

SKYE AND LOCHALSH COUNCIL FOR VOLUNTARY ORGANISATIONS



Annual Report

April 2017 – March 2018

“SLCVO were approachable and helpful from the outset, they obviously had a wealth of knowledge and helped us find the best way forwards for our group without pushing us to do more than we were comfortable with. They spent a great deal of time and went out of their way to visit our remote village to meet us so they would understand our needs as a community. Their support and knowledge was and is invaluable. They helped us choose the type of community group to set up and provided us with the tools to do it”

“The staff at SLCVO are outstanding. Nothing is ever a problem, if they don’t know something they’ll find out. Incredible knowledge and excellent facilitators”

“Staff always go above and beyond and don’t make me feel stupid”

Feedback from SLCVO User Survey April 2018

Chairmans Report

PETER URQUHART



This year has been a year of change for Skye and Lochalsh CVO Board of Trustees. We have seen the retirement of Jill Westgarth, Hamish Fraser and Ruairidh MacNeill and the appointment of four new trustees representing Skye and Lochalsh Counselling Care Dr Di Van Ruitenbeek, Portree and Braes Community Trust Roger Liley, Highland Council Eilean a' Cheò Ward John Gordon and Portree Community Centre Jryna Batters.

The SLCVO team have worked exceptionally hard which is reflected in the significant increase in Skye and Lochalsh CVO's performance indicators with 75% of annual survey respondents rating our services as excellent and 82% of core targets being met.

Our community planning strategic work continued to expand with SLCVOs Senior Officer taking lead in the development of the Skye, Lochalsh and Wester Ross Community Learning and Development plan and we established a formal partnership with Highland Hospice to pilot a 12 months befriender's scheme.

The uncertainty of ongoing funding continued to restrict resource development however, Jo Ford remained in the seconded role of Senior Officer and Sammy-Jo McArthur continued to grow the

role of Volunteer Development Officer while successfully completing year 1 of her part-time Community Development Degree at Dundee University.

Steph Rossiter, SLCVO's Community Toolkit Officer, left in the summer of 2017 and we subsequently contracted the services of Anne Sikorski to support the team in the delivery of core services and organisational governance. To support income generating services Sarah Cardno joined the team in October 2017 as a part-time temporary Office Administrator.

Increased resource costs and decreased income has resulted in SLCVOs Total Funds being reduced by £13,123 to £198,619. Although we remain in a healthy position with reserves that would cover around 18 months of operations the Board are conscious of the precarious position of core funding and are undergoing a full review of SLCVOs purposes and operations.

On behalf of the SLCVO Board I would like to thank our staff and members in supporting Skye and Lochalsh CVO during this challenging time and we look forward to celebrating our 70th birthday next year with all Skye and Lochalsh Community groups.

Senior Officers Report

JO-ANNE FORD



The core objective of Skye & Lochalsh CVO is to promote the general good of the community in the area of Skye and Lochalsh by assisting the work of statutory bodies and voluntary organisations. In order to do this SLCVO are core funded by the Highland Third Sector Interface (HTSI) to deliver services that support national Third Sector Interface (TSI) Common Outcomes.

This year, through focusing experienced resources in the four areas of delivery, we have seen our performance in meeting HTSI targets increase from 46% (2016/17) to 82%

1a: More people have increased opportunity and enthusiasm to volunteer. 274 episodes of support with targets completed rising from 47% last year to 74% this year

1b: Volunteer involving organisations are better able to recruit, manage and retain volunteers. 58 episodes of support with targets completed rising from 33% last year to 71% this year

2: Social Enterprise develops and grows. 40 episodes of support with targets completed rising from 47% last year to 74% this year

3: Third sector organisations are well governed and managed to deliver quality outcomes. 256 episodes of support with targets completed rising from 39% last year to 82% this year

4. Third Sector organisations feel better connected and are able to influence and contribute to public policy. 93 episodes of support with targets completed rising from 80% last year to 100% this year

In addition to core services we continued in our role as:

- Community Learning and Development Lead for the Local Community Planning Partnership of Skye, Lochalsh and Wester Ross
- Voting member in the Skye LEADER Local Area Partnership
- Lead for the Skye and Lochalsh Foodbank, an essential volunteer run service that supports agencies and third sector organisations working to help relieve the effects of poverty
- Volunteer support for the local job centre, attending events about volunteering and helping people find volunteer placements for work experience

We established a formal partnership with Highland Hospice to pilot a Befriender's scheme and started a Community Justice project focused around Community Payback orders for which we were awarded a grant of £4,000.

Skye and Lochalsh CVO's strategic work continued to evolve and we have been very active in key forums and Community Planning networks with 16 strategic and 61 local meeting attended.

In June 2017 we ran a Community Asset Transfer and Community Planning workshop to raise the awareness of the key provisions in the Community Empowerment (Scotland) Act 2015 and have supported the development of the Highland Outcome Improvement Plan (HOIP), facilitating representation of the local third sector at regional meetings.

