

SKYE AND LOCHALSH COUNCIL FOR VOLUNTARY ORGANISATIONS

Annual Report

April 2022 – March 2023



Chairman's Report

PETER URQUHART

This year the SLCVO team continued to deliver Third Sector support services on behalf of the Highland Third Sector Interface (HTSI) and partner with the Highland Hospice for our befriending service. They started a new Befrienders hospital project funded by NHS Highland and the Highland Council as well as continued to run the community re-engagement project with Trust Housing in Portree.

The team provided 1:1 support to 146 groups, similar levels to last year. They supported a number of national consultations and worked with a range of public sector teams to ensure groups had opportunities to participate in planning and policy development.

In February 2023 SLCVO asked groups we supported to assess satisfaction levels and identify what services the local Third Sector need. 81% of respondents graded the service provided by SLCVO as Excellent, and four areas for improvement were identified:

- Better access to and improved promotion of SLCVO services (Capacity building).
- More pro-active support for groups (Capacity building).
- Increase in opportunities for networking, sharing information and working together (Voice and knowledge).
- Improve connections to public sector and planning processes (Connecting).

SLCVO's Chief Officer and Board of Trustees used the survey findings to develop our HTSI 2023/24 Work Plan focusing on activities that would help to improve our services, including:

- Training sessions and drop-ins at key locations across the area.

- A Third Sector Day in Wester Ross
- Running thematic workshops/networking (based on evidence of need).
- Managing the SLWR Drug and Alcohol Forum

FINANCIAL REVIEW

The Highland Third Sector Interface provide the grant to deliver Third Sector Interface Support Services in Skye, Lochalsh and Wester Ross remained static at £76,003. Donations from member organisations reduced to £1,031, reflecting the change to a no fee membership organisation in 2020. £45,842 was received from the Highland Council and NHS Highland for our Befrienders Pilot project of a new Hospital to Home service which runs until March 2025. Room hires and rental of three offices generated an income of £15,210 which supports the running of the building and services.

Staff costs increased slightly to last year with the Befrienders Co-ordinator role expanding to 24 hours a week. Advertising increased due to volunteer recruitment campaign for the new Befrienders service, as too room hire travel & subsistence and licences & subscriptions. The Shulishader project expenditure of £3,944 was for activities and events a part of our Social & Community Re-engagement Project funded by the Communities Mental Health and Wellbeing Fund in the previous financial year.

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. 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 21, the one we did not complete was due to there being no demand for support in Volunteer Friendly Awards.



Third Sector Capacity Building

We delivered 224 incidents of support to 146 community groups and charities. Support included,

- Reviewing and updating of governing documents, policies, and procedures
- Developing and setting-up new groups
- Charity applications,
- Planning for funding applications and fundraising,
- Strategic and operational planning,
- Implementing volunteering best practice
- Understanding policy/legislation, including employment and contracts
- Winding down of groups
- Crisis support
- Planning and supporting community engagement.

We promoted and shared information about good practice, learning, volunteer opportunities, training, funding through 137 articles in 8 bulletins and social media. We worked with 6 groups during Volunteers Week, issuing 86 certificates and attending a celebration session with Skye Stroke Friends during volunteers week to give out certificates and thank their volunteers

We consulted with the local third sector to identify training and development needs as well as SLCVO

service improvements via our annual review in February 2023. We invited 82 people to take part in the Third Sector Survey of these 32 (39%) people responded. 81% graded the service provided by SLCVO as Excellent, 16% Good and 2% Average. The results and feedback have been used to develop the 2023/2024 work plan.

Third Sector Knowledge

To improve our understanding and intelligence of the local third sector we continued to manage and update our third sector database for Skye, Lochalsh and Wester Ross. We used this information to:

- Produce the second print of our Skye and Lochalsh Community Health and Wellbeing Directory,
- Showcase local third sector activity in SLCVO bulletins,
- Develop a dedicated 'Local Third Sector' section on our website www.slcvo.org.uk.

We worked with over 50 organisations, including national third sector groups, the private sector and the public sector to enhance their understanding of, and supporting them to connect to, the third sector in Skye, Lochalsh and Wester Ross, including:

- The Highland Cares Project Board (Highland Council)
- NHS Highland Community Engagement Team
- NHS Highland Festival of Learning Group
- Highlife Highland S&L Community Sports Hub
- The Scottish Parliament Participation and Communities team
- Kyle and Lochalsh Community Trust
- Lochalsh & Skye Housing Association
- Portree & Braes Community Trust
- Tesco (funder)
- Scotland's Cycle Repair Scheme

We participated in the CalMac Community Fund Steering Group – to ensure the redesign of the CalMac fund met with local priorities.

Third Sector Voice

To facilitate third sector influence and inform policy & service development within Highland and Scotland.

We promoted 25 consultations and took part in/facilitated third sector participation in 14 working groups/forums.

