity (case studies, success stories, good practice) Assistance with feasibility Studies Events
2.8	Network and work in partnership with the private sector to create value and understanding and to increase trading between enterprising third sector organisations, third sector organisations and the private sector.	Being a member of / link to the Chamber of Commerce, Federation of Small Business and other networking organisations Networking receptions Promoting good practice/testimonials Making links between individual private/social enterprises
2.9	Support increased use of social enterprises by the public sector / public.	Encouraging use of Public Social Partnerships Encouraging use of Community Benefit Clauses and Corporate Social Responsibility Promoting to local communities Developing/publishing a local Social Enterprise directory Raising awareness of 'below threshold' products and services they can purchase from third sector (quick quotes)

3. Support to Third Sector Organisations

	Groups and organisations should expect that we will:	TSIs may deliver this through: (these are examples only to demonstrate how TSIs could deliver)
3.1	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 to' guides and templates Signposting SVA materials
3.2	Support them to develop their income strategy and diversify their income base.	Develop financing strategy Consider SLAs and contracts Information about grants Signposting Identification of potential partnership/consortium
3.3	Provide a service to help them identify and apply for suitable funding.	Online search for funding Partnership working with funders e.g. promotion and events One to one support Funding directories Signposting Newsletters Suitable funding training/information sessions
3.4	Help them with their organisational planning and development.	Helping them design projects in response to community need Organisational planning days Training e.g. leadership, management, project management Signposting to specialist support
3.5	Help them recognise future opportunities and risks and develop suitable responses.	Briefings Training SWOT Risk management/assessment Financial risk management Compliance

3.6	Help them identify and make improvements within their organisation.	Health Checks Quality Standards
3.7	Give them advice on achieving good governance.	Training One to one advice Group work Templates Newsletters/briefings
3.8	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 Mediation Signposting Training – managing change One to one support/facilitation Toolkits TSI Network – skill share
3.9	Encourage and support community research and engagement.	Training Promoting standards for community engagement
3.10	Provide support to meet their PVG obligations.	Providing training Offering an 'Intermediary' and/or 'Trusted Partner' service with CRBS Promoting the need for compliance with e.g. PVG checks, H&S duty of care
	In addition to this we will:	**TSIs may deliver this by through:** (these are examples only to demonstrate how TSIs could deliver)
3.11	'Horizon scan' for the sector and communicate with them, ensuring they are aware of changes in policy, law and environment.	Policy networks / meetings Newsletters / e-bulletins

4. The Third Sector Interface

	The third sector should expect that we will:	TSIs may deliver this through: (these are examples only to demonstrate how TSIs could deliver)
4.1	Advocate the role of the third sector in the design and delivery of public policy and services.	Developing a meaningful role for the sector in planning processes Demonstrating impact of third sector Research, reports and positive promotion
4.2	Facilitate their engagement with planning processes at appropriate points.	Ensuring third sector participation at planning tables Encouraging planners to consider a wider discussion with the sector Consultation/events Networks, forum, structures
4.3	Provide opportunities for them to network and take joint action to effect change in services and public policy.	Policy Committee Thematic networks Third sector forum
4.4	Be accountable to them.	Membership Formal engagement structures
4.5	Support the sector to influence policy development.	Ensure partner consultation is meaningful Provision of timely information Bringing together joint responses
4.6	Share policy information in a clear and timely manner.	E-bulletins Newsletters Briefing notes Information sessions Policy networks / meetings
	Other partners should expect that we will:	TSIs may deliver this through (these are examples only to demonstrate how TSIs could deliver)
4.7	Seek to ensure the third sector contributes effectively to the design and delivery of public policy.	Attending CPP and other meetings or ensuring that other suitable third sector representatives attend Making positive, useful contributions that add value for communities
4.8	Bring extensive knowledge of the third sector to partnerships.	Knowing the organisations that contribute to partnership outcomes and providing this information in useful formats Mapping of third sector

4.9	Provide regular updates on the activity of the TSI and the third sector.	Submission of six monthly TSI reports Annual review of the third sector Milo reports Newsletter

Endorsed by TSI Network members on 07.10.2013