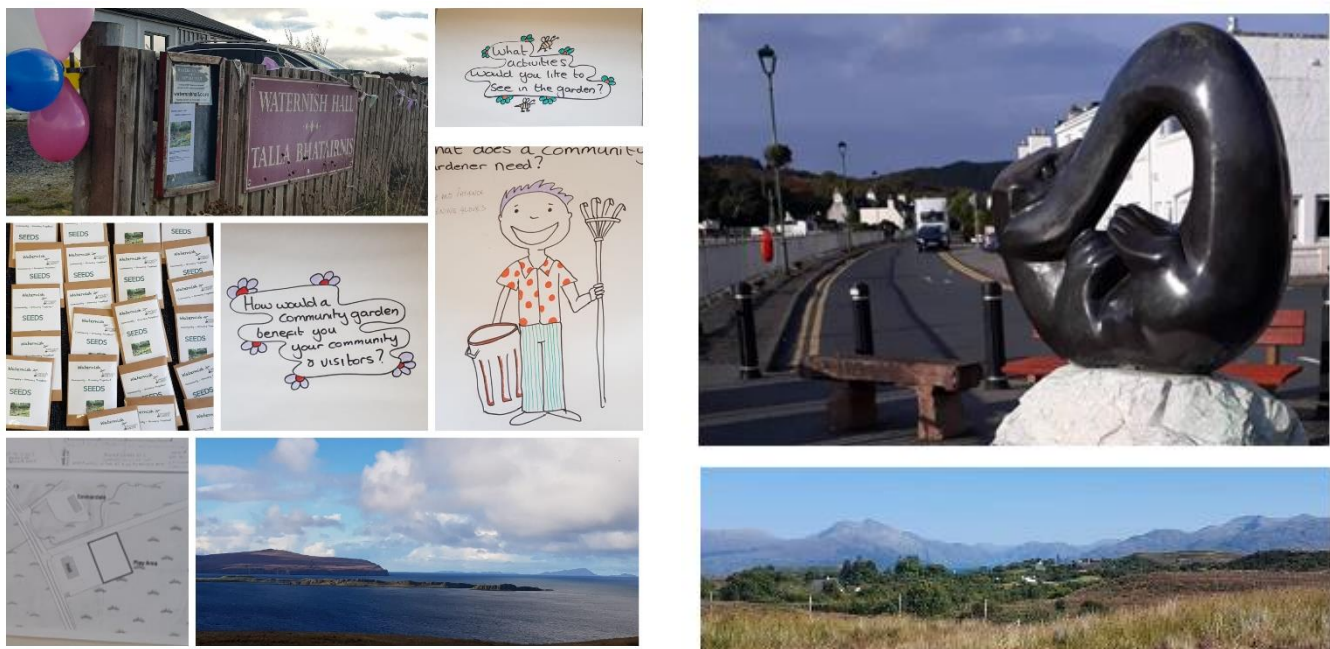


SKYE AND LOCHALSH COUNCIL FOR VOLUNTARY ORGANISATIONS



Annual Report

April 2021 – March 2022

Chairman's Report

PETER URQUHART

This year has seen third sector groups start to return to delivering services, events and activities however, these are generally still below pre-covid levels.

The Skye and Lochalsh Council for Voluntary Organisations (SLCVO) team continued to deliver Highland Third Sector Interface (HTSI) commissioned services, providing 218 instances of support to 150 third sector groups, and working with Highland NHS, the Highland Council and HIE to ensure the third sector are part of community planning and co-production processes.

Our Befriending staff and volunteers continue to provide face to face and telephone befriending services and this year they also worked on three additional projects:

- A garden befriending project creating communal green spaces in a housing complex
- A community re-engagement project with Trust Housing in Portree to bring together residents after the pandemic
- Supporting families through the Highland Councils Afghanistan relocation programme

Recovery from the covid-19 pandemic continued to see a reduction in operational costs particularly through the lack of travel and accommodation expenses to deliver service across the Skye, Lochalsh and Wester Ross area. We obtained additional covid-19 befriending funding resulting in a total income of £101,673 of which £12,362 is carried forward as restricted funds (£12,102 for Befriender Skye & Lochalsh and £260 for the Mental Health and Well-being Forum.