Financial Overview

HTSI core funding remained the same as last year at £59,697 and we attracted a further £7,000 in funding for both the befrienders and Community Justice Projects. Office rental income remained steady with rooms being rented to Key Support and Carr Gomm, however:

- Community Toolkit income significantly reduced from £20,157 to £6,196, this was due to the loss of licence renewals and disproportion of fees from previous years
- Room Hire income continued to decrease from £1,549 in 16/17 to £743 this year. This is believed to be because more groups are using free room hire services such as service points
- Printing services lost revenue of around £1,500 due to high lease costs and reduced usage by community groups who no longer print their newsletters

Overall expenditure increased by 13% to £102,504 and income decreased to £89,387 giving a loss of £13,123. Skye & Lochalsh CVO Board recognise core funding is no longer guaranteed and that current funding, income generating services and membership fees need to be reviewed. This will be completed as part of SLCVO's operation review in 2018/19.

The Future 2018/19

As detailed in last year's Annual Report, the Scottish Governments report 'Evaluation of Scotland's Third Sector Interfaces Network Model and Voluntary Action Scotland' made a number of recommendations for improving TSI functions. In December 2017 Helen Webster, Head of Volunteering, Charity Law and Third Sector Infrastructure for the Scottish Government, set out the Government's plan to introduce new national TSI Common Outcomes. These outcomes focus TSIs on the strategic leadership and brokerage role they have within community planning and see the removal of explicit reference to support in the form of Volunteer Development, Community Group support and Social Enterprise Development.

How this will affect local support services we do not yet know, however, alongside the Scottish Government review, the HTSI have been reviewing their governance and how they deliver services across the region. In November 2017 HTSI members voted to remove partner representation from the HTSI board changing our status as a partner to that of a delivery agent. This change has a significant impact on our relationship with the HTSI making the delivery of services a contracted provision. In addition HTSI have indicated that from the 1st October 2018 service delivery areas will change to match local Community Planning Partnerships seeing Wester Ross being combined with Skye and Lochalsh.

SLCVO Board and staff are looking at how these changes will impact services and have commenced a review of operations. We will keep members and relevant organisations informed of any changes however, if you would like to know more please contact me at Jo.Ford@slcvo.org.uk.

Supporting Community Groups

Skye and Lochalsh CVO work with many groups at different stages in their development. From start-up projects such as Community First Responder Schemes to helping charities in crisis situations. Our support includes volunteer development, social enterprise support, community group development and capacity building.

During the last 12 months we have worked with 150 groups supporting them through training, one to one support and general promotion.

We re-established our bulletin making it a bi-annual production and issued 32 Volunteering Guides to waiting rooms across the area. We circulated 624 articles to 335 Facebook followers and 201 Twitter followers. Our Facebook reach (i.e. the number of people who had posts from our page enter their screen) is over 30 thousand for the year with a record high of 6,425 for a single post, an increase of 5,480 to that of last year.

We dealt with 99 enquiries relating to one to one group support (governance, funding, planning, development and legal responsibilities) and supported 46 individuals into volunteering placements.

To enhance SLCVOs services in south Skye and Lochalsh we ran a drop-in session for 3 months every Wednesday at the Lighthouse Centre in Kyle. As well as opening the Portree office once a month on a Saturday for volunteers who work and find it difficult to make meetings during the week. These sessions were not as effective as we had hoped, what we found was that more one to one support work was being undertaken out-of-office hours and on-site with groups.

Case Study - Skye and Lochalsh Young Carers

Skye and Lochalsh Young Carers have been supporting young people across Skye and Lochalsh for over 17 years. Originally set-up as a project of Skye & Lochalsh Community Care Forum they promote the welfare and potential of young carers from 5 to 18 years of age, whose life is adversely affected because of the need to take responsibility for the care of someone else.

At the start of 2018 SLCVO were asked by Skye and Lochalsh Young Carers to deliver Charity Trustee training. This was driven by the recruitment of new trustees and approaching retirement of their Chair, who had been in position for 22 years.

Using the charities constitution as a foundation, we delivered three training session in:

- Trustee Roles and Responsibilities
- Policies and Procedures
- GDPR workshop and mapping exercise

To make the training relevant we approached the sessions as health checks to support the group with their own internal review. The sessions focused on the groups governing documents and procedures in relation to charity regulations and best practice. This approach not only ensured an understanding of trustee roles and responsibilities but gave the new board reassurance in their internal review process and findings, describing the sessions as liberating, informative and reassuring.



Saying Thank You to Volunteers

Without volunteers many third sector organisations would not exist in Skye and Lochalsh. SLCVO help groups recruit, develop and retain volunteers. Part of this is hosting volunteer celebrations and managing the under 25's Scottish Government Saltire Awards.

