

CVS Falkirk and District

Operational Workplan 2018/19

June 2018

Rag status definition

The Operational Workplan guides activities and supports performance monitoring through the use of objectives, strategies, and measures. The RAG (Red, Amber and Green) status is to give a brief snap shot of progress throughout the year of planned activities.

STATUS	DEFINITION	MONITORING	ACTION
RED	Progress below expectations	The activity requires remedial action to achieve objectives The timeline/objectives are at risk	Highlight to Management Team and Board through an Exception Report explaining reason for this and proposed action.
AMBER	Progressing towards expectations	The activity is progressing however may not be as timely or smoothly as expected. No action may be taken at this time but it is being carefully monitored The timeline / objectives may be at risk	Raise awareness to the Management Team – the CEO will determine if an Exception Report is necessary.
GREEN	Meeting expectations	The project is on target to succeed The timeline/objectives are within plan	None

Summary information		No. of activities			
		Total	Red	Amber	Green
Outcome 1a	More people have increased opportunity and enthusiasm to volunteer	8	0	3	5
Outcome 1b	Volunteer involving organisations are able to recruit, manage and retain volunteers	7	0	2	5
Outcome 2	Social Enterprise develops and grows	9	0	1	8
Outcome 3	Third sector organisations are well governed & managed and deliver quality services	11	0	1	10
Outcome 4	Third sector organisations feel better connected and are able to influence and contribute to the SOA outcomes and CP outcomes	9	0	2	7
Outcome 5	The Third Sector Interface is well managed, governed and effective	15	0	0	15
		59	0	9	50

Exception Report

Outcome 1a: More people have increased opportunity and enthusiasm to volunteer

Common Service	Description	Activity	Annual Target 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19	
<i>Individuals interested in volunteering should expect the TSI to:</i>												
1.1	Provide them with access to quality volunteering opportunities, providing a choice of placements with up to date appropriate information.	Host information sessions in local communities on a monthly basis	24 sessions	5	9		14		1		1	
		Consult with disadvantaged groups to improve inclusivity e.g. older people, disability, employability etc.	4 groups		2	1	4				0	
		Quarterly review of all opportunities and placements		9	36	8	53	1	7		9	
		Increase use of technology	Analysis report produced and acted upon Paper to Board and source funding				1					Completed 2017/18
		Opportunities hotlist produced monthly and widely disseminated	12 hotlists	13	13	14	15	2	2	2	2	
		Number of volunteers registered	250	203	233	164	692	42	48	26	131	
		Number of placements	175	260	118	136	532		14	1	15	
1.2	Provide them with access to the Saltire Award for volunteering if they are aged between 12 and 25 years	Provide information sessions on Saltire Awards to a range of youth involving organisations.	2 youth involving organisations		1	2	3		1		1	
		Range of activities to promote Saltire within high schools	5 schools	4	2	2	8	1			1	
		Provide support to local organisations involving young volunteers.	2 new organisations supported.		3		3					
		8 Saltire Ambassadors	2	3	3	8	2				2	
		Registrations:	148	148	11	421	39	40	23	121		
		200xChallenge	22	3	0	25	2	0	0	2		
		200x10 hours	106	78	42	226	6	23	5	17		
		150x25 hours	86	62	39	187	7	0	6	17		
		100x50 hours	50	44	35	129	8	2	4	17		
		40x100 hours	18	27	25	71	5	2	4	14		
10x200 hours	7	15	10	32	2	1	0	3				
3x500 hours	4	6	2	12								
1.3	Have a procedure in place for giving feedback and getting support in resolving any difficulties	Telephone surveys quarterly for volunteers. Number of calls/responses and results analysed	196				393 surveys sent 107 calls				23 surveys	

