

Third Sector Conference

REPORT

Raploch Community Campus
23 January 2009

Organised in Partnership with Stirling Volunteer Centre, CVS Stirling and Stirling Community Planning Partnership



REPORT

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Executive Summary

The 2009 Third Sector Conference was held in response to a perceived need for better understanding among local voluntary organisations of the nature of the Single Outcome Agreement (SOA) and how it would impact on them. The Conference had the twin aims of explaining SOAs, and stimulating discussion and debate about how to engage the Sector in the SOA process and Community Planning.

The event aroused widespread interest, with over 60 delegates from voluntary organisations and public and statutory bodies across the Forth Valley attending the one-day programme at Raploch Community Campus.

Informative presentations gave the background to the SOA, focusing in on the SOA with Stirling CPP currently being developed and its implications for the Third Sector locally. Delegates' questions highlighted a number of concerns, chiefly to do with how voluntary organisations, particularly small groups, could be sustainable under the new funding, procurement, service delivery and prioritisation arrangements. Afternoon workshops carried the debate forward, looking at the role of voluntary organisations in community planning and how they might contribute to the ongoing SOA development.

By the end of the day, there had emerged a consensus among delegates that voluntary organisations must become engaged with the Single Outcome Agreement and with the Community Planning Partnerships. This would require the Sector being kept up-to-date and informed about community planning activities and a mechanism being established to enable meaningful representation in the community planning process.

The Conference demonstrated that Third Sector organisations have uncertainties about the future, but equally that they wanted a say in that future. Feedback shows delegates left with a much greater understanding of the issues than when they arrived. The challenge now is to build on the event's lessons and achievements, and to work together to give the Third Sector an effective voice in decision making.

Introduction

The Third Sector Conference held on the 23 January 2009 at the Raploch Community Campus aimed to consider all aspects of our local Single Outcome Agreement (SOA). In particular it would look at the implications for Third Sector funding and service delivery across the Stirling Council area.

The event was an opportunity for those involved in the Third Sector to learn about the SOA, to make their views and concerns heard, and to discuss the best way to influence the decisions that affect them.

The event was organised in partnership with the Volunteer Centre Stirling, CVS Stirling and the Stirling Community Planning Partnership.

Over 60 delegates attended the event from voluntary, statutory and public organisations. Third Sector delegates came from a wide range of organisation both large and small.

Stirling Background and Context

The Stirling area has a well developed reputation for having a vibrant community and Third Sector, one that involves diverse groups of people in everything from the arts to environmental action. A significant percentage deliver services in communities or to client groups where services would not otherwise be available, contributing to the regeneration of urban communities and sustainability of rural or fragile communities. The community and Third Sector is recognised within Stirling's Community Plan 2005-2020 as a key partner in realising the vision to 'work as one for a 21st century Stirling'.

In Stirling, the Community Planning Partnership is keen to extend its dialogue with, and involvement of, the community and voluntary sector in planning and delivering key outcomes. These are detailed in the Single Outcome Agreement, the Partnership's commitment to delivering positive outcomes for Stirling's communities in support of the Scottish Government's 15 national outcomes. The Community Planning Partnership needs

to be confident the voice of the community and Third Sector in community planning is one that accurately reflects the breadth, views, needs and potential of the sector. Currently, this is not the case.

In the Stirling area, the community and voluntary sector is currently not well co-ordinated or connected to community planning processes. There are few formal networks or forums led by the sector, there is little joint working and examples of external resources, attracted by and for the whole sector in the area, are limited. This needs to change.

For the purpose of this report, the term Third Sector includes the community, voluntary and social enterprise sectors that exist within Stirlingshire.

Presentation 1: Single Outcome Agreement National Perspective

Following the introduction and welcome by John Gribben, (*Manager, Stirling Volunteer Centre*), Andrew Pont (*Policy and Planning, Stirling Council*) launched the Conference with a presentation on the background to Single Outcome Agreements. The presentation placed Single Outcome Agreements (SOA) in the overall context of, first, the Scottish Government's national strategic objectives and, second, the Local Government Concordat.

The National Performance Framework sets out targets, objectives and outcomes to meet the Scottish Government's political objectives. The 15 identified outcomes represent a commitment to improve quality of life for all, and the framework emphasises an outcome-focused approach to performance. The intention is to sharpen the focus of all agencies responsible for delivering public services.

Against this framework, the Concordat was agreed in 2007, heralding a new relationship with local government and establishing the budget settlement up to 2011. Before, it was felt there was too much scrutiny and an over-detailed approach to the reporting of activities and expenditures. Also, previous funding mechanisms did not adequately take into account

differing local priorities, and ring-fenced funding did not allow local governments the freedom to decide their priorities based on specific local circumstances.

SOAs were a key issue in the Concordat - agreements between Government and Community Planning Partners to prioritise and achieve long-term outcomes. SOAs would promote local solutions, effective partnership working, demonstrable outcomes from services and clear accountability for the delivery of these services. SOAs would be extended to include all Community Planning Partnerships (CPPs) as well as local councils, and the Third Sector would be a key partner in the process.

But along with the opportunities SOAs provides, there were challenges and uncertainties. Tight budget settlements, short timelines for implementation, and confusion over new ways of working, with new roles and responsibilities identified as areas of concern. There were issues of how to quantify success and measure effectiveness in outcomes. There was a need for discussion and negotiation between partners (including Third Sector partners), and a strong need for all agencies to commit to the long term.

Summing up, the Third Sector was a key player in this process of change and had to define its role in terms of local and national expectations, the needs of its individual organisations, and how it can strengthen the relationship with Community Planning Partnerships to support the process. The Third Sector was not included in this process the first time around. Stirling Council was criticised for not mentioning the Third Sector more than a few times in its first SOA. There was an issue that the sector wasn't being engaged with and no formal processes were in place to do so.

Presentation 2: Single Outcome Agreement

Following Andrew Pont's overview, the presentation from Leslie Gallagher, (*Stirling Community Planning Partnership*) looked at the Single Outcome Agreement as it applies to Stirling Council and, by extension, to Stirling CPP. In 2008-9 Stirling Council, in consultation with its CP partner, agreed an SOA covering all local authority services. Building on the Council's vision for Stirling's future, five strategic topics were identified, cross referenced by strategic themes that applied to all topics.

