

Edinburgh Third Sector Interface Work Plan 2016-17

To build and enable resilient, sustainable and inclusive communities in Edinburgh. Working with people, civil society and organisations to build social capital.

Edinburgh has a vibrant and diverse Third Sector with 2,854 registered charities, approx 15,000 people employed in the sector, 200 social enterprises with a turnover of £120 million in 2015 and 1 in 4 people within Edinburgh volunteering. Over 1000 of Third Sector Organisations working exclusively within the City; many working in the areas of early intervention, prevention, health inequalities and addressing poverty.

The City of Edinburgh Council are working under the aim, ambition and ethos of a Cooperative Capital which focuses on strengthening partnerships, coproduction and mutually beneficial working practices, always with the aim of improving the quality of life for the citizens of Edinburgh. Edinburgh TSI and the wider third sector have a long history of innovative partnership approaches and within the context of legislative changes welcome the continued acknowledgement of the skills, experience and expertise that we bring to the table.

2015 saw the publication of the new Edinburgh Compact – building on the first 10 years of ground breaking partnership in Edinburgh between Third Sector and Public Sector which lead the way for partnership and collaboration in delivering public services and ensuring social value.

Edinburgh's Third Sector, as across the UK today, is continually facing a 'perfect storm' of reducing resources, increasing demand, and continuing calls on us to 'bridge the gap' between service-users and public agencies. Health and Social Care integration – and the increasing pressures on supporting and ageing population are areas of major impact on the sector in 2015/16. The impacts of public spending cuts and welfare reform are continuing to bite.

With a commitment to 'enabling resilient, sustainable and inclusive communities,' Edinburgh's TSI can claim to have influenced the core mission of Edinburgh's Community Planning Partnership to 'reduce all forms of deprivation and inequalities'. Edinburgh's TSI ensure that tackling inequalities is a theme that consistently appears in our work, whether it be in supporting individuals to volunteer, in supporting organisations to deliver more effectively, or in enabling more socially enterprising behaviour. It is also the aim of the Edinburgh TSI to build on existing links with the private sector to create a socially just economy in Edinburgh.

A core component of our vision to build social value in Edinburgh is taking action to 'reduce the gap' between the poorest and most affluent and to 'flatten the gradient' of unequal outcomes.

Note to workplan:

This workplan includes a significant range of activity funded through City of Edinburgh Council, NHS and sources other than Scottish Government TSI grant. This activity is included where it delivers directly against TSI Common Services.

Edinburgh TSI partners also deliver many services above and beyond the TSI Common Services resourced through a broad range of funding partners, contracts and self-generated income. Information on these activities may be found in the websites and annual reports of each organisation.

OUTCOME 1A: MORE PEOPLE HAVE INCREASED OPPORTUNITY AND ENTHUSIASM TO VOLUNTEER

Partner	Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
VE	Maintain and develop online database of volunteering opportunities through MILO/Volunteer Scotland	1.1 1.4 1.5 1.7 1.8 1.13	Volunteering Opportunities data maintained and quality assured on MILO to populate VolunteerScotland. New bespoke database developed to feed core data to MILO	Circa 900 volunteering opportunities available on line at any time. Autumn 2016	900/900
VE	Provide advice, guidance and signposting to public on volunteering Face to face, e-mail, phone.	1.1 1.3 1.4 1.5 1.8	Volunteering enquiries from the general public are dealt with promptly and efficiently.	<ul style="list-style-type: none"> • 800 in office enquiries • 500 e-mail/phone enquires 	400/400 250/250

			<p>Provide specialist “drop in sessions to targeted/demand led groups.</p> <p>Information & signposting on team volunteering provided to corporate teams.</p>	<ul style="list-style-type: none"> • 3500 e-bulletin subscribers • 150 attend Health and Wellbeing information sessions <p>150 corporate “teams” signposted.</p>	<p>3500/3500</p> <p>75/75</p> <p>75/75</p>
VE	<p>Promote and market volunteering opportunities across Edinburgh</p> <ul style="list-style-type: none"> • Website & Social Media • Volunteer Recruitment Fair • Talks/presentations/events 	<p>1.1 1.3 1.4 1.5 1.7 1.8 1.15</p>	<p>Organise and deliver Scotland’s largest volunteer recruitment fair.</p> <p>Commission and develop new website incorporating rebrand</p> <p>Maintain VCE’s web page as primary portal for volunteering and</p>	<ul style="list-style-type: none"> • 1000 recruitment fair visitors • 55 exhibitors. <p>June 2016</p> <p>95, 000 visits</p> <p>55,000 unique users</p>	<p>1000/0</p> <p>55/0</p> <p>20,000/25,000</p>