Volunteers Week is a national celebration of volunteers across Scotland. In June 2017 SLCVO gave out 69 Volunteers Week Thank You certificates to 7 groups, including:

- Broadford and Strath Community Company
- Skye & Lochalsh Crossroads Care
- Dyslexia Scotland
- Skye and Lochalsh Community Foodbank
- Highlife Highland Adult learning
- Police Scotland
- Viewfield Garden Collective

In December SLCVOs Board hosted a Volunteers Thank You Christmas Lunch for volunteers from a number of groups, including:

- Rag Tag and Textile
- Skye and Lochalsh Community Foodbank
- Highlife Highland
- Cuillin FM
- Skye and Lochalsh Mental Health Forum



We also issued 123 Saltire Awards and 20 Little Stars certificates.

The Skye Agricultural Show

The Skye Agricultural Show is a highlight of the year for many local families. With record numbers of over 2000 visitors, the 2017 show introduced the first Community Tent hosted by Skye and Lochalsh CVO.



In previous years, community groups only had the option to host individual stalls at the show. This meant they had to provide their own tents and equipment, making the show inaccessible for many small to medium groups. To reduce this barrier, the show committee agreed SLCVO could host a tent for community groups at no cost to the participants.

The tent was loaned to SLCVO by the show committee, tables and chairs came from Portree Community Centre and bunting donated by a member of the public. Groups took the opportunity to not only raise funds but also promote their services, projects and volunteer opportunities.

"We had a great day at the show, and it was great getting the Rag Tag name out there. All in all we had a very successful day. This will be a definite date in our diary for next year and beyond! There was a nice buzz being in a tent with other groups, and I think it helped to draw people into the tent." Morag Matheson Rag Tag and Textile

Helping Communities Connect

A key role of SLCVO is to support community engagement and participation. Using the National Standards of Community Engagement as a foundation we help groups plan and carry out community engagement and consultation events.

Case Study – Waternish Community Council

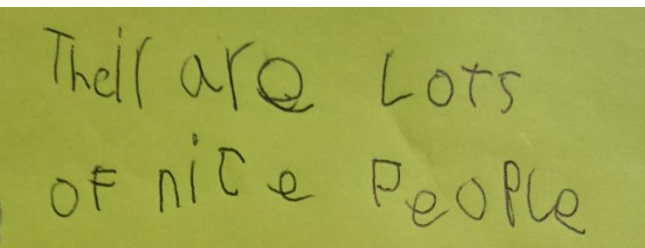
Skye and Lochalsh CVO have worked with the Waternish community since 2014, first supporting the Village Hall committee to become a SCIO and more recently supporting the Community Council in their community engagement and consultation work.

Working with representatives from the community SLCVO facilitated a series of community conversations to find out what people thought of Waternish and what they wanted for their community.

The first event was a ‘Tea and Cake Chat’ session on Saturday 27 May 2017, with around 50 people taking part. Using sticky notes and posters, people were asked to participate in four conversation topics:

- What is good about their community
- What is not so great
- Looking ahead
- What is important

The energy in the room was almost tangible with people engaging in many smaller discussions including the younger members of the community.



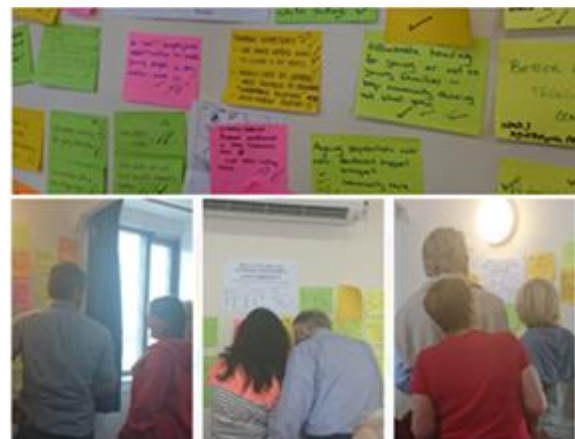
Following the Tea and Cake Chat session, SLCVO compiled a report of findings to identify key topics for the community to take forward. These included:

- Road signs, roads, parking and speed
- Affordable houses/type of new builds
- Community Involvement
- Health and wellbeing
- Children’s facilities
- Transport
- The Village Hall and community activities
- Broadband and mobile phone

To further understand their community’s needs Waternish Community Council worked with SLCVO to develop a questionnaire which provided more detailed information.

Over 70 individuals participated in the questionnaire which highlighted key issues and possible developments for the community. For example establishing a car-share Facebook page and working with the Highland Small Housing Trust etc.

The Community council are now working with the community and other organisations to look at what is achievable, and how it can be taken forward.



