



Annual Report 2017-2018

GC
VS

Glasgow
Council
for the
Voluntary
Sector

Chief Executive's Message



2017/18 was a very active, practical and positive year for GCVS. We implemented key changes to our internal service models to streamline delivery, and we adopted six new strategic aims.

These aims were designed to take advantage of the changing political landscape and emergent economic and social, policy environment in the city, and to better reflect the leadership and advocacy role that GCVS staff and Board members were increasingly required to play, contributing to city-wide and national Third Sector and Scottish Government initiatives.

This report represents a short synopsis of how we sought to achieve these aims, and how successful our efforts were, despite the very limited resources – time, money, people – we were able to deploy and the complex working environment in which the Glasgow Third Sector operates.

This report proudly reflects the many important ways in which during 2017/18 GCVS helped support and strengthen the competency and capacity of over 1,000 individual third sector organisations in the city, who accessed the broad portfolio of technical support, advice and information services our professional, highly experienced staff provided.

It highlights how hard we worked during 17/18 to encourage

collaboration and networking across the sector to better support Glasgow's most vulnerable people; how we sought to maximize the third sector's collective contribution to major partnerships like Community Planning, and to important new service developments like the expansion of Early Learning and Childcare services in the city.

It reflects the development work we did in the city- individually as GCVS and as a TSI partner - to encourage better dialogue, and to support more effective joint working between the third sector and our public sector colleagues. It outlines some of the key successes resulting from our efforts, such as creating a Third Sector Manifesto, adopted by all political parties.

No report could ever capture the efforts GCVS staff made tirelessly each day behind the scenes, gathering intelligence, identifying opportunities, making connections, finding solutions, establishing positive relationships, quietly advocating for those who needed help and support, and where

necessary challenging inequality and unfairness.

In 2017/18, as in other years, Glasgow's Third Sector - and GCVS - faced some very real challenges, but thanks to the hard work, ingenuity and dedication of GCVS Board and staff, working alongside our networks and partners, we entered 18/19 stronger, better placed and more prepared to address the ongoing challenges. So - all in all a good year!

Helen Macneil

*Chief Executive
GCVS*



Our Strategic Aims in 2017-18



2 Influence
We advocated on behalf of our members and the wider Third Sector in the work we did.



1 Impact
We worked to strengthen the third sector in Glasgow through the services we provided.



3 Investment
We sought to increase resources directed to the Third Sector, in recognition of the sector's vital role in Glasgow.



4 Inclusion
We championed dignity, human rights and equality throughout our work.



5 Building Connections
We connected people and organisations in Glasgow.



6 Fit for Purpose
We aimed to be a sustainable and socially responsible organisation.



What we did...



Impact

Through our partner role in Glasgow's Third Sector Interface we supported TS development to ensure strong, sustainable third sector organisations exist in the city.

We provided services to ensure third sector organisations:



- were well governed and led – through our capacity building support which included start-up and advice on legal status; trustee development and leadership, strategy development, funding advice and sustainability.
- could adapt and change – through our learning and events programme and information bulletins which ensured TS organisations were aware of relevant policy and legislative changes and had the opportunity to upskill staff and volunteers.
- evidenced the impact they made – particularly around prevention and early intervention – aided by support to gather data and information in ways that were clear and meaningful.
- had access to a menu of cost effective support services – payroll, audit and book-keeping, HR and legal advice, office services, access to meeting rooms - to enable them to concentrate their resources on service delivery.
- had access to the specialist services of our TSI partners – GSEN and Volunteer Glasgow, to develop social enterprise activity and volunteering and were signposted to other support services.



Influence

We delivered activity that:



- Captured data and research on the Third Sector in Glasgow and described the role and impact the sector's work contributes to the city through the development and integration of Infobase in our Salesforce CRM.
- Mapped local assets and geographic/thematic service gaps in order to aid planning and decision-making in the city.
- Promoted the sector and its achievements through our communications and digital engagement work.
- Fed the views of our members into decision-making structures and forums through ongoing surveys, consultation and dialogue.
- Developed and described innovative TS approaches to service delivery in order to aid public service reform, transformation and new approaches to partnership working and investment.