This SOA will form the basis of the CPP's 2009 – 2012 Single Outcome Agreement with the Scottish Government. The timeline for this process is for ongoing review and discussion to achieve a draft Agreement by February 2009, finalised by May, and formally signed off in the summer. The SOA will be subject to annual review through a 3-year rolling period. But whatever the political complexion of succeeding Scottish Governments, SOAs are here to stay and represent the way forward.

The CPP SOA document is in essence a refining of the 2008-9 SOA. Before being delivered, the compilers need to know the needs of the community. The Third Sector is uniquely placed to know the needs of the community through its client base, and insight into local issues.

Prioritising is key, and it will be best to concentrate on a small number of areas where a difference can be made. The CPP needs to know where service deliveries link up, and how organisations' activities can impact on each other to achieve outcomes. It is important to emphasise that everything current in terms of service provision remains and will be carried forward.

Lesley Gallagher stated that the conference workshops may be an opportunity for the Third Sector to input what might be included in the draft SOA, and identify what local areas should be prioritised.

Question and Answer Session

A lively question-and-answer (*Appendix 3*) session followed, with delegates raising a variety of concerns from the floor. These included the future for small groups in the new funding landscape, procurement/ tendering of services, funding mechanisms, and accessing information and guidance.

Workshop Outcomes

At the afternoon session, delegates split into three groups for two workshops: The first workshop focused on 'The Role of the Third Sector in Community Planning Partnerships',

and the second workshop on 'The Third Sector's Contribution to the Single Outcome Agreement 2009-12.' Discussion was lively and constructive and several key points emerged. See Appendices 4,5,6,7,8,9 for all points raised.

Feedback from the workshops, the Question and Answer Session, Evaluation Forms and Comment Cards show that at present the Third Sector are not clear about the actual process of informing and engaging in the CPP.

Common Themes of discussion emerged from all of the workshops:

The Process of engagement with Community Planning

- ❑ Third Sector input into Community Planning at present is minimal, unclear, uncommunicated and misunderstood.
- ❑ The Third Sector has valuable information about communities that should inform Community Planning.
- ❑ Discussions around what would be the best process to engage in Community Planning came up with many suggestions:
 - Topic specific Third Sector forums that organisations could attend
 - Third Sector Forums that mirrored the Community Planning Partnership (CPP) Critical Partnerships.
 - Elected CPP representation
 - Representation by a single sector representative such as local Third Sector infrastructure bodies.

Representation

- ❑ All groups raised the issue of whether or not one person or body could truly represent all of the interests of the diverse local Third Sector.
- ❑ Any form of Representation that was set up should play a facilitative role for the sector to engage rather than a leadership role.
- ❑ Some Voluntary Organisations would like to take part in the process rather than be represented.

- ❑ The benefit of this would be the Third Sector, through collective action, having a stronger voice in the Community Planning process.
- ❑ Representatives should be elected to cover each of the Critical Partnerships. They would be accountable to the Third Sector members who elected them onto that partnership.

Information and Communication

- ❑ Information and Communication about the CPP and the Fairer Scotland Fund (FSF) was not clear or easily available.
- ❑ Clearer information is needed about how the CPP defines its priorities.
- ❑ There is confusion surrounding the procurement process and its relation to the SOA and CPP processes.
- ❑ Not all of the Third Sector understands what Community Planning is.
- ❑ All representatives should ensure the whole sector is kept informed and engaged in the CPP process.
- ❑ Questions were raised regarding the need for information sharing and the roles and responsibilities for communicating, distributing and disseminating such, in a concise format. The language used should be kept clear and easy to understand.

Partnership Working

- ❑ The Third Sector should be equal partners, not token partners in the process
- ❑ Community Planning is not just the local authority. The other partners, the NHS for example, should equally be considering the Third Sector needs and issues.

Capacity to Engage

- ❑ Training needs identified to effectively engage and inform the CPP included:
 - Monitoring and Evaluation
 - Governance
 - Tender writing – to win contracts that result from CPP decisions
- ❑ Small organisations wanted clarity about how to compete on an equal basis with larger organisations on Stirling Council's procurement process and in applying for Fairer Scotland Funding.

Sustainability and Funding of Voluntary Organisations

- ❑ Short term funding cycles result in the loss of valuable staff, skills and local knowledge.
- ❑ Procurement process opens the door for larger national and for profit organisations to put in tenders without local knowledge.
- ❑ The SOA is not the only policy that Voluntary Organisations work to.

Next Steps

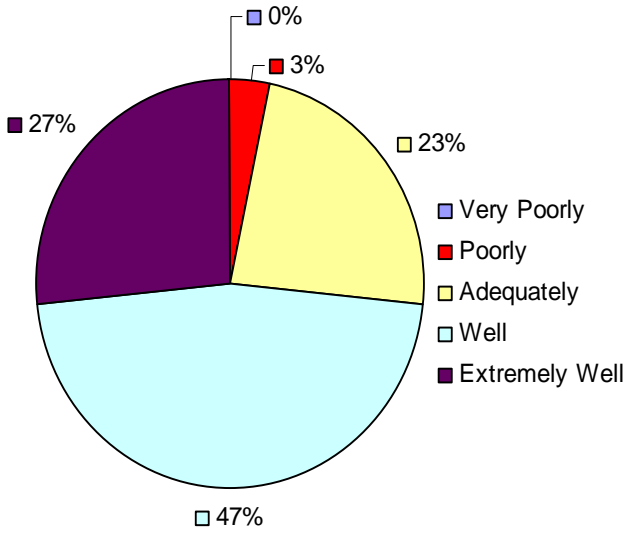
Addressing the Conference at the end of the day, Marina McGuire (*Director, CVS Stirling*) stressed that this was only a beginning of a process of discussion and engagement. She concluded on a note of optimism: the very diversity of the Third Sector was one of its main strengths, and one that would support it through the challenges and opportunities to come.