Community Planning and the Third Sector

As the Skye and Lochalsh HTSI delivery agent, SLCVO are commissioned to support third sector organisations in connecting to and contributing to public policy and community planning outcomes. We do this on both a strategic and local level through key activities including:

Training and Workshops

June 2017 SLCVO hosted a Community Asset Transfer and Community Planning workshop in conjunction with the Scottish Centre for Community Development. The workshop was designed to raise the awareness of the key provisions of the Community Empowerment (Scotland) Act 2015 and identify how communities would like to be supported.

The Community Ownership Support Service and Highland Council assisted in the delivery of the workshop which was attended by 20 participants, representing third sector organisations, community councils, community trusts and social enterprises. The event looked at:

- Participants aspirations for empowerment
- The effect of empowerment on communities with a focus on community control of assets
- How community planning works in the Highlands and Skye, Lochalsh and Wester Ross
- How community planning participation and engagement could be improved

"A great day, super useful. Very good breakdown of complicated legislative jargon – will be very useful in our community" Community Asset Transfer and Community Planning Workshop Participant feedback

Enhancing participation and reducing inequalities.

SLCVO take an active role in a number of forums and strategic events where individuals with lived experiences, community groups and public bodies work together to help reduce inequalities as identified in the Highland Outcome Improvement plan (HOIP) 2017-2020, themes include:

- Community Participation and Dialogue
- Mental Health and Wellbeing
- Infrastructure

COMMUNITY PLANNING MEETING

Strategic Activity (16 meetings)

- HOIP development x2
- Highland Community Learning and Development (CLD) Strategic Group x4
- Highland Community Learning and Development (CLD) Leads meeting/training x5
- Highland Council Redesign and Gateway x3
- HTSI/NHS Funding workshop x1
- HTSI Strand meetings (x1)

Local Activity (61 meetings)

- Skye, Lochalsh and Wester Ross CPP and CLD Planning (x22)
- Skye and Lochalsh Health Housing and Social Care Forum (x4)
- Skye and Lochalsh Drug and Alcohol Forum (x3)
- Skye and Lochalsh Youth Development (x3)
- Skye and Lochalsh Community Sports Hub (x3)
- Kyle of Lochalsh Participatory Budgeting Event (x3)
- Highland Senior Citizens Network (x2)
- Skye and Lochalsh mental Well-being Forum (x5)
- Ward forum (x1)
- Skye local Area Partnership for Leader (x4)
- NHS Redesign and Transport groups (x3)
- Skye and Lochalsh Community Foodbank (x8)

Around 3000 miles have been travelled by SLCVO staff whilst attending community planning meetings

- Community Safety and Resilience
- Employability, Employment & Skills Development
- Community Investment and Development
- Equality of Opportunity and Inclusion

We are a link between the local Community Planning Partnership and third sector, running forums and networking events and supporting communities of interest and place to establish new forums/networks/groups and projects.

Many of these local forums feed into Highland Strategic forums such as the Highland Alcohol and Drug Partnership, Adult Health and Wellbeing Forum, Highland Community Learning and Development (CLD) Strategic Group

Promoting the role and work of the Local Third Sector in local and Highland Community Planning

As a third sector representative Skye and Lochalsh CVO facilitate third sector participation in the development and implementation of community plans. We provide updates and encourage participation in community planning through forums, group meetings, newsletter and social media. The good relationships we have with the local third sector expedites participation as we are seen as the neutral organisation who “talk the same language” as communities and groups. We have been involved in the development of the HOIP, the Highland Council redesign/gateway, NHS redesign and development of Highland CLD plans. We are also involved in the Community Justice 2017 plan through our Liberty project where we work alongside the Highland Council and Social Work.

Community Learning and Development Area Lead In our role of CLD Lead for Skye, Lochalsh and Wester Ross we bring together public bodies, third sector organisations and individuals to develop and implement the Skye, Lochalsh and Wester Ross CLD Plan.

In September 2017 we held a CLD Workshop attended by 20 CLD practitioners from Ullapool, Gairloch, Kyle and Portree. During the workshop, participants mapped existing provision, reviewed what communities have previously said and considered how CLD can be used in local planning. Workshop discussions and subsequent review by the local partnership agreed three CLD outcomes for the partnership area.

1. Community Learning and Development organisations have the capacity to build on their strengths and meet community need
2. CLD provision is accessible and meets the needs of individuals and communities in SLWR
3. CLD providers and individuals are better connected and able to contribute to community planning outcomes and decisions that affect their communities

With 19 actions supporting the CLD outcomes the local partnership have established a CLD Practitioners sub-group, led by SLCVO, to work across the region to deliver the plan.

“SLCVO is one of my key partners. Their Community Conversations enabled me to represent young people's views without them necessarily attending meetings and helped me link with new partners. Their Volunteer Development Officer has supported my organisation to increase the number of young people achieving Saltire Awards for volunteering. They have provided volunteering opportunities for young people I work with to develop skills & experience for further education, training & employment. They have involved my organisation meaningfully in the local CLD Plan. They have facilitated learning activities at the youth forum's local conference.” Feedback from SLCVO User Survey March 2018

Skye & Lochalsh CVO Foodbank

Skye and Lochalsh CVO took over the governance and running of the community foodbank when its main volunteer moved away from the area and there was no one to continue the service.