Total funds at 31/03/2022 are £203,249 however, the uncertainty of funding beyond March 2022, the reliance of its members on its services and the need to retain sufficient funds to remain operational whilst alternative funding is sourced in the event of core funding being withdrawn or substantially reduced the Directors have set Designated funds at £85,000, Unrestricted funds are £58,756, Endowment Funds £47,131 and Restricted funds £12,362

In November 2021 Jim Towers retired from his position of SLCVO Director and in the same month we welcomed two new Directors Siobhan Barker from Balmacara and David O'Donnell from Broadford. I would like to thank Jim for all his work with SLCVO over the years and we look forward to continue working with him through the Skye and Lochalsh Access Panel

Looking forward to 2022/2023 SLCVO want to bring groups back together to look at ways the third sector can work with each other and other sectors to tackle the key issues our communities face. One aspect of this is the expansion of our Befriending Service to include hospital services and more group social gathering

SLCVO Skye and Lochalsh Council
for Voluntary Organisations

HTSI Commissioned Services

Skye and Lochalsh CVO are commissioned by the Highland Third Sector Interface (HTSI) to support third sector organisations and community planning in Skye, Lochalsh and Wester Ross (SL&WR). To monitor this, the HTSI have identified 22 core performance indicators and 4 delivery outcomes which are supported by a local work plan.

Of the 22 core performance indicators SLCVO completed 20, the two we did not complete were due to lack of demand from local groups.

Of the 35 activities in the SL&WR 2021-2022 Local Work Plan 33 were completed.



Local Work Plan Delivery Outcome 1: The understanding of the impact and diversity of activity delivered by the Third Sector in Highland will be Improved

To improve the understanding of the impact and diversity of activity delivered by the Third Sector in Skye, Lochalsh and Wester Ross we developed a third sector database at the start of 2021 taking information from OSCR, Companies House and SLCVO members database. This information has been collated into a Third Sector area profile (published in March 2021)

https://www.slcvo.org.uk/files/ugd/0be1a8_b05451c7ccab4ed0abfa60a7c3f95a5f.pdf

Promotion of the database and Area Profile has been mainly through Community Planning/Co-production Forums. The intelligence gathered has been used to enhance staff knowledge and build relationships between sectors being used by 18 organisations/forums to identify groups to take part in consultations and engagements as well as connect organisations and Sectors. The information held in the database is updated as we work with new groups or

are advised of change. The information will be checked every 2 years against Companies House and OSCR, with the next review being early 2023. No personal data is shared with third parties.

The use of the database and profiles increased by 60% in QRT 4 with key people/organisations being referred to SLCVO as we are recognised as a group who have a good understanding, overview and relationship with the local third sector.

To improve opportunities for collaboration, networking and co-production:

- We set-up two Third Sector Networks for Skye & Raasay and Lochalsh & Wester Ross, via area specific Third Sector Bulletins
- We introduced two area specific Third Sector Bulletins (Skye & Raasay and Lochalsh & Wester Ross) which have a section on the local third sector
- We set-up a new 'Local Third Sector' section on the SLCVO website
<https://www.slcvo.org.uk/local-third-sector> whose subpages will highlight key groups SLCVO work with

To improve understanding of the impact and diversity of activity delivered by the Third Sector in Highland we are working with the HTSI on their Census, we took group data from OSCR, Companies house and the 2015 survey combining them to create a target mail list of groups. We set-up a survey based on the 2015 questions and in QRT 1 of 2022/23 will complete the data analysis.



To celebrate and promote the impact of volunteering and wider work of the sector we support groups and individuals in volunteering activities:

- There have been 29 volunteer opportunities registered with SLCVO

- We have had 16 volunteers contact SLCVO to look at volunteer opportunities
- 7 volunteers needed extra support into volunteering
- 13 organisations were provided with support to understand and implement best practice, including recruitment
- The benefits of volunteering and Saltire Awards have been promoted 46 times
- We facilitated/supported 4 opportunities for organisations working with volunteers to network and learn from one another
- We have regular meetings with DWP to review and promote volunteering options for young people in the area and saltire awards
- We sit on the HTSI Saltire development panel
- As part of volunteers week we issued 8 groups certificates for 56 volunteers.