			volunteering good practice in Edinburgh. Maintain social media presence on Facebook/Twitter/Youtube to increase awareness and information about volunteering. Deliver promotional talks on volunteering at events & community fairs/pre-retirement events	Ave number of page visits per user: 8 Reach 400 people via Talks/Attendance at events/community events/pre-retirement events.	200/200
VE	Reward and recognition for volunteers Lord Provost's Annual Volunteering Awards Ceremony held during Volunteers Week.	1.7	Organise annual Lord Provost's Award Ceremony	60 Awards presented	60/0
VE	Develop and deliver Youth Volunteering Services <ul style="list-style-type: none"> Saltire Awards 	1.2 1.8 1.15	Deliver Saltire Awards Programme Develop new funding proposal/delivery model for supporting volunteering in schools	Saltire Awards Issued. 50 Challenge 250 Ascent 200 Approach 5 Summit	25/25 125/125 100/100 2/3
VE	Develop and deliver Volunteering for Health and Wellbeing Services	1.8 1.15	Provide supported volunteering for people	75 potential volunteers given	40/35

			with mental health issues, disabilities, addictions, or other barriers to participation	one to one assessment and support. 30 volunteers successfully brokered into volunteering placements.	15/15
VE	Develop and Deliver Volunteering for Employability services	1.8	Deliver volunteering as part of the employability pathway through dedicated work coaches	110 clients assessed 80 progressed to employability skills related volunteering.	50/60 40/40

OUTCOME 1B: VOLUNTEER INVOLVING ORGANISATIONS ARE BETTER ABLE TO RECRUIT, MANAGE AND RETAIN VOLUNTEERS

Partner	Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
VE	Promote best practice advice and information to volunteer involving organisations.	1.9 1.10 1.13 1.15	Provide VIOs with face to face, by phone and e-mail support on volunteering best practice. Produce and distribute e-bulletin covering all aspects of volunteers management best practice Maintain full range of Volunteers Management Good Practice Guides	250 enquiries per year Produce 12 bulletins distributed to 1000 subscribers. Good Practice Guides up to date and available on VCE website.	125/125 6/6 1000/1000
VE	Continuing Professional Development Programme for Volunteer Managers	1.9 1.10 1.11	Facilitate and deliver thematically based volunteers managers CPD sessions across	4 sessions attended by 60 individuals.	2/2 30/30

			Edinburgh's localities		
VE	Peer learning for Volunteer Managers	1.9 1.10 1.11	Facilitate monthly 'Inspire' networking and peer support sessions for volunteer managers	12 sessions Average attendance 12	6/6 12/12
VE	Training in Volunteers' management	1.9 1.15	Develop and deliver bespoke short version Core Skills in Volunteers management training in line with IIV framework	Deliver Min 4 courses – one in each new city quartile to volunteer managers from 10 organisations per locality	20/20
VE	Training in Volunteers' management	1.9 1.15	Deliver 1 five day course of Core Skills in Volunteers management citywide in line with IIV framework	10 organisations attend min 4 of 5 sessions	10/0

OUTCOME 2: SOCIAL ENTERPRISE DEVELOPS AND GROWS

Partner	Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
ESEN	Send out 26 e-newsletters per year containing information on: ESEN news; social enterprise news; contract and trading opportunities	2.1 2.4	Newsletters distributed per year	26	
ESEN	Provide advice on the appropriate legal structures for new social enterprises Signpost organisations that need help to write their governing documents to appropriate support	2.2	Social enterprises supported	15 annually by March 2017	
ESEN	Provide one-to-one support to new and established social enterprises and social entrepreneurs	2.2 2.3 2.4	Organisations / individuals worked with	25 by March 2017	
ESEN	Continue to facilitate a peer-to-peer support network for start-up social entrepreneurs. Deliver training to participants.	2.3	Meetings / training sessions	6 sessions by March 2017	
ESEN	Signpost social enterprises to relevant support and incubators such as Business Gateway, TSI partners, Just Enterprise, Firstport, COSS etc Work with Business Gateway to develop an online business support guide for social enterprises	2.3	Social enterprises signposted Business support guides produced	20 by March 2017	
ESEN	Organise network meetings in flexible formats and various venues	2.4	Number of thematic and general network meetings	6 by March 2017	
ESEN	Run demand-led learning events for established social enterprises	2.4	Number of events	2	