	on their placement.	Quarterly contacts for VIOs, recorded on MILO and acted upon Named contact for issues arising, policy and escalation procedure developed.	n/a n/a	47	68	29	181	7	9	2	18
1.4	Ensure a broad/diverse range of volunteer opportunities are available to meet their needs and expectations.	Working with organisations to develop opportunities to meet demand. Increase opportunities within our own volunteer programme.	73 opps 9 orgs 2	9 9	37 28	11 4	57 opportunities 45 orgs 3	3 1	8 7		19 9
1.5	Provide access to guidance and support in securing a placement if required.	Create individual development plans for volunteers with additional support needs, or significant barriers, and with VIOs to encourage them to engage those with barriers; Number of volunteers with additional support needs or barriers placed Number of new organisations taking volunteers with additional support needs or barriers Practice guidelines produced	2 plans 2 volunteers 2 orgs Guidance published		1 5 3		2 16 volunteers 5 orgs Not achieved				0 6 4
1.6	Seek to ensure volunteering is embedded into public policies within community planning.	Work with CPP organisations to update and formalise volunteering engagement. Annual CPP Board presentation & report Lead strategic engagement with volunteering services locally through Connecting Volunteering Forum meetings	5 CPP partners engaged 1 2				6 Complete 4 meetings 13 orgs		1		1 1 6
1.7	Promote personal development through volunteering	Publish case studies about benefits to VIOs, volunteering as a route to employment, and volunteering to develop life skills. Participate in a range of community/gala days, to promote volunteering. Host Volunteer Awards Ceremony. Promote volunteering through local newspapers	3 case studies 6 events 500 nominations 2 articles	1	1 3	1 1	3 identified 4 200 certificates 9 organisations 2	1 1	1	1	3 1 2
1.8	Promote personal development through volunteering.	Promote volunteering to all highlighting pathway to: Health and Wellbeing, Curriculum for Excellence, Further education Employability Pre-retirement / Retirement Employer Supported Volunteering	12 information sessions 4 schools presentations 1 college	5 4	10	1 2	16 9 2		2		2 1

			2events (JCP)	2			2				
Supporting narrative: 1.7 Volunteering article within CSREC newsletter. Falkirk Herald article published for volunteers week.											
Outcomes	% of volunteers who rate the TSI as excellent or good	Q1: 70% Q2: Q3: Q4:									
	% of people who engage with the TSI that go on to active volunteering	Q1: 61% Q2: Q3: Q4:									

Outcome 1b: Volunteer involving organisations are able to recruit, manage and retain volunteers											
Common Service	Description	Activity	Annual Target 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19
<i>Organisations that do, or wish to, involve volunteers should expect the TSI to:</i>											
1.9	Provide guidance and support on developing and providing quality volunteering placements and practice.	Review of the organisation's volunteer programme Provide individual tailored support	10 reviews 10 orgs.	2 3	1 5	2 4	5 12		1		0 1
1.10	Help assess and meet their volunteering needs	Quarterly review of all active volunteering opportunities with VIOs	200 Opportunities	33	94	21	17 170	33	88	18	167
1.11	Provide opportunities to network and discuss volunteering issues	Facilitate a quarterly Connecting Volunteering Forum; Number of meetings Number of attendees	4 meetings 20 orgs.				4 13				1 6
1.12	Offer support to use quality standards in volunteering.	Encourage participation in Volunteer Friendly award Promote quarterly Volunteer Friendly Award peer support meetings	2 new VIOs 4 meetings 5 organisations	1	4	1	6 1 2	1			1
1.13	Provide support to advertise their opportunities	All VIOs and volunteering opportunities are registered on MILO. Promotion of opportunities through ebulletin and website. Highlight volunteering opportunities at recruitment and careers fayres, charity and funders' fayres, drop in sessions and community events.	450 orgs 175 opps 45 10 events	34 56	64 131	18 16	128 248 47 7	18 19	35 70	8 9	78 115 12 1
1.14	Encourage and support a diverse range of volunteers to sit on boards/committees of voluntary organisations	Host Get on Board event Number of participants	1 event 40 registered				Target Removed				Target Removed
1.15	Seek to develop new volunteering opportunities in response to volunteer demand.	Create bespoke volunteering opportunities in response to demand. Consult with identified groups' e.g. older people, pre- retirement, seeking employment, improving health to develop opportunities in response to their need and to encourage inclusiveness and publish research to VIOs	12 opportunities 1 report published	4 1	6 1	2 1	12 3				0

Supporting narrative:

1.10: Also includes 22 opportunities not limited to specific communities but happening throughout Falkirk.