During the last 12 months we have been astounded by the generosity and support from our communities and volunteers. Businesses and local communities have held events to raise funds and collect food. Christmas hampers were donated by Portree High School Hostel and local churches, and we have had many donations of food, toys and clothing from individuals.

Cash donations for the year total £3,435.15 with £1,500 being raised by Waternish Community during their Summer BBQ, and our volunteers have not only made the delivery of the service possible but also took part in fundraising activities across the area.

In 2017, 370 support parcels were distributed to families and individuals through organisations such as Women's Aid, Housing, Social Work, Rag Tag and Textile, Skye and Lochalsh CAB and Church of Scotland.

If you know of someone who needs help and are not too sure who they should contact call the SLCVO office on 01478 612921.



SLCVO & Highland Hospice Befriending

Skye & Lochalsh Neighbours and Friends is a pilot volunteer befriending service run by Skye and Lochalsh Council for Voluntary Organisations in partnership with Highland Hospice. Its aim is assess the feasibility of a locally based befriending service whose primary objective is to reduce loneliness and isolation experienced by providing a regular volunteer befriending visit in a person's home environment.



The pilot has been very successful with 14 trained volunteers, 11 matched befrienders and 22 enquiries. Working in partnership with Highland Hospice has enabled SLCVO to provide a good foundation for volunteer training and access expert advice from their befriender's team.

Local befrienders visit people in their home, go to social events and some take people touring areas of Skye they have not been to for many years. The difference they have made to individuals is phenomenal, with people feeling more connected and able to do things they could not before.

The pilot is due to end in September 2018 however, it is hoped that the service will continue as the pilot has shown there is a need for this type of voluntary service in Skye and Lochalsh.



Community Justice Liberty Project

In November 2017 SLCVO attended a new Highland funding event for Community Justice the 'Small Change for Community Justice Fund'. The team pitched their project to a room of over 100 people who voted for six projects to receive funding. The SLCVO Liberty Project was the only one outside of Inverness to receive funding.

The grant of £4,000 is being used to work with people on Community Payback orders in a project that uses coaching techniques and unpaid work placements in community groups to support people in making positive changes in their lives and communities



“From this project I have received so much. I have gained so much strength and understanding of my mistakes and mental illness and how to change this and take control to make a better future for myself. I am happy that I am still with SLCVO in a volunteer role and hopefully have much more new experiences to come” Feedback from project participant Paul

How Skye & Lochalsh CVO can help you

Skye and Lochalsh CVO provide a wide range of support to communities and groups including:

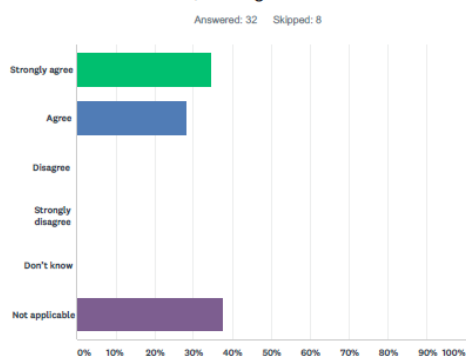
- Advice on starting a group, legal structures and supporting legal structure transition
- Identifying appropriate funders and supporting applications
- Providing training and one to one support in Governance, Running a Group and Strategic Planning
- Organising and facilitating Community Engagement and Events
- Identifying volunteers and promoting opportunities
- Helping groups to meet regulations and develop key policies
- Supporting joint working between Community Groups and Agencies through our work with the local Community Planning Partnership
- Business Development for Third Sector organisations
- Administration Services for local groups
- Room Hire and Printing Services

If you would like to talk to one of our team about how we can help your group or project contact us on 01478 612921 or email info@slcvo.org.uk.

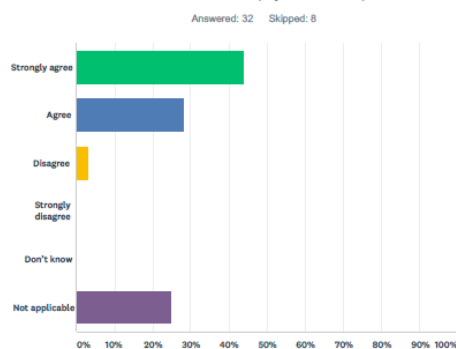
How we are performing

In April 2018 the Highland Third Sector Interface carried out a survey of groups who used or considered using core services delivered by SLCVO. 75% of respondents described the service as excellent an increase of 34% to that of last year. The following information has been taken from the HTSI survey results.