Evaluation Feedback

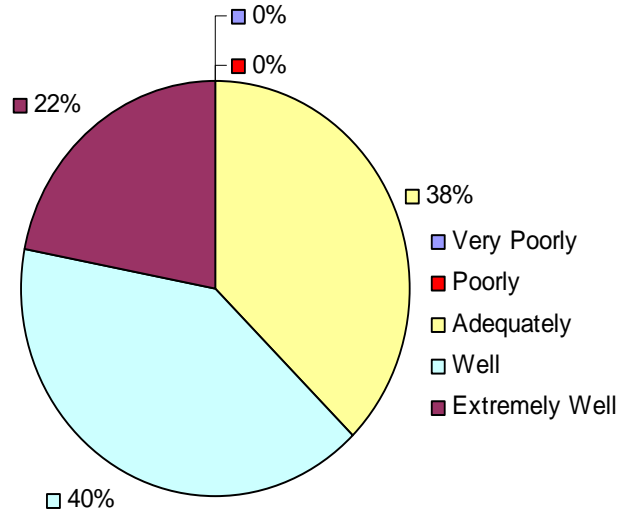
Of the 60 delegates who attended the conference 32 completed an evaluation form. Of those respondents 94% felt that their organisation has a role to play in Community Planning. Appendix 10 highlights some of the ways in which these organisations see the role that they wish to play in Community Planning and Appendix 11 shows comments made by respondents. Evidence from these evaluations suggest that presently there does not seem to be a clear mechanism for the Third Sector to engage fully in Community Planning

The following results were collated from the evaluation forms:

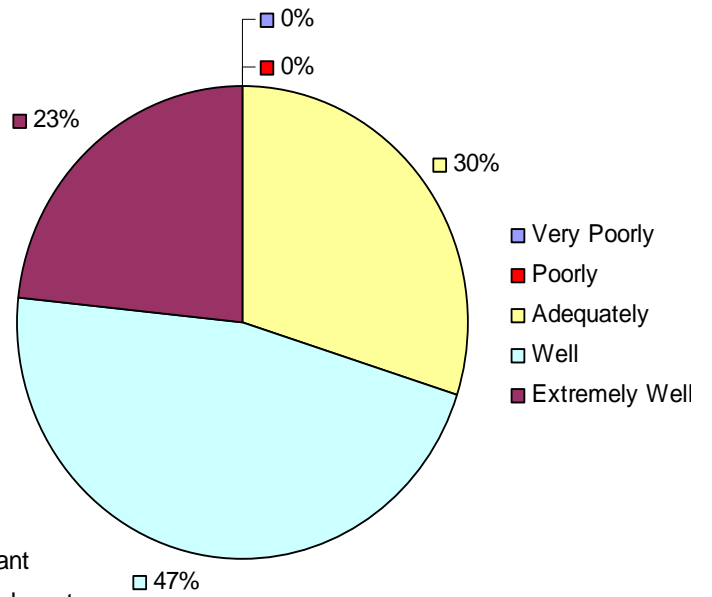
How well did Workshop One cover its Subject?



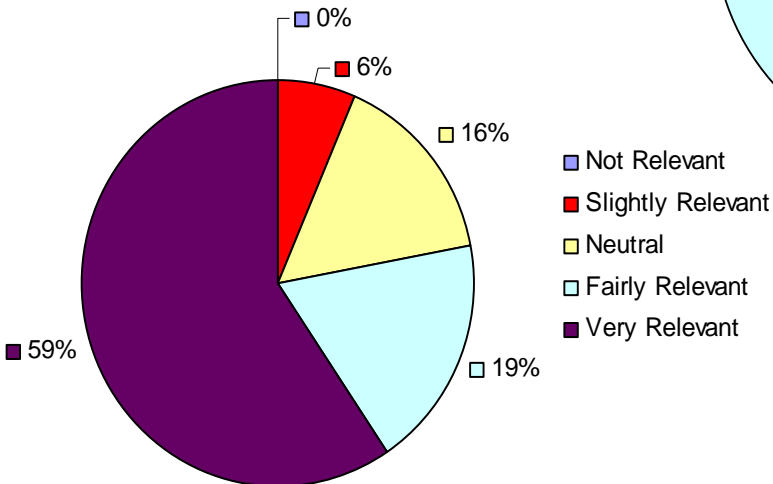
How well was the event presented?



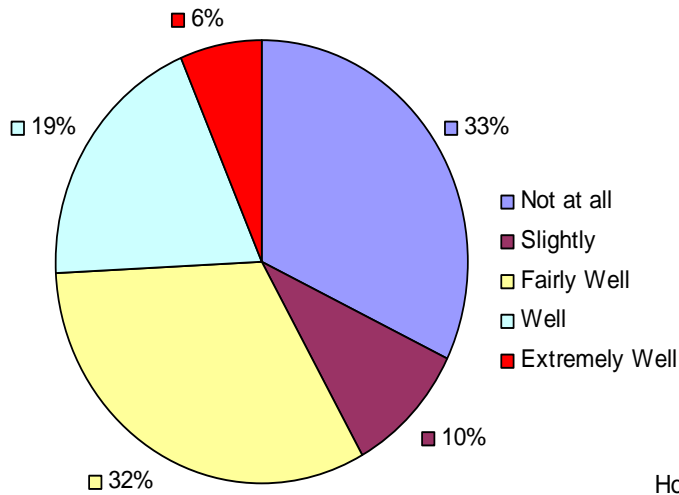
How well did Workshop Two Cover its Subject?



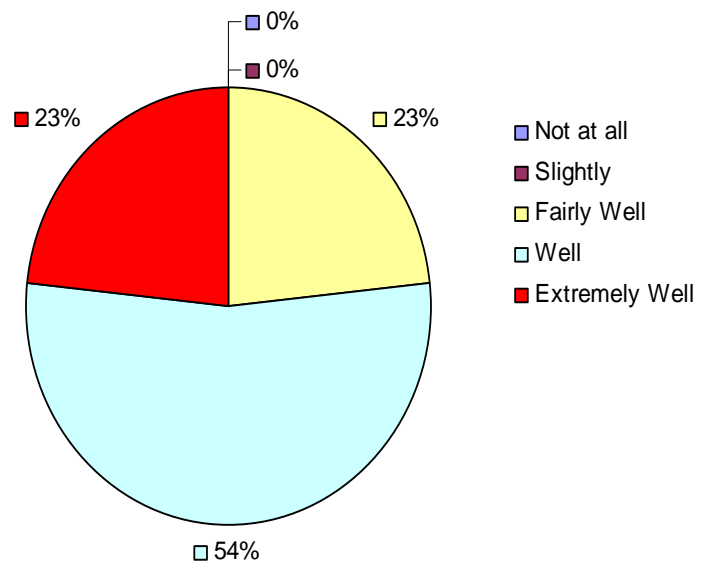
How relevant was the Event to You?