1.13: Review and data cleanse of suspended/archived volunteering opportunities has reduced files within MILO and subsequent statistical information. 42 organisations promoting opportunities in Falkirk

Outcomes

% of VIOs who rate the TSI's support as excellent or good

Q1: 100% (8 out of 8 VIOs) Q2: Q3: Q4:

% of VIOs who felt better able to recruit, manage and retain volunteers as a result of using TSI services

Q1: 100% (8 out of 8 VIOs) Q2: Q3: Q4:

Outcome 2: Social Enterprise develops and grows											
Common Service	Description	Activity	Target for 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19
2.1	Provide information for local organisations to access contract and business opportunities.	Promote national and local training opportunities and support including SDS, SSEA Ready for Business, Business Gateway, Chamber of Commerce and FDSSEN. Engagement with CPP re: economic development meetings attended	20 orgs 5 days 4 meetings	3	4	0	9 3 Not achieved				2
2.2	Give help to set up appropriate structures for social enterprise.	Provide a range of templates and community toolkit on website; number of hits Provide individual support for new starts Host local workshops eg Senscot legal, FirstPort, SSEA etc	Hits on website 10 orgs 4 w/shops	4	4	1	568 views, 399 unique 9 1	1	3		224 views, 174 unique views RL 14/11 4 2
2.3	Signpost them appropriately to advice and financing support both locally and nationally.	Include specific funders at annual Funders Fayre Provide information through weekly ebulletins and on website Individual support for 10 SEs	1 funder 45 10 orgs	4	4	1	1 47 9	2	8		Q4 activity 12 10
2.4	Provide networking opportunities to deliver. influence and learn.	Signpost and provide support to FDSSEN and publicise meetings Provide tailored local events in partnership : 1 New Start event 1 Policy event 1 study trip Maintain FDSSEN info page on website Provide SE specific workshop at annual third sector conference	6 meetings 1 event 1 event 1 event 1 page 1 w/shop				0 0 0 Not achieved 1				1
2.5	Understand local needs around business development and provide or refer organisations to appropriate learning opportunities.	Continue partnership with Business Gateway; 4 meetings per year Engagement with CPP re: economic development meetings Attend Falkirk Business Panel meetings Provide individual support on developing business plans, identifying and being prepared to take up opportunities	4 meetings 4 meetings 1 meeting 5 orgs	2	1		3 meetings Not achieved Not achieved 5		3		3
2.6	Communicate what social enterprise is and	Take a stand at Falkirk Business	1 stand				Not achieved				

	promote its value.	Exhibition, to include local SEs Train local intermediaries eg Chamber, Gateway, FSB in SE using business language. 2 training sessions Publish relevant articles through our ebulletin and website. Input to T.S. impact measurement report. To be presented at CPP	2 45 1 report				0 47 e-bulletins 1 report				12 e-bulletins Q3 Activity
2.7	Promote enterprising activity and encourage third sector organisations to be more enterprising	Provide individual support to orgs Promote SE as a business model at third sector conference Publish case study	5 orgs 1 w/shop 1 case study	3	6	4	14 1				1
2.8	Network and work in partnership with the private sector to create value and understanding and to increase trading between enterprising third sector organisations, third sector organisations and the private sector.	Maintain links with Chamber of Commerce, Business Gateway, and FSB to promote and network with local social enterprise organisations. Present on SE at meetings	3 presentations				0				
2.9	Support increased use of social enterprises by the public sector/public	In partnership with FDSen, promote local social enterprises at events eg Business Awards, Meet the Buyers, Vacant to Vibrant etc	2 events				0				
Supporting narrative: 2.2 GDPR training delivered by SenScot for Forth Valley organisations, 2 sessions held 2.2. Social Enterprise Resource library: 14 views, 11 unique views 2.4 Facilitated FVSEN steering group meeting 2.5 Governance training to Development Association 2.8 1 signpost from Business Gateway											
Outcomes		% of social enterprises/social entrepreneurs who rate the TSI as excellent or good	Q1: 100% (4 out of 4 identifying as soc ent) Q2: Q3: Q4:								
		% of organisations who feel more confident to develop their enterprise as a result of using TSI services	Q1: 63% (5 out of 8 orgs; 8 "not applicable") Q2: Q3: Q4:								