ESEN	Refer social enterprises to each other and promote networking, inter-trading, collaboration and sharing of referrals between social enterprises and other enterprising third sector organisations	2.4	n/a	n/a	
ESEN	Promote Business Gateway and Just Enterprise training and learning through the fortnightly e-newsletter	2.5	Number stories in e-newsletter per year	8	
ESEN	Understand local business support needs by surveying social enterprises and establishing an annual round table discussion for social enterprise support organisations Meet with the Business Gateway Social Enterprise Adviser to ensure joined-up working	2.5	Number round table meetings held Number meetings with Business Gateway	1 x round table 4 meetings with Business Gateway	
ESEN	Promote social enterprises at key events	2.6	Number of events per year	5	
ESEN	Promote Edinburgh social enterprises through the ESEN and Buy The Good Stuff Twitter and Facebook accounts Promote case studies through the Buy the Good Stuff blog	2.6	Number of blog posts Number of social enterprises promoted through social media	12 blog posts 50 social enterprises promoted through social media	
ESEN	Develop connections with councillors, MSPs and MPs to raise the profile and support for social enterprises. Attend Cross Party Group on Social Enterprise (CPGSE) as appropriate	2.6	n/a	n/a	
ESEN	Deliver a social enterprise celebration event highlighting case studies	2.7	Number of celebration events	1	
ESEN	Work in partnership with the Edinburgh Business Gateway to	2.8	n/a	n/a	

	promote social enterprise through their events, social media and newsletters				
ESEN	Work with businesses in Edinburgh to open up commercial, sub-contracting and skill transfer opportunities	2.8	Number of businesses worked with	3	
ESEN	Be a member of the Edinburgh Chamber of Commerce and participate in networking events	2.8	n/a	n/a	
ESEN	Add new social enterprises to the online social enterprise directory	2.9	Number social enterprises added to online directory	Ten	
ESEN	Work with Edinburgh Universities or Colleges to support students to raise awareness of social enterprises	2.2 2.3 2.5	Fresher week info packs Awareness raising events held	2	
ESEN	Develop a collective understanding of the health social enterprise landscape across Edinburgh	2.1 2.4 2.6	Baseline intelligence gathered and disseminated Health specific Newsletters Connections made between health social enterprises/social enterprises with health related social aims and key stakeholders Organise an end of project event to disseminate key findings	n/a 8 per annum (6 weekly) n/a One event held	
ESEN	Encourage the development of social enterprises centred around health and wellbeing through working with NHS Lothian, SEEL and the HIBS Gamechanger PSP	2.2 2.3 2.5	Number of Social Enterprises engaging/participating Number of new start health social enterprises based in the Hibs Stadium or working with Hibs fans	11 5	

ESEN	Support the start-up of new health related social enterprises	2.7 2.9	NHS staff interested in setting up their own social enterprises engaged with Number of new social enterprises supported	n/a 4	
ESEN	Work with City of Edinburgh Council, VE and EVOC to develop alternative enterprising methods of delivery for non-statutory services such as Music Services, Libraries, community centres, catering and libraries	2.9	Potential business models and charging structures identified Case studies of good practice throughout the UK developed High level feasibility options produced Community centre management committees, social enterprises and other third sector organisations engaged good practice guidance for the engagement of volunteers is incorporated into the new service models	n/a 4 3 n/a n/a	
ESEN	Work with the Council's Transformation Team and wider Corporate Governance, VE and EVOC to scope out the requirements for a potential service transfer policy and practice framework for the council	2.9	draft key components of a potential policy agreed series of core inclusions and related practice guidance produced	1 draft policy produced Practice guidance produced	