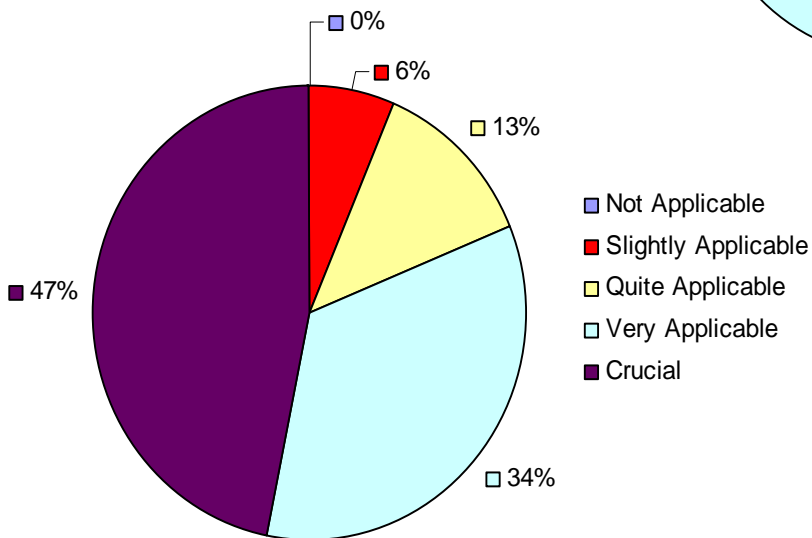
How well did you understand SOA's prior to the Event?



How well do you understand SOA's after Event?



How applicable will this experience be to your organisation's future planning?



Key Recommendations

The following key recommendations emerged:

- A Voluntary Sector Body should be set up to facilitate, inform and engage the Third Sector in the CPP process and all partners should be equal.
- Through this body, thematic voluntary sector forums should be set up from which representatives from the Third Sector should be elected to sit on each of the six Critical Partnerships
- The Voluntary Sector Body should also have representation on all six of the Critical Partnerships for Sector strategic purposes.
- A Voluntary Sector infrastructure should have a coordinating role to ensure the Third Sector is kept informed and involved in the CPP
- Mapping of the Third Sector should be carried out to identify which Critical Partnership/s would be of most value to each organisation.
- There has to be a clear and transparent process whereby all public funding streams are clearly defined and publicised.
- Information about Stirling Council's procurement process, and the capacity building required for organisations to take part in this process, should be researched and disseminated to the Sector through the facilitating body mentioned above.

Third Sector Conference

23rd January 2009

Venue: Raploch Community Campus
Drip Road, Stirling, FK8 1SD

PROGRAMME

10.00 am – 10.30am	Registration and Coffee
10.30am – 10.40am	Welcome and Overview of the Day
10.40am – 11.00am	Background to Single Outcome Agreement – National Picture
11.00 am – 11.30am	Stirling Single Outcome Agreement Current Update
11.30am – 12.00pm	Questions and Answers
12.00pm – 12.45pm	Lunch
12.45pm – 1.30pm	Workshop One Role of Third Sector in Community Planning Partnership
1.45pm – 2.30pm	Workshop Two Contribution to Single Outcome Agreement 2009 - 2012
2.30pm – 2.45pm	Comfort Break
2.45pm – 3.00pm	Next Step



THIRD SECTOR CONFERENCE Delegates List

NAME	ORGANISATION
Anne Rennie	Stirling Health & Wellbeing Alliance
Barbara Allan	Stirling Council
Barbara Buddie	Epilepsy Connections
Catriona Kellock	Stirling CHP
Christine Bauer	SDAMH
Colin Newman	CVS Stirling
Craig Anderson	Stirling CAB
Deirdre Sprunt	CVS Stirling
Dianne Jackson	Council on Disability
Duncan Hearsom	Dial-A-Journey
Enola Butler	Scottish Pre-school Play Assoc.
Evelyn Lydon	Stirling Carer's Centre
Fiona Hamilton	LMIB
Frances Cullen	Quality Action Group
Glenda McWatt	WRVS
Helen Eastman	Quality Action Group
Helen Kallow	Bannockburn Riding for the Disabled
Helen McKean	CSRCC
Helen Morrison	Forth Environment Link
Helen Munro	Volunteer Centre Stirling
Ian Brown	ACE Cornton
Janice Beaton	Stirling Family Support
John Boswell	Quit & Save
John Clow	Council on Disability
Julie Christie	Town Break Stirling Group
Kathleen Frew	Family Mediation Central Scotland
Keith Robertson	Scottish Disabilities Forum
Lore Kelling	School of English
Lynne Murray	Heart to Heart
Margaret Couttes	Falkirk Samaritans
Mark McGroarty	Quality Action Group
Mary Kenyon	Scottish Health Council

NAME	ORGANISATION
Mary Lawson	Artlink Central
May Kirkwood	Stirling Carer's Centre
Morag Spence	Margaret Blackwood Housing Association
Murray Dickie	St Ninian's Community Development Trust
Pamela Brown	Raploch URC Ltd
Paul Dumbleton	PLUS
Pauline Marland	Scottish Health Council
Richard Pitts	Central Scotland Racial Equality Council
Rita Brown	Council on Disability
Sam Ross	ACE Cornton
Sara Smith	Bannockburn Riding for the Disabled
Sarah Chester	Artlink Central
Sharman Kirkwood	FV Health Partnership Project
Stan Sanderson	RSVP
Teresa Lavery	Contracts Development
Teresa Prescott	Crossroads
Terry Barlow	SAAP
Tom Murray	CVS Stirling
Tony Chenery	Kildean Resource Centre
Tony Teasdale	Rural Stirling Housing Association
Tricia Hall	Aberlour Childcare Trust
Val Hendry	Stirling Council
Wendy Sharp	Forth Valley Advocacy
Wyn Merrells	Scottish Disabilities Forum
Rod Pengelly	LMIB
George Thomson	VDS

STAFF

CVS Stirling	Volunteer Centre Stirling
Marina McGuire	John Gribben
Lee Stevenson	Jennifer Shearman
Donald Saunders	Joanne Channing
Linda Flockhart	June Brown
	Fiona Hutchison

Questions to Community Planning

Question 1 – Helen Morrison - Forth Environment Link

How do you advise small organisations/groups to access money now that funding is no longer ring fenced?