Investment

We added Third Sector contributions that:



- ensured a Third Sector (TS) voice on key decision-making structures, arguing the case for TS investment from the Health & Social Care Partnership, Community Planning and the TS Children, Young People and Families Forum as well as through lobbying with Voluntary Action Scotland at national level.
- presented TS interests and views in key policy initiatives taken forward at city level.
- highlighted investment opportunities for our members and the wider Third Sector through events with key funders and monthly First Tuesday workshops.
- shared funding opportunities via our regular e-newsletters and social media activity.



Inclusion

We led activity that:

- Ensured information was shared on equalities and human rights through hosting the Equalities Information Service.
- Promoted and hosted consultation events to enable the Equalities and Human Rights Commission (EHRC) to hear directly the voice of local organisations and the lived experience of their members and service users.
- Played the lead role for the Scotland-wide TSI network in engaging in dialogue with the SG on issues relating to Equalities, Human Rights, Sustainable Development Goals and Open Government.
- Organised the only Third Sector consultative event on 'Business and Human Rights' held in Scotland.
- Supported the re-establishment of the Scottish Public Information Forum.



What our members say:

'Thanks to GCVS I feel better able to influence and contribute to public policy!'



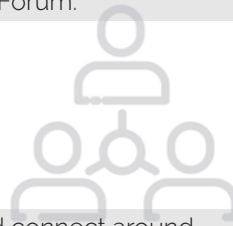
'As a result of using GCVS services my organisation is better governed, managed and/or delivers better services!'



Building Connections

We supported activity that:

- provided opportunities for our members and networks to meet and connect around areas of interest – meetings, consultations, events and our AGM.
- Coordinated and led special meetings on behalf of partners and decision-makers in the city, facilitating dialogue with the sector around key strategic and operational themes.
- shared expertise in the use of social media as a time-saving and effective way to share news, opinion, profile and responses.
- provided opportunities for TS networks, staff, volunteers and service users to learn, develop skills and develop connections, partnerships and joint working.
- developed and expanded the exemplar project work being taken forward through our Community Connectors and Everyone's Children projects – strengthening the TS contribution to both older people and children, young people and families services in Glasgow.



And we jointly sponsored, for the first time, a TSI Award for Best Community Project at the Annual Herald Society Awards in November 2017 – something that will now be an annual TSI event.



'GCVS brings extensive knowledge of the Third Sector and their views to partnerships.'