ESEN	work with City of Edinburgh Council, CEiS, Social Firms Scotland and others to investigate social enterprise service models/options which would reduce the need for mitigating the impacts and application of EU Contract Directives and Scottish Government Public Sector Contracting Regulations for the delivery of public services	2.9	best practice from across the UK and EU that could influence the development of Edinburgh's approach to growing social enterprise models are identified Prepare case-studies	Examples identified Case-studies Produced	
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OUTCOME 3: THIRD SECTOR ORGANISATIONS ARE WELL GOVERNED AND MANAGED AND DELIVER QUALITY OUTCOMES

Partner	Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
EVOC	Capacity building support to Third Sector organisations by working with individual organisations to increase their effectiveness, efficiency and regulatory compliance.	3.1-3.11 5.6	<ul style="list-style-type: none"> A minimum of 20 organisations per year will be supported through significant change management e.g. forward/business planning, review of governance, mergers Groups who are looking to set up new organisations and charities are supported to consider the appropriate legal structure either through bespoke support or generic 	20 orgs 20 orgs	10/10 10/10

			<p>information sessions (this is responsive to enquiries, experience suggests capacity is able to respond to around 20 per year)</p> <ul style="list-style-type: none"> • Regular open and free information sessions will be held on issues relevant to the sector e.g. trustee roles and responsibilities, HR and best practice (a minimum of 15 year with reps from 40 organisations) • Support partnership arrangements to respond to funding opportunities (this is responsive to enquiries and referrals and contractors/funders opportunities, experience would suggest a minimum of 2 per year) • Website includes information feedback from policy and strategy groups thus ensuring all sector is kept up to date (website is updated when required) • Maintain and expand the Redbook (publically accessible organisations and services data base for Edinburgh) 	<p>15 sessions 40 organisations</p> <p>2 orgs supported</p> <p>Reach of 2000 orgs 25,000 unique web visits</p> <p>Baseline 1200 organisations Expect to add another 1000</p>	<p>8/7</p> <p>1/1</p> <p>2000/2000 12,000/13,000</p> <p>1600/2200</p>
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EVOC	The sectors workforce has access to appropriate training and professional development	3.4 3.6 3.10	<ul style="list-style-type: none"> An agreed training programme is delivered Training programme is developed through feedback from the sector, development officers, funders and regulatory bodies 28 courses will be delivered <p>200 people will attend</p>	Overall number of courses	
				28 courses 200 Individuals	14/14 100/100
EVOC/All	At Least 6 events, seminars and workshops on issues which are relevant to the third sector will be held over the year	3.11	<p>Including:</p> <ul style="list-style-type: none"> Health inequalities Personalisation Agenda Pension auto enrolment Welfare Reform Adult Protection Locality working – Adult Health and Social Care EVOC Third Sector Conference (themed tbc) 	8 Events Average of 20 participants at each event	5/3
				100 delegates to conference	0/100
EVOC	Thematic forums and networks meet regularly to share good practice and peer support. Third Sector organisations working with people require support because of <ul style="list-style-type: none"> Mental health issues Learning Disability Age 	3.5 3.9 4.3	<ul style="list-style-type: none"> The meetings are services effectively e.g. papers are available Agendas explicitly focus on strategic priorities, sharing good practice and reflective practice 	500 organisations receive notifications of meetings and relevant papers	500/500

	<ul style="list-style-type: none"> • Children and families issues • Transport and access • Addiction/Misuse issues 		<ul style="list-style-type: none"> • Catchment is reviewed annually • Work priorities are reviewed annually <p>Sector networks and forums meetings include sessions on regulatory compliance, quality improvement, reflecting on good practice, influencing policy and strategy locally and nationally, responding to statutory consultations and funding opportunities</p>		
EVOC	<p>The sector is informed and able to influence cross cutting policies and service delivery strategies e.g.</p> <ul style="list-style-type: none"> • Locality working • Equalities and poverty • Community Empowerment Bill • Welfare Reform • Adult Health and Social Care strategic plan • Delayed discharge/Care at Home • Adult protection 	<p>3.9 3.11 4.2 4.3 5.6</p>	<ul style="list-style-type: none"> • These issues are on the agenda of the appropriate networks and forums • EVOC hosts focus groups and consultation events <p>EVOC disseminates discussion papers to the sector</p>	<p>Open to Edinburgh's Third Sector (approx. reach of 2000 orgs) who will receive notifications of meetings and relevant papers</p>	<p>2000/2000</p>