Outcome 3: Third sector organisations are well governed and managed to deliver quality outcomes											
Common Service	Description	Activity	Target for 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19
<i>Groups and organisations should expect that the TSI will:</i>											
3.1	Support them to set up a new organisation or charity with an appropriate legal structure, to understand their obligations under Charity Law, and to help existing groups review their structure.	Provide individual support on a range of topics including governance, constitutions, funding, good practice etc. Provide training and learning opportunities for groups including their staff, volunteers and board members. Number of website hits on Community Toolkit (<i>replaced by CVS website</i>)	75 orgs/projects 20 topics covered 100 hits	148	157	86	421 2 694 views 441 unique	14	30	8 3	55 3 Web 282 215 unique Resource Lib 166 83 unique
3.2	Support them to identify their income strategy and diversify their income base.	Provide weekly up to date information on grants and funding through ebulletin Hold an annual Funders Fayre (partner with Falkirk Council): number of funders number of participants registered	45 20 funders 200 registered				43 18 89				12 e-bulletins Q4 activity
3.3	Provide a service to help them identify and apply for suitable funding.	Co-funded with Falkirk Council, use of Grants Online search facility (including Insight Bulletin) Specific funders searches for organisations	30 searches	8	17	7	Yes 39	4	9	2	Yes 16
3.4	Help them with their organisational planning and development.	Conduct organisation Health Checks	25 orgs	10	11	11	32				1
3.5	Help them recognise future opportunities and risks and develop suitable responses.	Provide information about tender opportunities, PSPs, etc through ebulletins Support for local Forums	45 n/a				47				12 e-bulletins
3.6	Help them identify and make improvements within their organisation.	Promote EFQM through workshop Number of referrals to QS Organisation health checks	1 w/shop 2 referrals n/a				1 3	1	2	0	1 workshop 3
3.7	Give them advice on achieving good governance.	Provide individual support. Workshop delivered in partnership with OSCR	25 orgs 1	49	32	22	114 1	3	10	4	17
3.8	Support them in managing	Prioritise reactive support to organisations in crisis	2 orgs	1	1	1	3	1			1

	organisational changes and to respond to difficult situations.										
3.9	Encourage and support community research and engagement.	Promote National Standards and VOICE through workshop Proactively engage community activists to promote good practice On-going Joint chair with CLD on CPP Improvement Group for Community Engagement; joint meetings	1 w/shop 4 activists 4 meetings				0 0 completed	1			1 Completed 2016/17
3.10	Provide support to meet their PVG obligations.	Give information and signpost to Volunteer Scotland through workshop	1 w/shop				Target removed				Target removed
3.11	Horizon scan for the sector and communicate with them, ensuring they are aware of changes in policy, law and environment.	Highlight national initiatives, policy and consultations through our weekly ebulletin and website. . Host 1 Third Sector Conference Engage with thematic forums	45 1 conference n/a				47 completed				12 e-bulletins Bi-annual event
<p>Supporting narrative: 3.1 Community Toolkit Removed, replaced by resource library. Figures show views and unique views on Organisation Support tab on website, and resource library documents in Organisation Support. 3.6 Secure fully funded C2E programme for 4 organisations, 3 organisations are following through on this although 4 went through workshop one organisation has ceased to engage in the process. 3.7 Governance training to Development Association 3.7 Supporting OSCR by liaising with charitable organisations that are behind with their annual reporting obligations. Providing guidance to such organisations in relation to correct production of documentation including accounts and annual reports. In the event organisations are no longer intending to continue as charities, provide guidance in relation to dissolution and if required assist them to explore alternatives. 3.9 Used National Standards for Community Engagement to Children’s Commission Development Day, Hosted meeting for CLD/FC/FCT/Councillor/DTAS-COSS to explore options regarding Hall Glen Sports Centre.</p>											
Outcomes		% of organisations who rate training/support as excellent or good % of organisations who say their organisation is better managed or delivers better services as a result of using TSI services	Q1: 100% (2 out of 2 orgs) Q2: Q3: Q4: Q1: 80% (8 out of 10 orgs; 6 “not applicable”) Q2: Q3: Q4:								