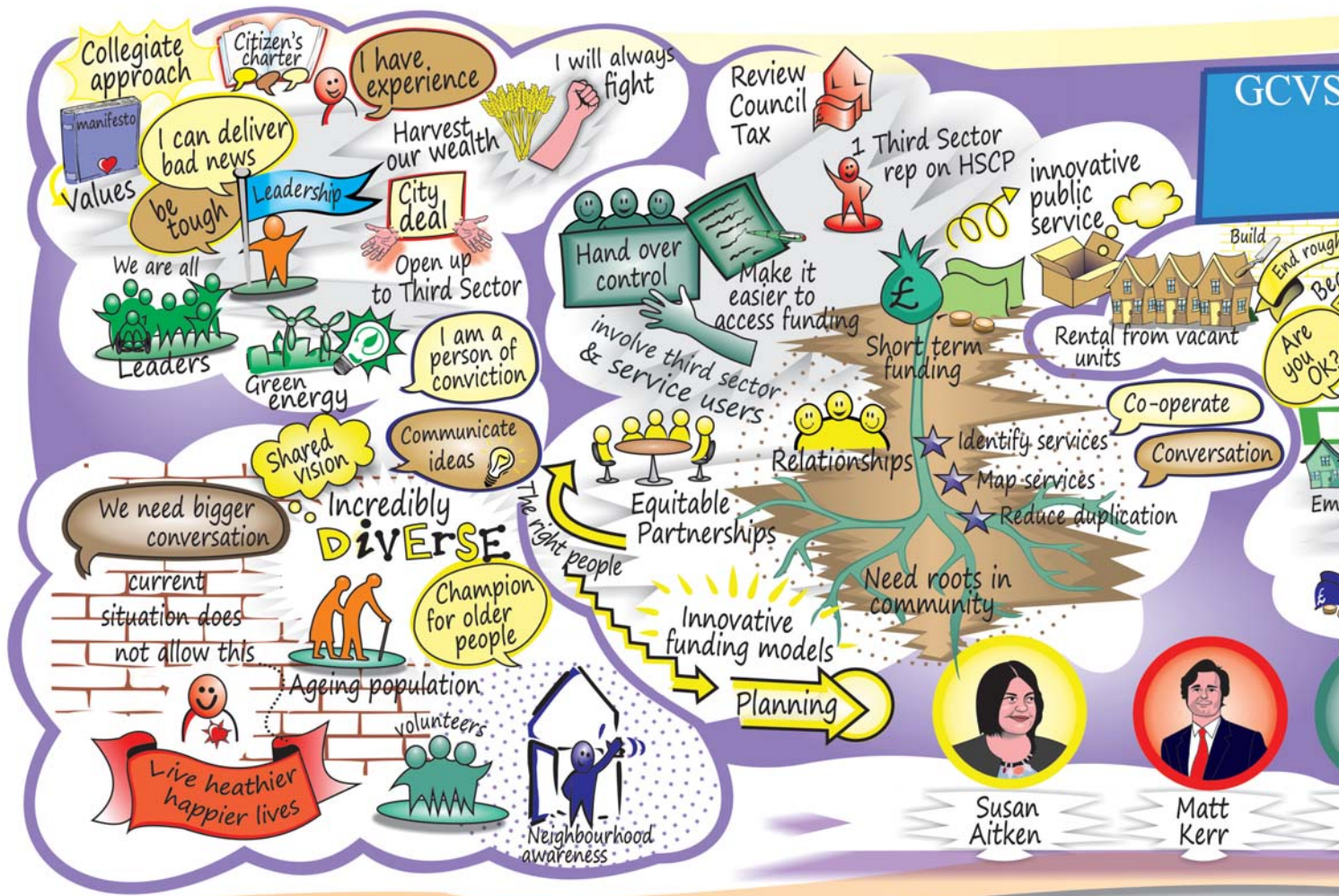
Fit for Purpose

In all of our work we continued to develop and deliver activity that:

- ensured GCVS was well governed, managed and delivered its strategy and operational plan.
- identified, managed and reviewed organisational risk.
- promoted and communicated our work to members, funders, politicians and other key stakeholders.
- embedded effective management information and reporting around our key activities through our new Salesforce CRM.
- recognised and valued staff.
- promoted culture change across the organisation.