OUTCOME 4: THIRD SECTOR ORGANISATIONS FEEL BETTER CONNECTED AND ARE ABLE TO INFLUENCE AND CONTRIBUTE TO PUBLIC POLICY

Partner	Service / Activity	Outcome and Common Service	Performance Indicators	Target / Timescale	6/12 mth output
EVOC/All	<p>Collaborating with the public sector:</p> <ul style="list-style-type: none"> • Integration of Adult health and social care • CPD councillors • Regular meeting with Council Leader and Committee Conveners • Review of grants to third parties • Review of procurement principles <p>Continued commitment to Community Planning local processes</p>	4.7 4.8 4.9	<ul style="list-style-type: none"> • EVOC represents sector on Health and Social Care Partnership Board and Strategic Planning Group • Councillors understand the impact of decisions at a local level • policy and strategy is developed from a knowledge of social value and social capital. 	90% of scheduled meetings are attended annually	90% of scheduled meetings are attended /90% of scheduled meetings are attended
All	<p>Represent, support and consult the sector to ensure participation in community planning structures:</p> <ol style="list-style-type: none"> 1. Neighbourhood forums 2. Compact Partnership 3. Edinburgh Partnership 4. Edinburgh Partnership Executive 5. Community Safety Partnership 6. Poverty and Inequality Theme Group 7. Health Inequalities Standing Group 8. Total place initiatives 9. CHP 	4.1-4.9 5.6 5.11	<p>Most partnership meetings 1/4ly. Two differing levels of participation.</p> <p>Where TSI Represents sector:</p> <ul style="list-style-type: none"> • Consult sector • Inform sector of emerging priorities • Publicise info through websites <p>Where TSI Supports the Sector Reps</p>	90% of scheduled meetings are attended annually	90% of scheduled meetings are attended /90% of scheduled meetings are attended

	<p>10. Economic Development Strategic Partnership 11. Sustainable Development Partnership 12. Edinburgh Strategic Employability Partnership 13. CLD Partnership 14. H/Social Care Integrated Joint Board 15. Joint Older Peoples Management Group 16. Asset Transfer Coproduction Group 17. Locality Leadership Groups</p>		<ul style="list-style-type: none"> • EVOC supports reps to participate in strategic and policy development meetings • Reps briefed • Reps provide feedback through EVOC to the sector <p>Reps have access to data collected by EVOC</p>	<p>NB: The partnership structures range from one Third Sector rep to up to six TS rep per forum.</p>	
EVOC/All	Edinburgh TSI commits to consulting and producing a response to CEC annual budget	4.1 4.3 4.6	<p>Consult with sector through multiple channels</p> <p>Produce and publicise response.</p>	1 December 15	0/1
VE/All	Represent and participate at the Poverty and Inequality partnership.	4.1 - 4.9	<p>VE representation:</p> <ul style="list-style-type: none"> • Consult and inform sector of emerging priorities • Contribute to long term activities 	1/4ly meetings	2/2
All	Represent, support and consult the sector to ensure participation in Edinburgh Council Committees	4.7 4.8 4.9 5.8	<p>TSI lead with each key Council Committee</p> <p>Quarterly Meetings with Council leader and appropriate committee conveners</p>	1/4ly meetings	2/2
EVOC/All	Develop, service and maintain the Compact Partnership in line with the Compact Strategic Framework	4.1 - 4.9	<p>Provide business support</p> <p>Facilitate and lead the development, delivery and monitoring of work programme</p>	¼ yrl meetings	2/2