Answer: Lesley Gallagher

Fairer Scotland Fund is the only pot of ring fenced money that is distributed through Community Planning. There is a three year allocation. Fairer Scotland enables us to tackle disadvantage throughout Stirling. Come and talk to me about accessing this fund. The allocation of this fund has to go against the SOA strands. It doesn't matter who delivers the services, it is the outcome that is important. We encourage applications from local organisations.

Answer: Andrew Pont:

Transition to partnership approach is ensuring CP make decisions about distribution of funds.

Question 2- Wendy Sharp – Forth Valley Advocacy

How does this (SOA) fit in with procurement, tendering and services? Do bids for tenders affect us – guidance please?

Answer: Andrew Pont

Procurement/tendering – the reality of how it works will come down to who does what. This is decided in priorities.

Answer: Lesley Gallagher

The SOA sets frameworks for delivery of services. Who delivers – who is best – is decided through the procurement process.

Answer: Teresa Lavery

We are currently consulting with the local authority as buyers and you (Third Sector) as deliverers. When new services come through we have to make sure the people best placed to offer these services have access to the procurement process. The capacity building work we are currently involved in should highlight any gaps.

Question 3 – Margaret Couttes – Falkirk Samaritans

Our organisation previously received money through Choose Life. Is this fund still available or is their money elsewhere?

Answer: Lesley Gallagher (LG)

No, this fund is no longer available; it's all in the big pot now. If it is a priority it can be looked at.

Margaret Couttes – So would we tap into the Health Service?

LG – Talk to me first, the issue is around prioritisation – we will have to make a case.

Question 4 – Helen Monroe – Volunteer Centre

How on earth any voluntary organisation can get a contract if the large organisations can't get one. The council as a key player needs to get its act together in relation to procurement. The basic thread running through all the organisations here is inequality.

Procurement should mean equal people entering a tendering process. How can local people who don't have the resources compete?

Answer – Teresa Lavery

At this there is no answer however we are offering capacity building work which will come up with suggestions from groups that can be put to the council. Stirling is trying to walk a fine line – the local authority can only make a contribution re: capacity building skill required. It will be up to key Third Sector organisations to get this off the ground.

Question 5 –Christine Bauer SDHAM

I make a plea. It is very difficult for the Third Sector to understand the nuances of change. Could we have a clear document showing Areas of Responsibility, Contacts, Process, etc.

No answer

Comment – Tricia Hall – Aberlour Childcare Trust

The Third Sector is not only made up of voluntary organisations.

Comment - Paul Dumbleton PATHS

We are an incredibly diverse sector, large and small. Recognition that there will not only be one easy way to meet the needs of the Sector. It may be that the organisations that employ policy officers can access, complete and understand these documents and policies.

Question 6 – Tony Teasdale – Rural Stirling Housing Association

Can I make a request for information? How is money being allocated at the moment, who is getting it and how much?

Answer – Lesley Gallagher

I don't think this information is readily available at the moment. The spend of the Community Planning Partnerships need to follow priorities. We need to say what is available for that priority.

Question 7 – Christine Bauer - SDHAM

What define a “small organisation?” Is it determined by the number of people, budgets or an amalgamation of both?

Answer – Teresa Lavery

Guidelines are currently available regarding enterprise organisations, this is not the case for voluntary organisations

Comment from the floor – could it be related to the size of the contract?

Comment from the floor – Go to the OSCR website, look at Stirling; it states small organisations as – under £25k per annum.

Response from Christine Bauer – my point in asking this question is if we are going to encompass volunteers hours as a notional wage this could determine the size of the organisation

Reply –Teresa Lavery – If you are going to use volunteer hours as a notional salary base, the council might have to take this into account.

Question 8 – Teresa Lavery (directed at Marina McGuire, CVS Stirling)

What sort of discussions are going on within the Third Sector about capacity building? Where do you see the strengths and weaknesses?

Answer –Marina McGuire

We carried out a survey of our members to gauge feeling about Community Planning throughout Stirling Council area. The results showed that the sector wants to be engaged and informed. This conference is the first time we have brought together so many people from the Third Sector on this subject and this conference is only the start.

Workshop 1 - Group 1

Facilitator: Jennifer Shearman

Scribe: Fiona

WHAT DO YOU THINK IS YOUR ROLE IN COMMUNITY PLANNING?

Representation

- Who represents Stirling's voluntary organisations? CVS? VC? Clarity needed
- One single voice for the Third Sector is needed
- What input do voluntary orgs currently have on the CPP? - example: Clacks have a Third Sector forum
- ❖ **It was agreed that there is an onus on the sector to come together and inform the CPP**

Communication and Information Sharing

- Sharing of Information – someone needs to be getting information out there. Whose role is this?
- Skills audit of the Third Sector- who already has the skills to engage in community planning, who needs help. What kind of sharing can take place?
- Existing services would like the opportunity to inform 'the council' about what they do.
- One organisation has provided contracts team with a DVD that will be published on the web.
- Piecemeal at the moment, depends on existing relationships with the council.
- No one in the room was quite sure what different parts of the council did and how they related to community planning and or funding decisions about their services. – information on this needed to be relevant to need. – ie. did not need to know what the dustbin services are up to!
- There is a lack of information coming from the council about the CPP process, funding applications and where to go to engage, how to engage.
- ❖ **More meetings, events meeting regularly with council's key people would be valuable –perhaps more relevant to each organisation's area of work. Example Area Forums- in line with the existing critical partnership themes. Quarterly is good timing for themed forums with annual total sector meeting.**
- Surveys – generally agreed not a good way of getting info from the Third Sector / using info to the CPP. Often no feedback from the survey itself.
- Any consultation must be reported back to participants in a timely manner
- Information is currently not getting out there. The following types of information were discussed and participants wanted more information on them:
 - Funding available to local voluntary organisations.
 - How to apply for this funding
 - More info about the CPP including what it does, who is on it, the process to contribute *clarity around this requested – is part of today's discussions.
 - What the council does? Who to contact for what?