Outcome 4: Third sector organisations feel better connected and are able to influence and contribute to the SOA outcomes and CP outcomes											
Common Service	Description	Activity	Target for 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19
<i>Groups and organisations should expect that the TSI will:</i>											
4.1	Advocate the role of the third sector in the design and delivery of public policy and services.	Third sector forums are established, these are aligned to the Strategic Outcomes and Local Delivery Plan (SOLD) and will meet quarterly 6 third sector forums will meet 4 times throughout the year CPIP Workplan and resultant required actions are addressed through our activities, events and communications Research completed by August 2016, report detailing findings and actions	24 Forums 1 Report produced				21 6 1				6 7
4.2	Facilitate their engagement with planning processes at appropriate points.	Attendance at: CPP Board meetings IJB Meetings Thematic groups Publish minutes and reports of forums on website Promote relevant consultations to third sector organisations	 24 sets of minutes 2 consultations promoted				6 4 32 24 41	3	1	1	2 2 20 4 minutes 10 consultations
4.3	Provide opportunities for them to network and take joint action to effect change in services and public policy.	Invite relevant speakers from a variety of backgrounds including public services and private agencies as well as third sector Encourage attendance from a broad range of groups at all events Number of organisations represented at forums Promote all networking opportunities including forums, training and events through e-bulletin and web site We will create new opportunities for individuals and groups to engage with us	Number of speakers - 6 50 45 e-bulletins 2 breakfast networking events 6 online forums created				16 50 43 N/A removed 2016/17 Completed 2016/17				4 45 unique attendees from 33 unique organisations 12 e-bulletins N/A removed Completed 2016/17
4.4	Be accountable to them.	TSI and forum representative attendance at all thematic groups and CPP. Information from CPP and thematic groups is disseminated through aligned forums. Presentation to the CPP Board about	Attend all CPP Board meetings (4 per year) Annual Presentation to CPP Board				7 Complete				2

	<p>% of organisations that say network is excellent/good</p> <p>% of organisations that say as a result of taking part in networks/forums that they feel more connected</p> <p>% of organisations that wish to contribute to public policy who feel that the TSI helps them do so</p> <p>% of public sector partners who feel the TSI brings extensive knowledge of the third sector and its views to partnerships</p>	<p>Q1: 80% (8 out of 10 orgs; 6 “not applicable”) Q2: Q3: Q4:</p> <p>Q1: 67% (6 out of 9 orgs; 7 “not applicable”*) Q2: Q3: Q4:</p>
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Outcome 5: The Third Sector Interface is well governed, managed and effective												
Common Service	Description	Activity	Target for 2017/18	East 2017/18	Central 2017/18	West 2017/18	Total 2017/18	East 2018/19	Central 2018/19	West 2018/19	Total 2018/19	
<i>Intelligence & understanding</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.	MILO maintained and updated constantly; number of updates	500	185	249	126	672	67	99	41	207	
		Produce annual Third Sector Impact Report and promote at CPP Board 1 report published 1 CPP presentation	1 report 1 presentation				1 Report Complete					
		Service Directory on website continuously added to. Number of organisations	150 orgs	45	85	35	207 orgs				207	
		Events Calendar on website promotes local third sector events; number of events	100 events	11	150	19	305 events	6	30	0	58	
5.2	Use the intelligence to develop and deliver services in response to community need.	Align engagement activity to those of the SOLD plan. Publish partner documents on our website eg IJB minutes, SOLD etc; number of publications	6 publications				3				2	
		Publish Operational Workplan achievement monthly on website	12 updates				2 update				1 update	
		Publish relevant articles in ebulletin	45 articles				47 e-bulletins				12 e-bulletins	
5.3	Engage relevant stakeholders in the design, delivery and review of policies and services.	Continuous customer satisfaction survey and evaluation; report findings and act on outputs: Number of review meetings Number of staff meetings Number of Board meetings	5 meetings 12 meetings 6 meetings				5 Review 11 Staff 7 Board				1 3 1	
<i>Communication and Promotion</i>												
5.4	Develop communications strategy and plans to improve our reach to 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.	Annual refresh of Comms strategy	1 refresh				Not achieved					
		Ensuring compliance in respect of DDA with redesign of marketing materials including website, ebulletins and publications. Develop 'guidelines' Engage with representatives of various groups with inequalities and conduct annual review of materials; number of meetings	1 draft guideline 2 meetings				Complete					2017/18 activity
		Continue and expand use of digital to develop responses suitable to a range of target audience needs eg Browsealoud	1 innovation				2 1					