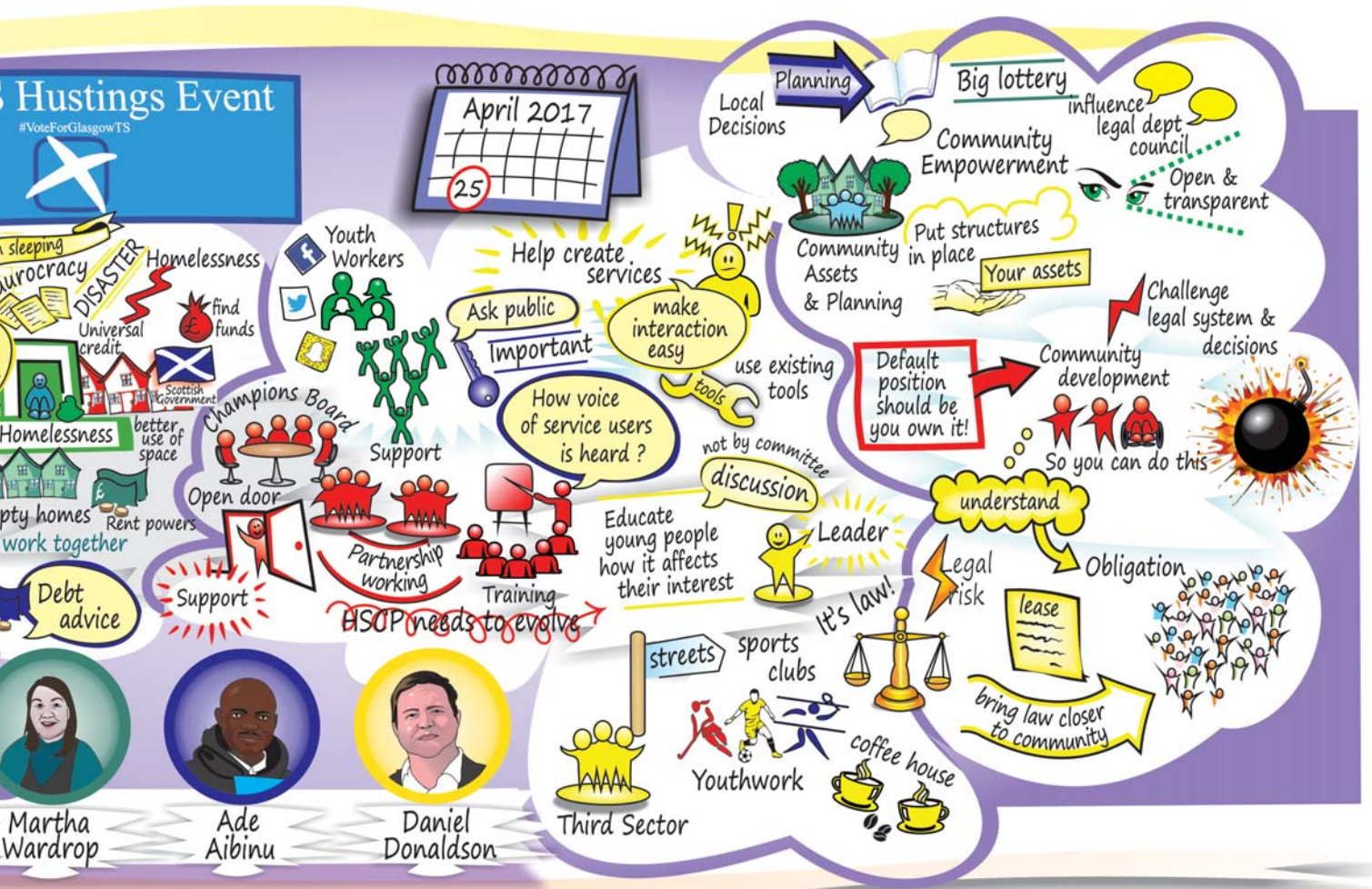


'As a result of taking part in networks and forums I feel more connected with other organisations.'



A particular highlight was our **Manifesto for Change** in the run up to the local authority elections in May 2017 and our Hustings event which saw our “asks” endorsed by Susan Aitken, the new Leader of Glasgow City Council. We captured the discussion in the graphic illustration above.





We are GCVS!



Our Impact in 2017-2018

Overview of a year supporting and connecting Glasgow's Third Sector



Our People

50 staff members

16 volunteers

646 members



Our Network and Digital Presence

3000 key contacts

4000 Twitter followers

600 likes on Facebook

58,600 web hits and

113,300 page views

185 e-bulletins

throughout the year



Information, Learning and Events

800 meetings, conferences and events hosted at the Albany for 11,600 people, delivering expert speakers on key topics of relevance to the sector

144 SVQ's awarded via our Workforce Development Centre

200+ groups and organisations received specialist Community Learning and Development (CLD) support





Capacity Building

190 groups and organisations received capacity building information and advice

700+ clients supported through our specialist Employers Advice Service

£30 million+ in salaries processed for 250+ organisations by our Payroll service



Specialist Support to Target Groups

£13 million in payments processed for 689 care support clients

1398 one to one sessions with older people and their carers through Community Connectors

157 older people buddied on 223 outings

100% maximum Net Promoters Score for the Community Connectors service

35 training events delivered through Everyone's Children (EC) to 1172 participants