Local Work Plan Delivery Outcome 2: Influence and impact on policy and decisions in Highland will be expanded and developed from common sector-wide based understanding

To encourage third sector/communities to take part in community planning processes we:

- Have a dedicated page about Community Planning and Co-Production on the SLCVO website
<https://www.slcvo.org.uk/community-planning>
- Shared information about 27 participation opportunities through social media, direct emails and SLCVO's third sector bulletin
- Are a partner in the Lochalsh Collaboration group who are developing a community action plan for the area
- connected to Torridon and Kinlochewe Community Trust who are working on a Community Action plan to look at how they can feed into CPP and co-production processes

- promoted the HTSI Community Resilience Network to local groups

To support and facilitate third sector engagement and participation in community planning processes:

- We are a partner or participate in the following CP Forums/meetings:
 - Skye Lochalsh and Wester Ross CPP (partner)
 - The Skye & Raasay Future Board whose aim is to support projects, signpost, and help to better-coordinate public, third and private sector collective efforts for Skye & Raasay (partner)
 - The NHS SLSWR Redesign Steering group
 - Skye and Raasay Community Leads meetings
 - The Sir Lewis Ritchie Steering Group and subgroups:
 - Centre of Excellence Social Accountability
 - Centre of Excellence Festival of Learning group
 - Community Health & Care Forum
- We worked with the Highland Council to support their induction of the new Community Support Officers post to raise awareness of the HTSI, its partners and the local third sector
- We met with the new NHS community engagement officer and Highland Council new community engagement officer, bringing them together as their remits are very similar and sharing intelligence we have on the local third sector.

We have worked direct with the third and public sector to develop/facilitate engagement processes including:

- The NHS Engagement Team to facilitate third sector/community participation in the development of:

- NHS Highland three year Mental Health and Learning Disability Strategy
- Skye Redesign and Communication Strategy for 2022
- The Sir Lewis Ritchie Steering group in the development of a new community forum which is a conduit for community and third sector participation in the design of health services in Skye.
- NHS Centre of Excellence Festival of Learning group to encourage third sector participation in the design and delivery of the festival
- SCDC and Edinburgh University to involve parents (via local Parent Councils) in a series of workshops about rural childcare and Covid.
- HIE and the Highland Council to facilitate third sector contribution to the Skye and Raasay Investment plan – taking the lead on this to email groups and collate feedback from those who could not participate in workshop
- HIE, the Highland Council and emergency services in an online Portree co-location consultation with. We met with the chair of local CP to discuss starting the CP meetings and how we can improve engagement and participation

To support the Third Sector to have a direct influence in the service design of local and regional TSI services we developed a feedback survey for clients



Local Work Plan Delivery Outcome 3: Opportunities for collaboration, networking and co-production will be improved and expanded

We have worked with the Third Sector and public sector to build positive relationships and develop networking/collaboration between the sectors, including:

- The Skye and Lochalsh Sports Hub (HLH) connecting them to third sector groups in the collation and issue of health and wellbeing packs

- The Lochalsh Collaboration hub connecting them to the NHS Engagement Team so they can share their community action plan and survey findings.
- The GALE Planning For Real team connecting them to the NHS Engagement Team so they can share their community action plan and consultation findings.
- Lochalsh Collaboration Hub in the development of a Community Action Plan providing information on other third sector community Action plans
- Age Scotland looking at how we support them to reconnect with local groups such as Lunch Clubs
- Torridon and Kinlochewe Community Trust looking at how their Community Action plan can feed into CPP and co-production processes
- The Skye Agricultural show with Young Carers to manage the community tent

To improve third sector opportunities for development, engagement and influence we supported 5 community and stakeholder engagement activities, including:

- Aultbea Community Hub in the development of a community consultation for the purchase of the church hall.
- Aultbea Community hall group to establish a new management committee and trustees to take forward the village hall. A meeting was held both online and in person with over 85 community members taking part. We held a drop in session during the afternoon to enable people to raise their concerns or have any questions answered. The facilitation was successful with a new committee being voted on and the community backing them to take forward looking at options for the hall.
<https://www.slcvo.org.uk/aultbeacommunityhall>
- The Lochalsh Collaboration hub with two online community participation sessions for the community action plan development
- A community garden engagement session for the Waternish community to gauge community interest in a garden at the hall. We helped identify conditions for rental of the ground with the Highland Council and looked at funding options the group may have. It was decided by the steering group to look at it in spring 2022

- A youth consultation for the Lochalsh Collaboration hub as they had not managed to engage effectively with young people in the Lochalsh area. We hosted a survey and gave young people the opportunity to participate in an online discussion. The discussion was not successful however the survey was with 40 responses which are part of the finding and plan

To encourage third sector/communities to take part in co-production processes we have a dedicated page about Community Planning and Co-production on the SLCVO web-site

<https://www.slcvo.org.uk/community-planning>. We had hoped to share minutes of meetings however these have been ad-hoc and inconsistent and therefore we decided to not do this.