5.5	Promote the impact the sector has on the communities we live in.	Compile and publish third sector impact measurement report annually; publish on website	1 annual report 1 Presentation to CP					1 Report Complete				
5.6	Communicate the interests of communities to wider stakeholders	Getting There community engagement project in Meadowbank area; 3 years supported by IRISSS. Wide range of partners across all sectors actively engaged	1 update published					Completed				
Partnership working												
5.7	Develop partnership approaches and identify opportunities for partnership working locally, regionally and nationally to achieve better outcomes.	Member of local and national bodies including Falkirk and Kelvin Valley LEADER Volunteer Scotland, Voluntary Action Scotland, SCVO, Voluntary Health Scotland, ACSVO, SENScot and Scottish Coproduction Network. Number of meetings attended Host Older People's Event annually with local partners: Number of partners taking stands Number of third sector orgs taking stands Number of attendees	30 1 event	9	2	4		34 meetings 1 event 12 partners 24 third sector orgs 45 attendees				4
5.8	Engage local community representatives, Councillors, MSPs, MPs and others.	Ensure representatives and elected members receive all relevant publications through ebulletin and website.	45					47 e-bulletins				12 e-bulletins
5.9	Work positively with Voluntary Action Scotland and our peers in the network.	Attend all relevant meetings, attend and participate in various consultations, collaborate with other TSIs e.g. Youth Volunteering Development Network, Funding Officers network, Chief Officers Network. Number of meetings Attendance at annual conference; number of staff attending Participation on short term working groups e.g. Integrated Joint Care, Community Empowerment Bill. Number of engagements	n/a 5 n/a					20 6 staff attended 4				11 n/a
Equalities												
5.10	Develop flexible responses to meet different needs; e.g. opening times, drop-in facility, outreach locations, telephone helplines and online facilities.	Continual evaluation and review of services through evaluation and survey: Specific event meetings General staff meetings Board meetings	5 meetings 12 meetings 6 meetings					5 Review 11 Staff 7 Board				1 3 1
5.11	Make our services,	Premises are currently fully										

	publicity materials and premises as accessible as possible.	accessible. All of our organised events will take into account accessibility, inclusiveness and be reactive to need. Include accessibility in evaluations and reviews	n/a	Not applicable						
5.12	Be proactive in engaging all of our stakeholders.	Engagement with locality and themed groups: attending meetings regularly and publishing information on website where appropriate. Promote TSI activities in local media	45 ebulletins 3 print articles 2 radio interviews				47 e-bulletins 5 print articles 9 social media 2 external newsletter			12 e-bulletins 2 article 1 external newsletter
5.13	Focus limited resources towards those who need them most	Work in partnership with CPP to provide intensive focus and support for identified areas of need through SOLD Review engagement and consult with minority groups e.g. LGBT, travelling community, older people in isolation and identified need. Meet additional support needs of individuals and groups	2 individuals supported 2 consultations promoted 3 documents published				1 individual 2 Not achieved			
<i>Internal Management</i>										
5.14	Use EFQM to develop and maintain organisational quality	Maintain awards such as EFQM, HWL, IYYP, VF. Quality as standing agenda items at board and staff meetings	6 Board meetings 12 staff meetings				7 board 1 dev day 11 staff meeting			1 3
5.15	Ensure a good working environment, good conditions of employment and recognition for people's contribution.	Organisation continues to be recognised as a Living Wage employer. Continuous review of all internal policies and procedures and staff terms and conditions. Continue with support and supervision sessions and provide personal development for staff and volunteers. Board/strategy development days. Ensure Health and Safety requirements are up to date and fulfilled. Monthly monitoring reports	Renewal when due 6 policies reviewed 3 personal development plans 2 days 12 reports				Renewed 30 policies reviewed 4 new policies ongoing 40 days 2 4			4 policies reviewed 6 1 H&S Report
Supporting narrative:										
5.4 Plans to introduce video conferencing technology are underway 5.7 Planning for Older Peoples Day 2018 is underway 5.15 Anti Stigma training delivered by Poverty Alliance for new staff and those who missed the last session										