- Voluntary organisations should share information with the council on their services
- Procurement practices- want to know more about best value and purchasing regulations that surround the council's purchasing decisions so orgs can monitor and collect evidence for it.

The Process of Strategic Community Planning

- CPP not just about local authority, also includes other bodies such as the NHS, Police and the National Park.
 - participants would like to look at relationships with other CPP partners and their participation in any type of a Third Sector forum
- Communication needs to be 2 ways between the Third Sector and the CPP.
- ❖ **Language must be kept simple. Strategic language is not clear.**
- How does an organisation become a Community Planning Partner. A local organisation that can offer lots of information about community need and has requested becoming a community partner but has had no response.

Capacity: What skills do voluntary orgs needs re CPP and SOA – to engage effectively?

- Who is responsible for this engagement within an organisation? The board? Managers?
- Time to engage
- Understanding of strategic language
- Good governance- an organisation must be stable and well governed in order to have the time and the ability to contribute to the planning process. Example – have a business plan.
- Smaller organisations are less able to engage if they do not have staff with time or skill to take part.
- Additional support should be available to these smaller organisations
- Evaluation skills are important – organisations need to have good, clear, robust indicators to prove their work is successful and meeting outcomes. Also to demonstrate unmet need. – someone recommended Evaluation Support Scotland website.
- Measuring the 'preventative' effects of your organisation- what would happen if it wasn't there?
- An opportunity for Peer **Support amongst voluntary organisations would be welcomed**

Limited knowledge of CPP process = fear and lack of skills required = need for facilitative, neutral body

- Still feel there is no concensus on the best way for organisations to collectively inform and work out priorities for SOA in Stirling.
- Felt it is still unclear how the SOA and CPP relate to procurement and funding for the sector.

- The Third Sector have relationships with the communities that the SOA serves, all agreed the sector is likely to identify needs and issues on the ground in communities and these should be highlighted to the Community Planning Partnership.
- A participant asked if there is a % of local authority funding that needs to be given to the Third Sector, Lesley Gallagher answered no.
- In this draft- need for input quickly due to time constraint – will be undertaken in next workshop
- Future involvement and consultation models being discussed today at the conference
- The SOA presents opportunities to organisations but also challenges. May create competition amongst organisations. There is therefore a need for an independent and neutral body to represent and take lead of the Third Sector
- The group agreed leadership not the correct word, rather facilitate opportunities for the sector to participate in community planning. The body should not 'be in charge'.
- This body should be given a mandate by the Third Sector to be it's representative by the sector.
- There is a need to identify support available to the Third Sector.

Workshop 1 - Group 2

Facilitator: Marina McGuire

Scribe: Lee Stevenson

WHAT DO YOU THINK IS YOUR ROLE IN COMMUNITY PLANNING?

(Third Sector) should influence Community Planning

Don't believe we (Third Sector) are engaged in Community Planning

We work well at grass roots level, but this breaks down at higher levels

(There is) no representation for the Third Sector at highest level

No consistent views on the role of area forums – they are usually run with community councils taking on the representative role of the Third Sector – focusing mainly on dog fouling and street lights.

There are no key partners from the Third Sector that sit on the Critical Partnerships.

When will we see the draft SOA?

There has been no involvement (by the Third Sector) in the creation of the SOA document.

There has been no involvement in SOA document by CVS Stirling as representatives of the sector.

There is resistance coming from council officers in voluntary organisations getting involved in the Community Planning process.

How would the Scottish Government react if the Third Sector said they felt excluded and refused to agree that they had been involved in creation of the SOA.

(We) should ensure that groups who are currently involved in CP are not seen as representatives of the whole Third Sector

A Third Sector forum should be created that sits below the critical partnerships – feeding up as well as down

Collective Action from the Third Sector for accessing funding

Elected representation for the Sector

CVS Stirling to raise the above issues with Steve Paterson

We should be making demands of the SOA. We want a seat at the table,

We need a coordinating role to take this (forum) forward

Ensure the best placed individuals are elected as representatives

Virtual and Actual Forum created

Unanimous Third Sector vote from group for creation of Forum

CVS Stirling to take forward and coordinate

A statement drafted from the partnership – Agreement

6th Critical Partnership created for the Third Sector

Workshop 1 - Group 3

Facilitator: John Gribben Scribe: Donald Saunders

WHAT DO YOU THINK IS YOUR ROLE IN COMMUNITY PLANNING?

What is the role of the Third Sector in this process?

Using the diagram of CPP committees as a base, where do voluntary orgs fit in?

By definition, participation is for statutory bodies. The Third Sector will want to influence the CPP, but can it be part of it? Is it not just a Public Sector thing?

-The Third Sector can be part of it – but it needs a voice in meetings of CPP committees.

-The CVS would be best for this; it can represent groups who don't have the time or resources.

But one organisation, however competent, can't represent everyone in the sector?

There's a clear need for one organization (CVS or VC), but small bodies have to stand up and be counted.

Recommend: There needs to be a CPP Forum. The Hub was set up for this reason.

But on the issue of representation, is it actually possible? Third Sector representatives are welcome on CPP committees as box-tickers, but nothing happens as a result of their being there. And if their presence is tokenistic, the Sector loses confidence. No-one can actually represent the Third Sector – even CVS couldn't represent the interests of everyone.

CPP meetings are open. Can ask to be present at CPP meetings, but could you participate if not invited?

Better to have Third Sector watchkeepers on the CPP - not part of the engagement process, but reporting back to the sector.

Agreed more information needed for the Sector about CPP meetings. How do we know beforehand what's going to arise? Need someone on the committees not to represent, but to inform and feedback to the sector. We should talk about engagement rather than representation; having a 'facilitator'. This would be a role for CVS, rather than claiming to represent the sector.

What's in it for us as Third Sector groups if we sign up to the process? We need a return for committing our resources, particularly for small groups. Difficulty in

getting back what we want. How do we practically access funding – this hasn't been properly answered. Are there answers?