To improve and expand opportunities for third sector collaboration, networking and co-production we took part in key health and social care forums to encourage third sector participate and co-design, including:

- The NHS SLSWR Redesign Steering group
- Skye and Raasay Community Leads meetings
- The Sir Lewis Ritchie Steering Group and subgroups:
 - Centre of Excellence Social Accountability
 - Centre of Excellence Festival of Learning group
 - Community Health & Care Forum
- The Ullapool Community Hub meetings a by-product of covid-19 response in Ullapool (Qtr 1 only)
- Skye and Raasay Community Leads meeting a by-product of covid-19 response in Skye and Raasay.

We worked with the NHS and third sector to support and promote opportunities for co-production including:

- The NHS Engagement Team in the development of:
 - NHS Highland three year Mental Health and Learning Disability Strategy
 - Skye Redesign and Communication Strategy for 2022
- The Sir Lewis Ritchie Steering group in the development of a new community forum which is a conduit for community and third sector

participation in the design of health services in Skye.

- NHS Festival of Learning group to encourage third sector participation in the design and delivery of the festival
- NHS and Highland council in the expansion of befriending services in Skye and Lochalsh

We continued to deliver a small Befrienders service (1 day a week) in Skye and Lochalsh. The aims of this service are to improve the social quality of life of people in remote and rural communities, bring together health and wellbeing groups to work in collaboration and continue to be a Covid-19 recovery service supporting around 20 people post SLCVOs Covid-19 emergency response initiative Community Calls .



SLCVO Local Work Plan Delivery Outcome 4: Third Sector organisations in Highland will be better informed of opportunities for development, engagement and influence

To ensure we have a competent and multifaceted communication strategy to engage stakeholders:

- We changed our brand focus from name of organisation Skye and Lochalsh CVO to service i.e. Third Sector Support Skye, Lochalsh and Wester Ross so that Wester Ross is included, this has been used in social media, online and other promotional materials.
- Our Facebook and website www.slcvo.org.uk were updated to reflect the new branding and we updated website content to include:
 - A new section 'local third sector' was added to highlight the work we do in relation to profiling the third sector <https://www.slcvo.org.uk/local-third-sector>
 - monitoring and work plans on the About Us page <https://www.slcvo.org.uk/about-us>
- We developed an online appointment booking/enquiry system, reducing the need for

back-and-forth emails and speeding-up reply from initial enquiries see <https://calendly.com/slcvo>

This is promoted via our website, is included in third sector network bulletins and in email signatures when staff are off for more than a few days. This system has been operational for a year and use has increased in QTR 4 with dedicated days and times being set for the month for appointments which can be online or by phone

- We set-up two area specific Third Sector Bulletins which includes opportunities for capacity building, skills development, funding, third sector participation/engagement, local third sector focus and information about best practice. 9 bulletins were issued in 2021/22
- We promoted opportunities for capacity building, skills development and funding as well as rural delivery partner services via social media, direct emails, in forums and in conversations

To offer a diverse range of training and capacity development opportunities:

- We worked with the HTSI to deliver online training 'reopening of community facilities training' and delivered 1 direct board training session
- We delivered 218 incidents of support to 150 groups. Support included:
 - review and change of governing documents and processes
 - start-up requirements and applications
 - funding applications and fundraising

- short and long term planning
- volunteering best practice
- understanding of policy/legislation including employment and contracts
- winding down groups
- crisis support to 3 groups

We promoted 196 opportunities for capacity building, skills development, good practice, volunteering, funding as well as rural delivery partner services via social media, direct emails, in forums and in conversations

We started to develop a Trustee Mentoring Programme for young people (under 25) with 4/5 established Charities however covid restrictions made it impossible to take this further than just a conversation. We have however, recruited a younger person to the SLCVO board who is undergoing mentoring by the CEO

To support the Third Sector to have a direct influence in the service design of local and regional TSI services we developed a feedback survey for clients we have worked with over the year however, as the census was issued we decided to hold off and issue in April targeting clients we have worked with in QTR 4 only. Going forward we will issue feedback surveys every QTR to clients we have worked with or supported.