			Publish and publicise Compact Voice	Annually	0/1
EVOC/All	Third Sector Strategy Group – develop, service and maintain, ensuring robust consultation with sector and pro-active policy and strategy discussions	1.6	Provide business support Facilitate and lead the development, delivery and monitoring of work programme Information dissemination to third sector 15 – 16 focus will be leadership and showcasing the impact and investment the 3 rd sector brings	¼ yrl meetings Inform 2000 orgs	2/2 2000/2000
VE	Igive Group – cross sectoral group - develop service and maintain to support implementation of Compact Volunteering Strategy	1.6	Meet 4 times per year Focus on volunteering contribution to 4 Single Outcome Agreement themes Ensure diverse engagement from public and third sec Publish + disseminate annual report of Volunteering strategy outcomes	4 meetings per year	2/2
ESEN	SESIG (Social Enterprise Strategy Implementation Group)Chair , provide Secretariat to and update quarterly progress report	4.1 4.5	Meet 4 times a year Update progress report four times per year It will report to CEC once a year Report to Compact	4 Mtgs a Year	2/2
EVOC	Ensure there are robust mandates for sector representatives.	4.1 4.2 4.5 4.7	<ul style="list-style-type: none"> EVOC support reps are to participate in strategic 	40 reps supported annually	40/40

		4.9 5.6	<p>and policy development meetings</p> <ul style="list-style-type: none"> • Reps are briefed • Reps have access to data collected by EVOC <p>Reps provide feedback through EVOC and the sector</p>		
EVOC	EVOC represents the sector at policy, planning and strategic discussions and The sector is informed and able to influence collaborative and holistic approaches to services.	4.1 4.6 4.8 5.6 5.11	<ul style="list-style-type: none"> • TSI gathers intelligence from sector on current and emerging issues • TSI explicitly represents these views • TSI provides feedback to sector 	<p>Network/Forums feedback Via Networks/Forums and Partnership Network Meetings</p> <p>Via Monthly noticeboard submissions</p>	6/6
EVOC	The sector is able to fully engage with the concept, principles and delivery of the Reshaping Care for Older People (RCOP)/Integrated Care Fund (ICF)	4.2 4.5 4.7 4.8 4.9	<ul style="list-style-type: none"> • Representation on Core Groups (RCOP/ICF) • Lead of community capacity and coproduction work stream (RCOP/ICF) 	Monthly Mtgs	6/6
EVOC/all	The sector is informed and able to influence the development of Royal Edinburgh Hospital Public Social Partnership initiative	4.1-4.9 5.6 5.11	<ul style="list-style-type: none"> • EVOC lead across Lothian's • EVOC attend the PSP Steering Group and Royal Edinburgh Hospital Environment and Experience Group. 	<p>Attend 90% of Meetings annually</p> <p>One Event</p>	<p>Attend 90% of Meetings annually</p> <p>1/0</p>

			<ul style="list-style-type: none"> Publish feedback from meetings 		
ESEN	<p>Network with Social Enterprise Edinburgh partners, Social Enterprise Scotland the Cross Party Group on Social Enterprise, VAS, SCVO, Senscot, Scottish Government and other key stakeholders and agencies.</p> <p>Attend Social Enterprise Network Coordinators Meetings</p>	2.8 2.9	<p>Participate in all meetings were possible.</p> <p>Attend one Cross Party Group annually</p> <p>SENC Meetings x 4</p>	<p>Ongoing</p> <p>4 Mtgs Per year</p>	<p>Ongoing</p> <p>2/2</p>
EVOC/ All	Produce 'state of the sector' report (Compact Voice)	5.1-5.3	Publish collated key facts on the health of the sector	1 Annual Report (April/May)	1/0
ESEN / All	Represent the sector at the Edinburgh CSR Board	4.3 4.8	Attend meetings	tbc	tbc

OUTCOME 5: THE THIRD SECTOR INTERFACE IS WELL GOVERNED MANAGED AND EFFECTIVE

	<i>We will:</i>	<i>Approach / Status / Plan</i>
5.1	Understand the landscape of community, third sector and volunteering activities in our local area by collecting intelligence and maintaining a database of local third sector organisations, volunteers and volunteering opportunities, including the MILO Core Minimum Fields.	<p>The TSI Partnership will be prioritising and resourcing a shared information system that satisfies the partnership's approach to meeting the data sharing needs of our TSI common service standards.</p> <p>By continuing our partnerships' approach to consulting, networking and communications we will endeavour to collect and collate intelligence on third sector landscape in Edinburgh.</p>