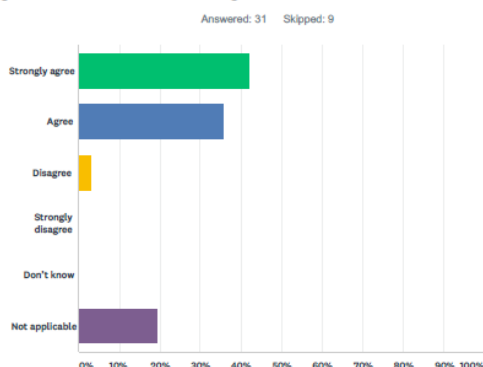
Q4 Please rate this statement: As a result of using our services you are better able recruit, manage and retain volunteers



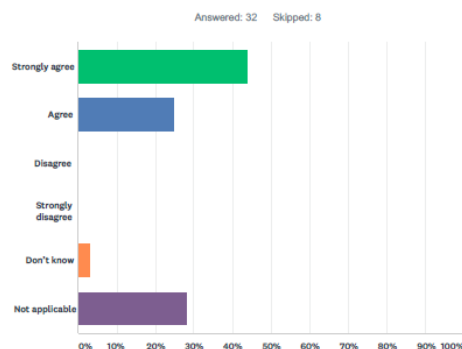
Q5 Please rate this statement: As a result of using our services you feel confident to develop your enterprise



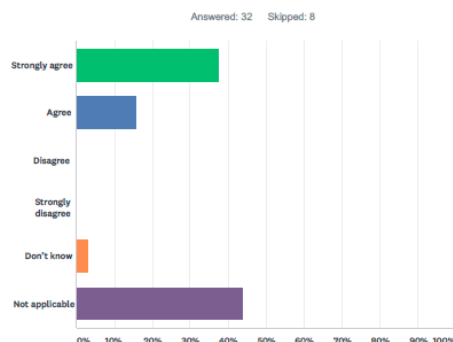
Q6 Please rate this statement: As a result of using our services your organisation is better managed and/or delivers better services



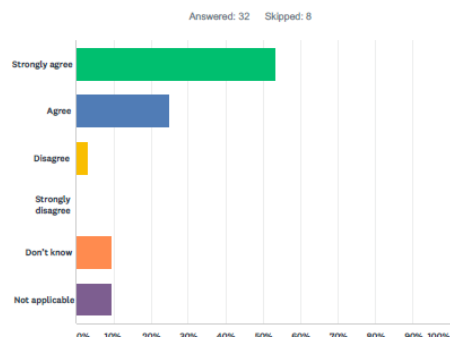
Q7 Please rate this statement: As a result of taking part in networks and forums our organisation feels more connected with other organisations



Q8 Please rate this statement: Thanks to the work of the Interface and its partners we feel better able to influence and contribute to public policy



Q9 Please rate this statement: The Highland Third Sector Interface, independently and though its partners understand my organisation and its needs



Q11 Generally when you think about your interaction with the Interface what worked well?

Answered: 27 Skipped: 13

#	RESPONSES	DATE
1	We have regular contact with the SLCVO through their attendance at local forums where we can discuss and plan local initiatives. The staff are all known locally which supports effectiveness of communication. Work closely together on CLD activities. SLCVO keep us informed of any local training initiatives through regular email updates.	5/1/2018 1:17 PM
2	trustee training availability to answer questions organisation of meetings for forum groups help with grant applications	4/29/2018 9:26 PM
3	Funded local training very useful	4/26/2018 9:17 AM
4	The Portree Slcvo have been superb. I can't possibly thank them enough. I wouldn't of known where to start with the legal bits and bobs. Their door is always open which means I can pop in and speak to the girls for help and guidance. A truly amazing organisation. Don't know where I'd be without it.	4/26/2018 9:09 AM
5	The training was specific to our organisation and therefore was very worthwhile.	4/25/2018 10:40 AM
6	They were able to tailor training specific to our organisation and deliver it directly to our members which they find extremely valuable rather than a mixed group setting which would have diluted the training	4/25/2018 10:05 AM
7	Clear advice and direction with helpful comments on the way forward.	4/24/2018 10:14 PM
8	Targeted personnel in small groups given training on specific subjects as part of an ongoing staff development plan	4/24/2018 5:17 PM
9	They can always answer our questions with such detail. They are a reassuring presence for Community Groups.	4/24/2018 11:59 AM
10	The lead officer for each interface partner are helpful,approachable,knowledgeable and professional.	4/24/2018 8:53 AM
11	Being a Platform to advertise fund raising events for our charity	4/23/2018 7:36 PM
12	Provision of meeting room; photocopying	4/23/2018 1:53 PM
13	Provision of meeting room; photocopying services	4/23/2018 1:51 PM
14	SLCVO were approachable and helpful from the outset, they obviously had a wealth of knowledge and helped us find the best way forwards for our group without pushing us to do more than we were comfortable with. They spent a great deal of time and went out of their way to visit our remote village to meet us so they would understand our needs as a community. Their support and knowledge was and is invaluable. They helped us choose the type of community group to set up and provided us with the tools to do it.	4/23/2018 11:28 AM
15	Instant access to up to date knowledge, availability at short notice for counsel, training and general support	4/23/2018 10:08 AM
16	Efficient, professional, and approachable.	4/20/2018 2:31 PM
17	The local contact	4/20/2018 12:54 PM
18	Love the approachable friendly professional service provided.	4/20/2018 10:21 AM
19	Excellent knowledge and delivery of training tailored to our groups needs. Could not rate highly enough	4/19/2018 10:15 PM

