

Skye and Lochalsh CVO Year-End Case Study 3 Influencing the Design of TSI Services April 2020 to March 2021

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

Project Outcomes:

- Members of the Third Sector will have a direct influence in the service design of their local and regional TSI services.

Activities Delivered

- To ensure the services we deliver meet the needs of the local Third Sector we have carried out two service review/engagement activities. The first was a Covid-19 Community Response and Resilience Survey in October 2020, the second a Skye and Lochalsh Service Review Survey in March 2021 (Work Plan 3.4)

Evidence of Action/Activity

- The Covid-19 Community Response and Resilience Survey is a partnership study by Skye and Lochalsh Council for Voluntary Organisations, the Highland Council and High Life Highland as part of the Skye, Lochalsh and Wester Ross CLD Network. 43 groups took part in the survey which can be accessed here https://ac579b02-524a-4b32-8beb-35172497fd8a.filesusr.com/ugd/0be1a8_81857e8a8db047beb2190275182faaf0.pdf
- Skye and Lochalsh Council for Voluntary Organisations Review and Third Sector Requirements - April 2021 to March 2022. The Skye and Lochalsh CVO Service Review survey was shared with SLCVO members, groups who had received support in the last 12 months and via community and third sector social media pages across Skye, Lochalsh and Wester Ross. 55 groups participated in the survey of which 60% had used SLCVO services in the last 12 months. Report is attached with case study submission

Verification/Evidence of Impact

- SLCVO's 2021/22 Work Plan has been developed from findings in both reports. With 4 areas of development to improve Third Sector support:
- **Promotion and delivery of SLCVO Services** - To increase awareness of services and improve access we will:
 - Promote activities and services in local newspapers, community newsletters, radio and social media
 - Develop an online appointment booking/enquiry system reducing the need for back-and-forth emails and speeding-up reply from initial enquiries
 - Facilitate online and, when possible, direct opportunities to meet with third sector groups across Skye, Lochalsh and Wester Ross
- **Production of a monthly Third Sector E-bulletin** - During Covid SLCVO produced a quarterly update and sent regular emails to targeted groups however, the reach and content of these needs to be improved. To support this we will produce a monthly email bulletin. This will include information about:
 - Funding opportunities
 - Community planning and co-production opportunities,
 - Training and events and
 - Third sector good practice, research and regulatory change

Verification/Evidence of Impact

- **Provision of training** – To improve the range of opportunities and access to training we will:
 - Work with the Third Sector Networks to identify training and development requirements.
 - work with the HTSI, rural delivery partners and other organisations to deliver capacity building and skills development opportunities
 - Promote capacity building, skills development, funding and other development opportunities
 - Update SLCVO's online Community Toolkit with new articles and links to other training providers

- **Development of Third Sector networks** - To better connect the Third Sector and support two way communications with local, regional and national community planning processes we will set-up and run two third sector networks for Skye and Raasay and Lochalsh and Wester Ross. These networks will:
 - Connect third sector groups in geographical areas to identify and facilitate opportunities for collaboration, networking and co-production
 - Connect community groups of interest across the area to identify and facilitate opportunities for collaboration, networking and co-production
 - Be a tool for input into the HTSI third sector representation pathways
 - Provide information about regulatory change and guidance (Covid-19, GDPR, Health and Safety etc)
 - Identify and develop local capacity building initiatives