Befriending Services

Befrienders Skye and Lochalsh was initially set-up with the support of Highland Hospice to provide a befriending service to those receiving palliative care. During the last 4 years our service has expanded to include anyone over 18 in Skye and Lochalsh who is affected by social isolation or loneliness; and the covid pandemic saw our services expand further to provide emergency response social support.

This year (April 2021 to March 2022) saw the service temporarily expand to include support in the relocation and settling of Afghanistan refugees for six months between June 2021 and January 2022.

We commence a 12 month Community Re-engagement Project 2022 funded by the HTSI Communities Mental Health and Wellbeing Fund (December 2021 to December 2022). The aim of this project is to deliver a free, 12 month programme of social inclusion & community re-engagement activities for the 27 residents of Shulishader Beag in Portree, including:

- Twice monthly neighbourhood activity sessions in the communal areas of the complex
- 6 supported community re-engagement visits to social activity community groups in Portree or wider Skye
- A summer and winter event to bring residents, staff, families and volunteers together
- 1:1 befriending to support residents anxious about covid infection to participate in activities

We completed a gardening befriending project that improved communal green spaces in a supported housing complex in Portree. We created three green spaces which contained: half barrels, planters, pots, shrubs and plants and also gave each house (25 in total) indoor growing boxes.

Volunteer feedback

"We feel that the planters at Shulishader will not only brighten the area up and bring joy to the residents but offer a physical representation that they are thought about and cared for in the community."

Resident feedback

"It's lovely to see all these plants about the place and all of the greenery. It really makes you feel better when you have a wander around the place and it's something to talk to the other residents about as it's something that we all have in common. Some of us have even started having a wee competition to see whose Hyacinths grow the quickest."

Trust Housing feedback

"It's lovely to be thought about. We always feel little a bit forgotten about and out of the way up here so it's nice for someone to care and to provide some extra interest for the residents. We don't really have a budget for activities so anything we want to do as a complex/ group we have to fundraise for or pay for ourselves which can often be difficult particularly at the moment."



About Skye and Lochalsh CVO

As a Scottish Registered Charity and Company Limited by Guarantee SLCVO's Board of Trustees are made up of representatives from our membership. We have 116 group members representing the third sector in Skye, Lochalsh and Wester Ross and 5 individual members.

Trustees

- Peter Urquhart, Chair - joined SLCVO's board in September 1997
- Clive Pearson, Vice Chair - joined SLCVO's board in November 2006.
- Gordon Higgins Gordon - SLCVO's board in April 2016
- Dr Di Van Ruitenbeck - joined SLCVO's board in November 2017
- Jryna Batters, Treasurer - joined SLCVO's board in December 2017
- Julie Mace - joined SLCVO's board in January 2020
- Calum Munro - joined SLCVO's board in December 2020
- Siobhan Barker - joined SLCVO's board in November 2021
- David O'Donnell - joined SLCVO's board in November 2021

Staff

- Jo-Anne Ford, Chief Officer - Jo.Ford@slcvo.org.uk
- Samantha-Jo McArthur, Community Development Officer - thirdsectorsupport@slcvo.org.uk
- Claire Nairn, Befrienders Co-ordinator - befrienders@slcvo.org.uk

Members

- Advocacy Highland (Skye & Lochalsh)
- Am Bata
- An Comunn Gaidhealach kye Branch (Local Mod)
- Applecross Community Hall
- Armadale Castle
- ARMS
- Arnisdale and Loch Hourn Community Association
- ATLAS Arts
- Aultbea Community Hub
- Balmacara Community Trust
- Braes Village Hall
- Breakish Village Hall
- Broadford & Strath Community Company
- Broadford Community Council
- Camp & Trek
- Camuscross & Duisdale Initiative
- Carbst Pier Ltd
- Care and Learning (Family First)
- Church of Scotland
- Clan Donald Lands Trust
- Comunn Eachdraidh Shleite (Sleat Local History)
- Connecting Carers