Two themes are emerging:

- 1: the influence of voluntary organisations and**
- 2: a structure for communications (who to contact, deadlines etc). E.g, some of us didn't know about Fairer Scotland.**

We have to know how the Council wants to deliver services. We need to know what they want before we can seek funding. It comes back to the detailed strategy.

It's not just the money itself, but where to apply? ...and who to apply to? Fairer Scotland seems to have no application process, other than going through Leslie Gallagher.

Recommend that the structures and processes be written down – until now they've been in people's heads. Need someone 'plugged in' to be an information conduit to the Sector. (The old role of Volunteer Liaison Officer might still be useful.)

CVS should publish (eg by email) timetables of meetings, and identify which groups need to be prompted about what's coming up that might affect them. Timetables are publicly accessible on the CPP website. An automatic diary of CPP meetings could be set up on the Council website.

Recommend that Plain English summaries of CP committee memberships, meetings and agendas be made available to the Sector.

We need to get together and quickly. The decisions are being made now that will affect the future of voluntary groups and their clients. We can talk about partnership working, but we're not actually there. There's a risk of the input and value of the Third Sector being underestimated.

Workshop 2 - Group 1

Facilitator: Jennifer Sherman Scribe: Fiona

CONTRIBUTION TO SINGLE OUTCOME AGREEMENT 2009 - 2012

- ❖ Economic Downturn Support: Contributes to stress in people's lives through debt and unemployment and will increase other problems and needs for services.
- ❖ Prevention services needed rather than just crisis services
- ❖ Support through life transitions

Specific Topics Discussed

- Addiction: Alcohol, Drugs, Prescription Drugs, gambling, over eating, need for more funding in this area
- Generic older persons befriending scheme
- Sexual Health Education
- Representation Unit for individuals unsuccessful in benefit claims, employment tribunals etc.
- Advocacy services for families with children with complex needs
- Services for Families affected by substance misuse
- Rehabilitation of Offenders – early intervention
- Education
- Mental Health and Learning Disabilities
- Autism
- Parental Support – Preventative rather than just crisis
- Dementia – Carers Support of and voice of carers
- Carers
- Debt- Young people, multiple debts, redundancy, housing
- Family breakdown – on the increase = family mediation services
- Larger definition of family – ie support for grandparents who take on caring responsibilities of grandchildren.
- Discharging of patients into community from hospital – transition
- Community transport issues from Rural areas to new hospitals once new hospital opens- current funding only covers services into Stirling, not Larbert.
 - Information on what services are being offered where community hospitals would be useful
- Access to Health facilities currently a bit of post code lottery. – ex. Not all areas have spaces available in local GP surgeries or dentists.
- Participation, equality and diversity issues – influx of new immigrants to Stirling Council and the Third Sector role.
- Proposed large-scale building of new houses and it's affect on demand for voluntary services

- Citizen's Advice Bureau, services referred to by many statutory agencies that do not fund it.
- Community and Family Values:
 - Can we repair the lack of values in society and community cohesiveness?
 - Increase participation in community through volunteering and involving more young people.
 - Positive choices need to be available.
 - Have to value everyone's contribution
 - Different scale achievable in different circumstances

❖ **Support and Infrastructure for the Third Sector within the SOA**

- Partnership working, using best practice from other areas
 - ❖ Joining up Health Board initiatives with education and the Third Sector
 - ❖ Would like joined up working infrastructure in place via CPP.
- Need for more funding for Third Sector
- Networking opportunities with the sector
- General funding climate eg. reduction of lottery funding stream when demand for services is increasing.
- What can be done to help voluntary organisations when their funding ends?
 - Loss of community relationships and knowledge and networks
 - Loss of services
 - Loss of experienced staff member with skills and knowledge
 - Waste of time in 3 year contracts only 2 years of work getting done the rest is planning and exit strategy
 - uneconomical and creates uncertainty
 - move to 5 year funding
 - Stirling Council funding officer to help voluntary organisations with funding?
 - (Barbara Allan) This post's role recently re-funded by CPP, will review it's role for this need.
 - Fairer Scotland pot of money a very small amount in Stirling
- Improved skills for the Third Sector to demonstrate the value of it's work
 - social return value
 - preventative value – what would happen if that service did not exist just as important as what does happen.
- The SOA is not the only policy that other organisations work to. Many are influenced, and were funded by, Scottish Government policy initiatives. Need to balance current work with SOA involvement.
 - Training need on the affect of policy on 3rd sector work.

Workshop 2 - Group 2

Facilitator: Marina McGuire

Scribe: Lee Stevenson

CONTRIBUTION TO SINGLE OUTCOME AGREEMENT 2009 - 2012

A forum is needed that will show how they (Third Sector) contribute to the SOA looking at the priorities.

List the 15 outcomes and ask forum members how they contribute to these.

Would like to know how (the Third Sector) to feed into the forum.

Have to look at what the SOA means to my organisation

CVS Stirling should feedback to the Third Sector

(Voluntary organisations) should inform CP where they are seeing an increased demand for their services – show the shift in demand.

Something relatively brief should be produced and distributed to the Third Sector asking where their organisation fits into the (SOA) strands. This will provide a baseline and will be in effect a mapping exercise of the sector.

(This) should get the Third Sector to identify where they fit (in SOA)

The results may start up dialogue with organisations not involved or informed yet about the SOA.

The results to be fed into the SOA draft document prior to 28 February 2009.

Workshop 2 - Group 3

Facilitator: John Gribben Scribe: Donald Saunders

CONTRIBUTION TO SINGLE OUTCOME AGREEMENT 2009 - 2012

Establish Social Firm – training company. Impact on Third Sector coming together model

Equalities and diversity issues addressed

Provide information to identify social needs

Voluntary groups have special insights – have information statutory organisations don't

Consultation on draft document. Deadline – is there time to influence?

Do HEAT targets link to document? How can they?

Agreement needed across the service providers re: equality

Specific rural needs, e.g. transport

Sector already making a big contribution

Improve services by

- 1. Leaving comfort zones and linking up with others**
- 2. Can save money by forming partnerships**
- 3. Partnerships must be two way**

Added benefit to Third Sector (community, local employment) Included in criteria for contracts – added value

Issues re; capacities of small voluntary organisations in procurement

- could be disadvantaged**
- could CVS Stirling help here?**

Small organisations need to band together to attract resources

Mapping exercise would help small organisations

How do you see your role in Community Planning developing?