		Across the partnership there will be a continuation of various forms of collation and maintenance of information including; The EVOC 'Red Book', TSI service user evaluation, Google Analytics and Third Sector survey
5.2	Use the intelligence to develop and deliver services in response to community need.	The Edinburgh TSI partnership will continue to collate service user feedback, jointly and severally (where appropriate) using all intelligence to influence: Developing training programmes, focussed and themed events and seminars We will liaise and partner with other community focussed organisations to address and respond to need and opportunities.
5.3	Engage relevant stakeholders in the design, delivery and review of policies and services.	The Edinburgh TSI partnership will continue to seek to use gathered intelligence to shape strategic priorities and service delivery.
	<i>Communication and Promotion</i>	
5.4	Develop communications strategy and plans to improve our reach with stakeholders, to raise our profile and to promote our services and values. The communications plans will take consideration of the range of needs of different audience groups.	The TSI partners will produce their individual communication's strategies to support their strategic and business objectives (including meeting the needs of their Scottish Government priorities) and will support joint communication, research and profile raising via the TSI Operations Group and Steering Group. The partnership will continue to invest in supporting cross sector communication portals such as the Compact website, organisation specific websites, e-bulletins and social media to tailor messages to distinct audiences – volunteers , VIO' and voluntary organisations , social enterprises, public sector partners and wider public.
5.5	The TSI is committed to developing a robust data sharing protocol across the partnership to ensure efficient data sharing and reporting.	Data sharing protocol will be developed as part of our enquires and exploration of the shared information system.

5.6.	Promote the impact the sector has on the communities we live in.	<p>The Partnership will continue to share widely the impact and learning attributed to the sector and its approaches to supporting communities.</p> <p>Key sector statistics included in annual 'Edinburgh by Numbers' publication</p> <p>Compact Voice – 'State of the sector' report published annually and disseminated widely</p> <p>Deliver a celebration event highlighting the social and economic impact of social enterprises on Edinburgh</p>
5.7	Communicate the interests of communities to wider stakeholders.	<p>The Edinburgh TSI Partnership will seek to disseminate the intelligence and learning from the sector with all partners, via the community planning structures and relevant partnership forums and networks including supporting the implementation of the localities model in the local authority area</p>
Partnership Working		
5.8	Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.	<p>Collaborative ethos and practice reflected in TSI Strategic priorities and work plan. We strive for an outward looking approach, learning and disseminating regional and national best practice across the partner organisations.</p> <p>The TSI Partnership supports staff and volunteers participation in consultations and forums at both a formal and informal capacity.</p>
5.9	Engage local community representatives, Councillors, MSPs, MPs and others.	<p>Strive for regular meetings and communication with elected members. The TSI partnership will continue to encourage community representatives to celebrate and share the sectors success.</p> <p>The partnership will be involved in facilitating opportunities for the sector to participate in discussions with Scottish political parties during the Scottish parliament elections.</p>
5.10	Work positively with Voluntary Action Scotland and our peers in the network.	<p>We will continue to share knowledge, learn and participate in VAS practice forums and consultations when required.</p>

	Equalities	
5.11	Develop flexible responses to meet different needs; e.g. opening times, drop-in facility, outreach locations, telephone helplines and online facilities.	Training is delivered at appropriate times. Thinkspace events scheduled for breakfast and twilight catchment. Surgeries planned at appropriate venues and times. Network meetings are scheduled at relevant times and suitable venues to meet need. Volunteering services bespoke to key audiences – youth, Spanish language, health and wellbeing
5.12	Make our services, publicity materials and premises as accessible as possible. Commitment to making reasonable adjustments on request where possible.	Information disseminated in accessible forms via website, email and print (when required) All premises are fully accessible. Practical physical adjustments are always considered and reasonable adjustments sought.
5.13	Be proactive in engaging all of our stakeholders.	Full programme of events, forums and networks Noticeboard and EVOC/VCE/ESEN e-newsletters/bulletins TSI ensures relevant information sources are cross referenced to appropriate body
5.14	Focus limited resources towards those who need them most	Partnership organisation will seek to look at the individual and collective work planning to ensure effective use of resources
	Internal Management	
5.15	Use EFQM to develop and maintain organisational quality	EVOC and VCE will be completing its renewal of the EFQM Committed to Excellence standard.
5.16	Ensure a good working environment, good conditions of employment and recognition for people's contribution.	

		The TSI partnership organisations will continue to adhere to HR best practices and to supporting best practice in support of their respective volunteers.
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