20	SLCVO is one of my key partners. Their Community Conversations enabled me to represent young people's views without them necessarily attending meetings and helped me link with new partners. Their Volunteer Development Officer has supported my organisation to increase the number of young people achieving Saltire Awards for volunteering. They have provided volunteering opportunities for young people I work with to develop skills & experience for further education, training & employment. They have involved my organisation meaningfully in the local CLD Plan. They have facilitated learning activities at the youth forum's local conference.	4/18/2018 3:58 PM
21	Community learning opportunities/forums etc which provided opportunities to network; the enormous wealth of knowledge possessed by staff at SLCVO and their willingness to share for the greater good; the time provided by staff to advise and assist our organisations and in my role in community learning	4/18/2018 1:57 PM
22	Very supportive and understanding of our needs, promotes our organisation well and has helped us to be more connected to our community and other organisations.	4/18/2018 11:38 AM
23	A very competent service provided to us	4/18/2018 11:18 AM
24	Developing partnerships	4/18/2018 10:52 AM
25	they were very friendly and had a lot of knowledge in regards to charity and how they should run, also able to help the board of directors understand their roles.	4/18/2018 10:44 AM
26	As I have already stated SCLVO are always available to assist us and promote volunteering. This face to face contact has encouraged our claimants to take up opportunities. We have been given toys and childrens clothing which have been donated to SCLVO which we in turn have given to claimants children. When financial and food donations were made to SCLVO at Christmas to give to people with children or in struggling financially they contacted me and I was able to direct claimants to them. They have just gave us clothing which has been donated that we are going to display at an event next week for claimants to select and take away with them. This is really working with the community and your staff should be commended.	4/18/2018 10:39 AM
27	I have approached SLCVO for guidance on how to undertake community consultation within the Lochalsh area. Jo-Anne and Anne provided me with excellent feedback and guidance.	4/18/2018 9:48 AM

Q12 Generally what could have been better?

Answered: 17 Skipped: 23

#	RESPONSES	DATE
1	It's a local service which connects to local people , can't think how this could be done better.	5/1/2018 1:17 PM
2	N/A	4/29/2018 9:26 PM
3	communication; returning calls+ responding to enq	4/26/2018 2:53 PM
4	Absolutely nothing, the service provided has been excellent and I feel extremely confident in my role as a trustee now to better support the organisation	4/25/2018 10:05 AM
5	N/A	4/24/2018 5:17 PM
6	Nothing	4/24/2018 11:59 AM
7	I think the interface across Highland would be better served by a single body with a local presence.It would deliver more consistency and could share and maximise capacity	4/24/2018 8:53 AM
8	Happy with services provided	4/23/2018 1:53 PM
9	Happy with services provided	4/23/2018 1:51 PM
10	I cannot praise the work of SLCVO highly enough. There is nothing they could have done better.	4/23/2018 11:28 AM
11	More staff at SLCVO!	4/23/2018 10:08 AM
12	Nothing, we are so lucky to have access to a fantastic service	4/19/2018 10:15 PM
13	Nothing! I only need to ask and SLCVO provides an appropriate response	4/18/2018 3:58 PM
14	Their website needs work (which they acknowledge) and if anything could be better it would be awarding SLCVO more funding so they can expand their work.	4/18/2018 1:57 PM
15	The website is not easy to navigate and dated in design.	4/18/2018 11:38 AM
16	Just having access to more time with CVO staff	4/18/2018 10:52 AM
17	Nothing	4/18/2018 9:48 AM

Q14 If the role of the Interface in Highland is to support: •Volunteering development •Social Enterprise development •Supporting and developing a strong third sector •Building the third sector relationship with community planning What could the Interface be offering your organisation to support your interests in any/all of the above?