Consultations include but not limited to:

- Voluntary Health Scotland is Survey about the COVID-19 vaccine rollout in Scotland
- Portree and Braes Community Trust Portree Harbour Development
- Skye Cycle Way update have your say
- UHI Merger Consultation promo
- Scottish Parliament Net Zero, Energy, and Transport Committee Inquiry into 'A Modern and Sustainable Ferry Service for Scotland'
- Lochalsh & Skye Housing Consultation
- Inquiry into Community Planning by Local Government, Housing & Planning Committee

Working groups and forums include but not limited to:

- Skye, Lochalsh and Wester Ross Community Planning Forum
- Skye and Raasay Project Board
- Ward 5 and 10 business meetings
- NHS Community Engagement Team
- Highland Council Highland Cares board
- Healthcare Improvement Scotland's draft 5-year strategy review
- NHS Festival of Learning.
- NHS North Skye service imp & SLR Redesign
- Sir Lewis Ritchie Implementation Group

Third Sector Connections

We supported and expanded opportunities for third sector collaboration, networking, and co-production through sharing information about, facilitating third sector input to and participation in the following forums/meetings and activity:

- Lochalsh Collaboration group
- Ullapool Community Trust Employment and Training Group
- NHS Festival of Learning planning group
- NHS MHLD 5-year strategy engagement sessions
- NHS North Skye service improvement and Redesign group
- SL & WR Redesign Steering group

- NHS Highland Adult mental Health & Learning Disability engagement planning sessions

We re-establishing the Skye, Lochalsh and Wester Ross Drug and alcohol Forum and supported the Skye and Lochalsh Community Sports Hub to work with local groups in setting up a Boccia league and leader training, as well as connect to groups who would benefit from the receipt of Wellbeing packs.

We also commenced the planning and design of a hospital to home befriending pilot project which included NHS Highland staff Highland Council social Work, third sector groups, volunteers, Highland Hospice

A selection of feedback from survey

"(Member of staff) is very knowledgeable and took time to listen to my concerns/requests. It was easy to book time with (Member of staff) using her Calendar booking system. I was able to have both in-person meetings and video calls which suited both our schedules. (Member of staff) has lots of connections and was able to put me in touch with the people I needed to connect with."

"Good response times. Always provided relevant and comprehensive advice. Happy to explain and rework documents with us."

"Quick responses and officers have good existing understanding of our organisation and other organisations in the area".

"SLCVO are at the hub of most if not all community projects on Skye. They are an absolutely essential core of training, support and guidance. I would suggest SLCVO need increased funding to allow them to cope with growing demand on their services. Whether this be through additional staff, or a greater online presence".

Befriending Services

This year befrienders continued to support 16 people across Skye and Lochalsh though face to face and telephone befriending.

We continued with our Community Re-engagement Project that was funded by the HTSI Communities Mental Health and Wellbeing Fund. The aim of the project was to deliver a free programme of social inclusion & community re-engagement activities for the 27 residents of Shulishader Beag in Portree. We held 28 activities including:

- Easter quiz – prize of afternoon tea for 2 at the Skeabost hotel
- Breathing Exercises by LGOWIT
- Computer lessons and craft activities with Highlife Highland
- Jubilee Lunch and Raffle
- Outing on a boat trip with Misty Isle Boat trips
- Local history talks by the Skye Archive Centre
- Outing to Broadford Men's Shed
- Summer Event – Food Truck and Raffle
- Talk by local group Skye U3A
- Wreath Making at Viewfield House
- Winter Event – Christmas Lunch
- Mince Pie Coffee Morning– Selection Boxes given as a Christmas gift and an end to the project.

We also commenced our pilot project to develop a hospital to home short-term befriending for people returning from a stay in hospital. This year was focused on bringing in a new online system for recruiting, supporting and training volunteers, updating policies and procedures and working with NHS Highland to determine what type of service is needed. The pilot runs until March 2025.



About Skye and Lochalsh CVO

As a Scottish Registered Charity and Company Limited by Guarantee SLCVO's Board of Trustees is made up of representatives from our membership. We have 117 members representing the third sector in Skye, Lochalsh and Wester Ross.

Aims and Objectives

- To provide support and guidance to third sector organisations and community groups in their set-up, development and volunteering best practice
- To activity encourage and support volunteering in Skye, Lochalsh and Wester Ross
- To be a point of information and intelligence about third sector organisations in Skye, Lochalsh and Wester Ross and how they contribute to local outcomes and national strategies
- To build third sector influence and participation in community planning and the development of policy and legislation
- To support the sharing of knowledge and co-production between third sector organisations and statutory bodies
- To work in collaboration with the third, public and private sector to meet the needs of communities
- To support the health, safety and well-being of SLCVO staff and volunteers
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Charitable Purposes

The advancement of citizenship and community development within Highland including:

- The promotion of civic responsibility, volunteering, the voluntary sector, or the effectiveness of efficiency of charities
- Rural and urban development and regeneration
- Such other similar charitable purposes and the company from time to time determines.



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)
- An Comunn Gaidhealach Skye Branch (Local Mod)
- Applecross Community Company
- 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 Hospita
- 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 (Skye & Lochalsh Association for Disability)

- Lets get on with it Together
- 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 Centre
- 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 Ltd
- 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 Disabled Ramblers
- Skye & Lochalsh Environment Forum
- 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 Hall Association
- 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
- Uig Community Trust
- Ullapool Community Trust Limited
- Ullapool Youth Club
- Viewfield Garden Collective

For more information about SLCVO visit www.slcv.org.uk

For more information about our Befrienders Service visit <https://www.befrienderssskyeandlochalsh.com>