- Counselling Care - Skye and Lochalsh
- Crossroads Care Skye & Lochalsh
- Dornie & District Community Village Hall
- Duirinish Media and Culture Club
- Duirinish Youth Club
- Dunvegan Community Trust / Urras Sgìre Dhunbheagan
- Edinbane Community Hall
- Eilean Ban Trust
- Feisean Nan Gaidheal
- Friends Of Portree Hospital
- Gairloch & Loch Ewe Action Forum
- Gairloch Community Car Scheme
- Glendale Community Hall Association
- Isle of Skye Accordion & Fiddle Club
- Isle of Skye Ferry CIC
- Isle of Skye Renewables Co-op
- Kilmore Church
- Kilmuir Community Council
- Kilmuir Community Trust
- Kilmuir Village Hall
- Kingsburgh Forest Trust
- Kyle & Lochalsh Community Trust
- Kyleakin Community Hall Association
- Kyleakin Connections Limited aka Skye & Lochalsh Association for Disability
- Lochaber Hope
- Lochalsh & Skye Swimming Pool Association
- Lochalsh Community Council
- Lochalsh Girls Group
- Lochalsh Trails Club
- Lochalsh Youth Community Trust
- Lochcarron Camanachd
- Lochcarron Sailing Club
- Marie Curie Skye and Lochalsh Fund Raising Group
- Minginish Community Council
- Minginish Community Hall Association
- Network Tuesdays
- Plockton Harbour CIC
- Plockton Historical Society
- Plockton Village Hall
- Portree & Braes Community Trust
- Portree and Bracadale Free Church of Scotland
- Portree Angling Association
- Portree Community Pantomime Group
- Portree District Gaelic Choir
- Portree Local History Society
- Portree Moorings Association
- Portree Nursery Ltd

- Portree Youth Club
- Raasay Community Council
- RAASAY HOUSE COMMUNITY COMPANY LIMITED
- RAG TAG AND TEXTILE LTD
- Rionnagan Beaga Dhunbheagain
- Royal Scottish Country Dance Society - Skye Branch
- Sconser Community Council
- Scottish Community Drama Assn - Isle of Skye
- Scottish Crofting Federation
- SEALL Community Arts
- Site Collective
- Skeabost Bridge Indoor Bowling Club
- Skeabost Memorial Hall Association
- Skye & Lochalsh Access Panel
- Skye & Lochalsh Citizens Advice Bureau
- Skye & Lochalsh Community Care Forum (Young Carers)
- Skye & Lochalsh Food Link CIC
- Skye Agricultural Society
- SKYE AND LOCHALSH MENTAL HEALTH ASSOCIATION
- Skye Bible Church
- Skye Camanachd
- Skye Cancer Care
- Skye Chamber Music
- Skye for All
- Skye Girl Guiding
- Skye Nature Group
- Skye Old Peoples Welfare Committee SCIO
- Skye RNLI
- Skye Stroke Friends
- Skye Youth Pipe band
- Skye, Lochalsh and Lochcarron Indoor Bowling Ass
- SkyeDance
- Sluggans Woodland Park
- South West Ross Community Car Scheme
- St Columba's Episcopal Church: Portree
- Staffin Community Trust
- Strath Gaelic Choir
- Struan Community Council
- Struan Community Development Group (SCIO)
- The MacAskill's of Rubh an Dunan Society
- The Macular Society
- The Uig Community Hall Association
- Uig Community Trust
- Ullapool Community Trust Limited
- Ullapool Youth Club
- Viewfield Garden Collective
- Women's Aid Skye and Lochalsh

Contact Us



Third Sector Support Skye, Lochalsh and Wester Ross

Bringing together and supporting third sector organisations, people and public bodies to make a difference in their communities.

Skye and Lochalsh Council for Voluntary Organisations
www.slcvo.org.uk
info@slcvo.org.uk
01478 612921



SLCVO Skye and Lochalsh Council for Voluntary Organisations

Tigh Lisigarry, Bridge Road, Portree
Isle of Skye IV51 9ER

Email: info@slcvo.org.uk Tel: 01478 612921

OSCR

Scottish Charity Regulator

www.oscr.org.uk

Registered Charity
SC013885



Befrienders Skye and Lochalsh

Email: Befrienders@slcvo.org.uk

Telephone: 01478 272058

Mobile: 07522 544280