Answered: 26 Skipped: 14

#	RESPONSES	DATE
1	The SLCVO are already advising and supporting our sector regarding joint working projects in relation to governance issues, funding, policies etc.	5/1/2018 1:23 PM
2	Not sure. As it is they are always available and willing to help with any issue.	4/29/2018 9:30 PM
3	support when asked for	4/26/2018 2:54 PM
4	They are helping in getting us up and running and are being a huge help with the legal stuff.	4/26/2018 9:11 AM
5	building the third sector relationship with community planning	4/25/2018 10:42 AM
6	training in house	4/25/2018 10:07 AM
7	Continued good advice from your local rep.	4/24/2018 10:16 PM
8	It Already has. Pre training support in planning a development programme across the year Delivering the programme Following up success of programme	4/24/2018 5:27 PM
9	Keep doing what they are doing! Courses, networking lunches, great advice / support. Would maybe like to see more meeting of similar groups if possible especially community groups for sharing of information.	4/24/2018 12:03 PM
10	Encouraging more people to step up and become volunteers.	4/23/2018 7:41 PM
11	just as they have been, helping us to establish a community group with a legal structure that is appropriate to our needs.	4/23/2018 11:37 AM
12	General network, 3 sector expertise and knowledge, 'go to' hub for reference	4/23/2018 10:12 AM
13	not sure. our main problem is recruiting members	4/22/2018 2:16 PM
14	volunteering and social enterprise development	4/20/2018 2:33 PM
15	More opportunities to network locally with people doing the same things	4/20/2018 12:57 PM
16	All of the above are vital to our organization	4/20/2018 10:22 AM
17	We require face to face training specific to the nature of our charity to ensure our trustees understand their roles and are confident in them	4/19/2018 10:18 PM
18	Don't know.	4/19/2018 5:05 PM
19	The Interface can provide a collective voice for smaller organisations that are probably struggling in isolation with the same issues. That voice is likely to be heard more than those of individual organisations. It can facilitate dialogue that will help organisations to perceive their shared challenges, interests and opportunities.	4/19/2018 4:39 PM
20	SLCVO does all of the above already though my organisation is not really involved in social enterprise development	4/18/2018 4:02 PM
21	All of the above in my various roles, but right now I am primarily interested in their support with regards to Social Enterprise development.	4/18/2018 2:00 PM
22	We get full support for our needs.	4/18/2018 11:24 AM
23	It already offers the above in our experience.	4/18/2018 10:56 AM
24	continue to supply the same	4/18/2018 10:45 AM
25	Just doing what they already do	4/18/2018 10:41 AM
26	Points 2, 3 & 4	4/18/2018 9:49 AM

Q15 Is there anything that you would like to share?

Answered: 13 Skipped: 27

#	RESPONSES	DATE
1	It is vital to continue to provide a local service, which is accessible to people in this remote and rural setting.	5/1/2018 1:23 PM
2	We are very pleased with our local service (SLCVO) - very approachable, friendly and responsive to needs.	4/29/2018 9:30 PM
3	Face to face contact and knowledge of the local area is important	4/26/2018 9:19 AM
4	The staff are extremely knowledgeable and it is great to have access to them and that they can come out to us and deliver training. So much better than trying to look at online modules as you can ask them anything as you go along and they are incredibly helpful and full of useful information that has helped us tremendously	4/25/2018 10:07 AM
5	The world of funding, business and community trusts is sometimes far removed from the welly bootied reality of Highland life but the staff at SLVCO were quite prepared to go the extra mile or two to meet us in our own township so they would be able to give us the best advice possible. We are very grateful for that.	4/23/2018 11:37 AM
6	The value of a LOCAL, accessible and knowledgeable 3rd sector interface cannot be underestimated	4/23/2018 10:12 AM
7	no	4/20/2018 2:33 PM
8	Staff always go above and beyond to help and dont make me feel stupid	4/20/2018 12:57 PM
9	The staff at SLCVO are outstanding. Nothing is ever a problem, if they don't know something, they'll find out. Incredible knowledge and excellent facilitators	4/19/2018 10:18 PM
10	No.	4/19/2018 5:05 PM
11	SLCVO does a great job of keeping us up to date with policy developments, what's being said at other meetings and general developments in the sector.	4/19/2018 4:39 PM
12	My organisation benefits enormously from working in partnership with SLCVO	4/18/2018 4:02 PM
13	I have received invaluable support from SLCVO since returning to Skye, as a volunteer, as a committee member of various community organisations, as a local government employee and as a small business owner. I would love to see the organisation grow as more of a community hub.	4/18/2018 2:00 PM

Essential Information

Board of Directors

As a Scottish Registered Charity and Company Limited by Guarantee SLCVO's Board of Trustees are made up of representatives from our membership.

With 169 members representing the third sector in Skye and Lochalsh we have 8 trustees.

- Peter Urquhart Chair, from Portree representing the RNLI
- Clive Pearson Vice-Chair, from Glenelg representing the Isle of Skye Ferry CIC
- Jim Towers, from Carbost representing the Skye and Lochalsh Access Panel
- Cllr John Gordon, from Portree representing Highland Council Ward 10 Eilean a Cheo
- Gordon Higgins, from Staffin representing the Staffin Community Trust
- Roger Liley, from Portree representing the Portree and Braes Community Trust
- Dr Di Van Ruitenbeek, from Sleat representing Skye and Lochalsh Counselling Care
- Jryna Batters, Treasurer, from Kingsburgh representing Portree Community Centre

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