'We should have some form of involvement with the SCPP Executive Advisory Group. At this point in time we don't have any voluntary involvement. This should be in line with CVS Stirling's six core activities.' Tom Murray CVS Stirling

'Closer working at all levels between health, local authority and Third Sector.'

'Being a part of a national organisation it is part of my remit to encourage every Disability Access Panel to play their part in Community Planning.' Keith Robertson SDEF

'Becoming better informed of the potential to engage with specific decision making groups.' Murray Dickie – St Ninian's Community Development Trust

'By assisting CVS Stirling in progressing the topics (Forum, representation) discussed today.' Duncan Hearsham – Dial-a-Journey & Shopmobility

'In representing our members' needs and aspirations for themselves, their children and their families.' Enola Butler- SPPA

'With better liaison with the relevant area/person in Community Planning. However, we need to know who this is for each of our organisations. We may think we know where we can fit into the SOA or tie into it, but what do we do next?' Kathleen Frew – Family Mediation Central Scotland

'Being more involved in CPP –and the proposed Third Sector Forum.' Wendy Sharp Forth Valley Advocacy

'Probably evidencing where the outcomes are, as we work closely with the people we support.' Helen Eastman – Quality Action Group

'Quarterly meetings with organisations with similar ideals.' Julie Christie Town Break

'Closer working within the Third Sector e.g.Forum. More opportunities to work with other sectors as equals.' Morag Spence – Margaret Blackwood Housing Association

Involving BMS people in CPP Third Sector Forum.' Richard Pitts CSREC

'By being able to contribute in discussions.' Fiona Hamilton LMIB

'Inform it, via our socio-economic databases and engage in Critical Partnerships.' Craig Anderson CAB

'Specific sub groups.' Christine Bauer SDAMH

'Every voluntary organisation that wishes/needs to survive has a role to play in these uncertain times. Unfortunately, and this point was raised on Friday morning (and incidentally by a member of one Stirling's larger organisations), that many organisations, CoD being one of them, are not in a position to take part in all the initiatives that appear to be necessary to ensure ongoing funding/continuance/appreciation etc. We do not have the available resources in terms of manpower and funding to address all the issues to attempt to ensure these things. It no longer seems sufficient to provide a proven return for outlay via statistics to ensure viability.' Dianne Jackson – Council on Disability

'Better links with the SCPP Healthy Stirling.' Lynne Murray Heart to Heart

'Third Sector needs a voice/ representation, each charity needs a vote to appoint a representative for the sector. Three year term, feedback on overall strategic direction of sector. Keep good practice big and small.' Evelyn Lydon - Stirling Carer Centre

'This event would have been more useful a year ago, however it was useful. Many voluntary orgs are under resourced and find it difficult to participate in local planning as they often meet at night. This results in unpaid extra hours for individual workers. The Alliance would be willing to attend relevant meetings and report back to the proposed forum.' Anne Rennie - SHWA

Comments about the Conference

'I think it is a very exciting time and look forward to more involvement in future developments.'
Wendy Sharp - Forth Valley Advocacy

'Good positive event with potential for bringing the sector together and having a voice at the table.' -
Duncan Hearsham - Dial-a-journey & Shopmobility

'Grateful for the opportunity to gain a better understanding and meet like minded people.' Murray
Dickie - St Ninian's Community Development

*'it is extremely useful for me to see how Community Planning is being developed in each area
throughout Scotland.'* Keith Robertson - SDEF

*'Good opportunity for discussion and meeting others in the Third Sector, tight timescales to get
good feedback.'* Morag Spence Margaret Blackwood Housing Association

'Would have helped if speakers had mikes.' Lynne Murray – Heart to Heart

'This has been a really interesting conference and I've learned a lot and enjoyed the networking.'
Julie Christie – Town Break

'Very good lunch.' Frances Cullen - Quality Action

'Very good event, well attended and great use of time. No urgency on time in workshops.' Pauline
Marland – Scottish Health Council

*'I appreciate that any council needs to address issues around funding and overlapping of services
to the community and that resources must be controlled and used in the best way possible to serve
the community. From the snappy presentation on 23rd I drew that many organisations may well
have to find their own funding from other sources; a cynic might say that some of these areas are a
direct responsibility of government, via local councils, and that voluntary organisations, whose
workers' many unpaid hours do not seem to have been calculated and included in the cost
equations, should receive much more support without having to continually strive so much.*

*I was one who left the conference after the morning presentation. I would agree that the content
was well presented, almost too well presented. It gave little room for manoeuvre or negotiation, tho'
I appreciate that the workshops were set up to provide this movement. However, I am not
convinced that those in themselves would make one iota of difference to the intentions described in
the presentation.*

*The only way forward that I can see is to have representation on all future council funding and other
relevant meetings by those with knowledge and negotiation skills to ensure that the voice of the
Third Sector is heard and acted upon. As an aside, what would happen if, nationally, we were all to
down tools and withdraw our services until a satisfactory result had been achieved. Would the
nation's councils be able to cope?'*

Dianne Jackson – Council on Disability

Questions from Comment Cards to Community Planning

1. How can we best go about matching our funding deadlines to those of the allocations i.e. how do we know what timescales the council are working to, in terms of their awards? Thank you
2. How, in this current economic climate are Stirling Council planning to deliver Topic 1 Summary and Topic 2 Things have changed since 2008. Topic 4 Again how do you plan to deliver when most voluntary organisations are having funding cuts or no funding provision 2009/10

More opportunities for people to lead healthier lifestyles?? How, by duplicating existing services??

Provision of improved sports facilities. People who live in disadvantaged areas cannot afford to use Active Stirling or the New Sports Village.

3. What is the official application process for accessing Fairer Scotland Funding? Is there an actual application form? Is the process the same for all? One group was told during the questions session to just to phone Lesley Gallagher, surely there is a more structured process. Where can the Third Sector access this information? I am just looking for a clear, concise answer because that wasn't given when the question was initially asked at the Question & Answer session. I will look for the response when the report is distributed. Thanks

Stirling Community Planning Partnership Executive Delivery Group