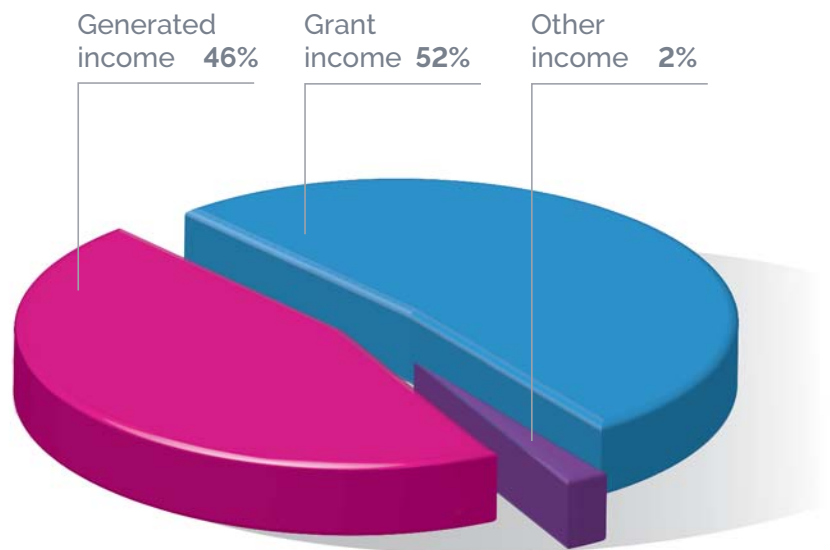
1000+ e-bulletin subscribers to the specialist EC bulletin

Our Financial Activities

to 31 March 2018

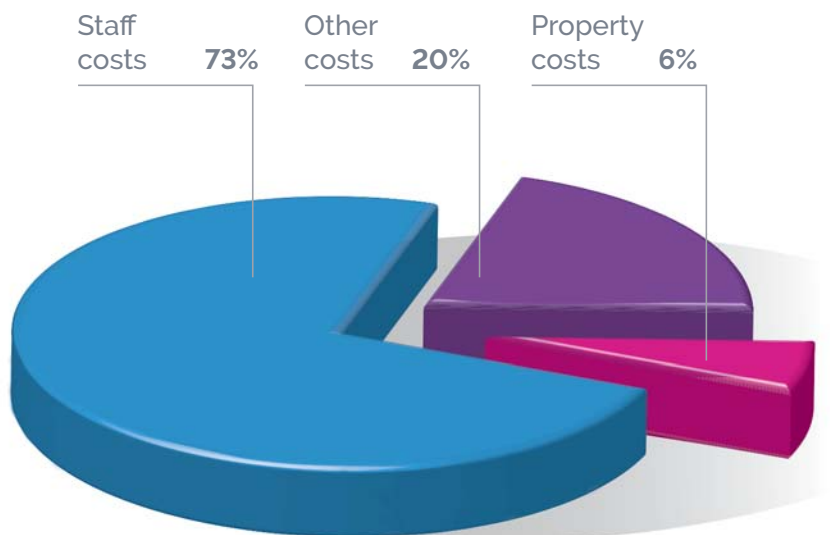
Income

Grant	£964,221
Generated	£853,216
Other	£28,319
Total Income	£1,845,756



Expenditure

Staff costs	£1,362,181
Property costs	£120,704
Other costs	£381,479
Total Expenditure	£1,864,364



Acknowledgements

The work we do would not be possible without the commitment of our hard working and talented staff and volunteers who have enabled all of the achievements detailed in this report. The skills and experience of our volunteer board also ensured GCVS was well governed and led. Our sincere thanks go to the board members who supported and served GCVS in 2017-18:

Shona Stephen • Sandy Farquharson • Margaret Ann Brunjes • Janis McDonald • Julie Fox Raza Sadiq • Julie Richardson • Jill MacKay • Antony Alexander Cunningham Kozlowski

The funding support and collaborative working we take forward through a wide range of partnerships at city and national level is also key to what we do.

Our heartfelt thanks go to:



We would also like to thank all our members, stakeholders and partners who have supported our work - contributing to consultations, responding to surveys and questionnaires and our calls to action.

And finally, but importantly, we also thank our Third Sector Interface (TSI) Partners here in Glasgow and in Scotland for their ongoing collaboration and commitment to support, strengthen and champion the Third Sector in this city and across the country.





Glasgow
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for the
Voluntary
Sector

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Glasgow Council for the Voluntary Sector - GCVS