



Welcome

to SCVO's Annual Review **2019/20**



Hello...

to our 176 new members and 16 new supporter organisations – and welcome back to our existing ones! Over the past 12 months we have kickstarted a root-and-branch review of our membership offer to make sure it continues to be both valued and valuable to everyone – you can find out more about this work on our [website](#).

We have now implemented a new organisational structure to deliver our [strategic plan 2019-2020](#), rolled out a culture change programme with a focus on organisation-wide coaching to empower staff to fulfil their potential, and were recognised as a carer positive employer 2019. We are also progressing a comprehensive brand refresh to make SCVO easier to understand and engage with, so our members and the wider sector can benefit from as much of what we offer as possible.

Our news website and monthly magazine for and about the voluntary sector - [Third Force News \(TFN\)](#) – is also reaching more people than ever, with an increase of 13,000 web views in 2019/20 and more e:bulletin subscribers than ever before.



Before we go into our achievements and successes from 2019/20, it's important to also note the challenges we have faced in the last 12 months and the things that didn't go as well as we hoped:

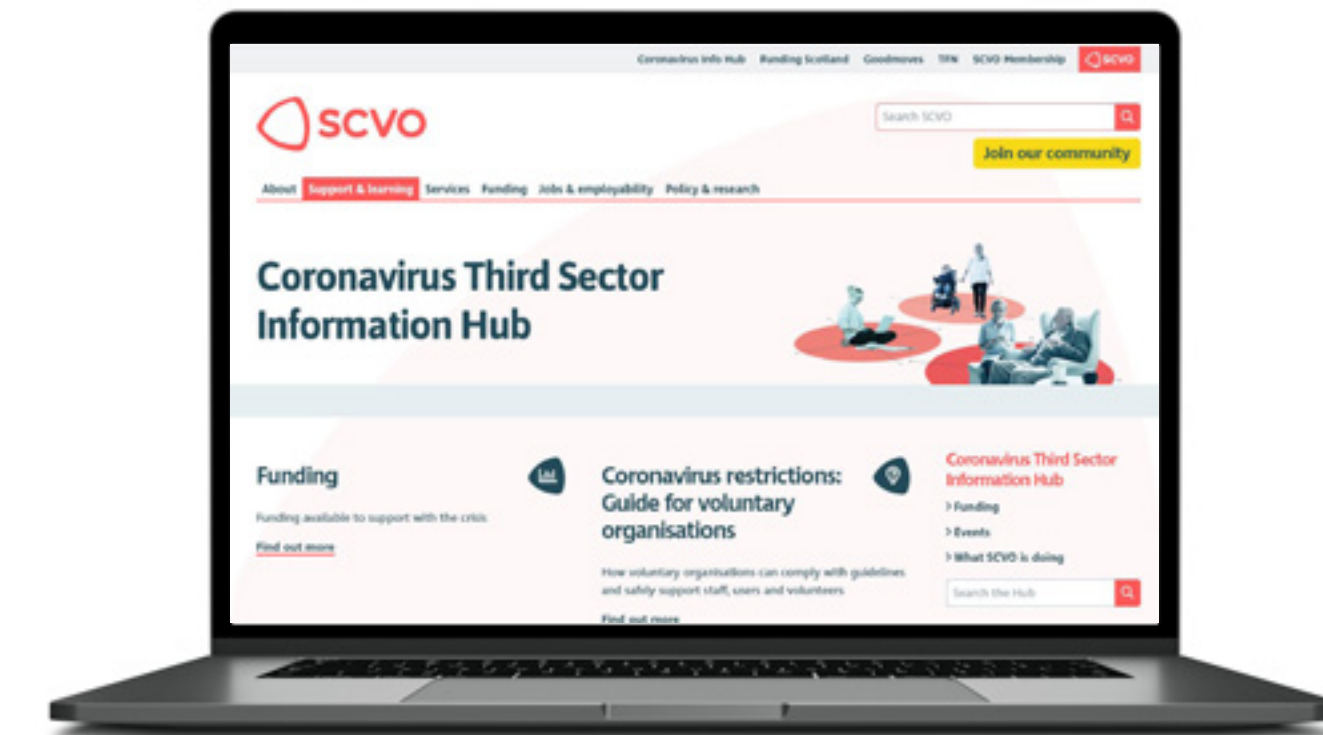
Scotland's approach to managing European Structural Funds (ESF) continues to be a challenge for SCVO and the wider voluntary sector. We have continued to support partners to deliver work funded by ESF and continued to challenge Scottish Government on its approach.

There was very low uptake of the third round of the Carers Act Transformation Support (CATS) Fund and we have been working to understand why so we can learn from this.

Following Scottish Government and COSLA's implementation plan for No One Left Behind, we had to progress the Community Jobs Scotland (CJS) Phase 7 and 8 jobs, along with the Phase 9 starts, from a single reduced 2019/20 budget, which resulted in a stricter, more structured approach for Phase 9 starts, which was challenging for everyone involved.

Coronavirus

We cannot ignore the fact that, as the year covered by this report was coming to an end, the world was struck by the coronavirus pandemic. Since March 2020 we have provided information, updates and resources for voluntary sector organisations in Scotland through our **Coronavirus Third Sector Information Hub**, and we have built on years of digital capacity building to support the sector to pivot to online working, offering a range of digital and IT support. We are now determined to maximise the learning from this experience to make sure our offer to members and the wider sector is even better than before.



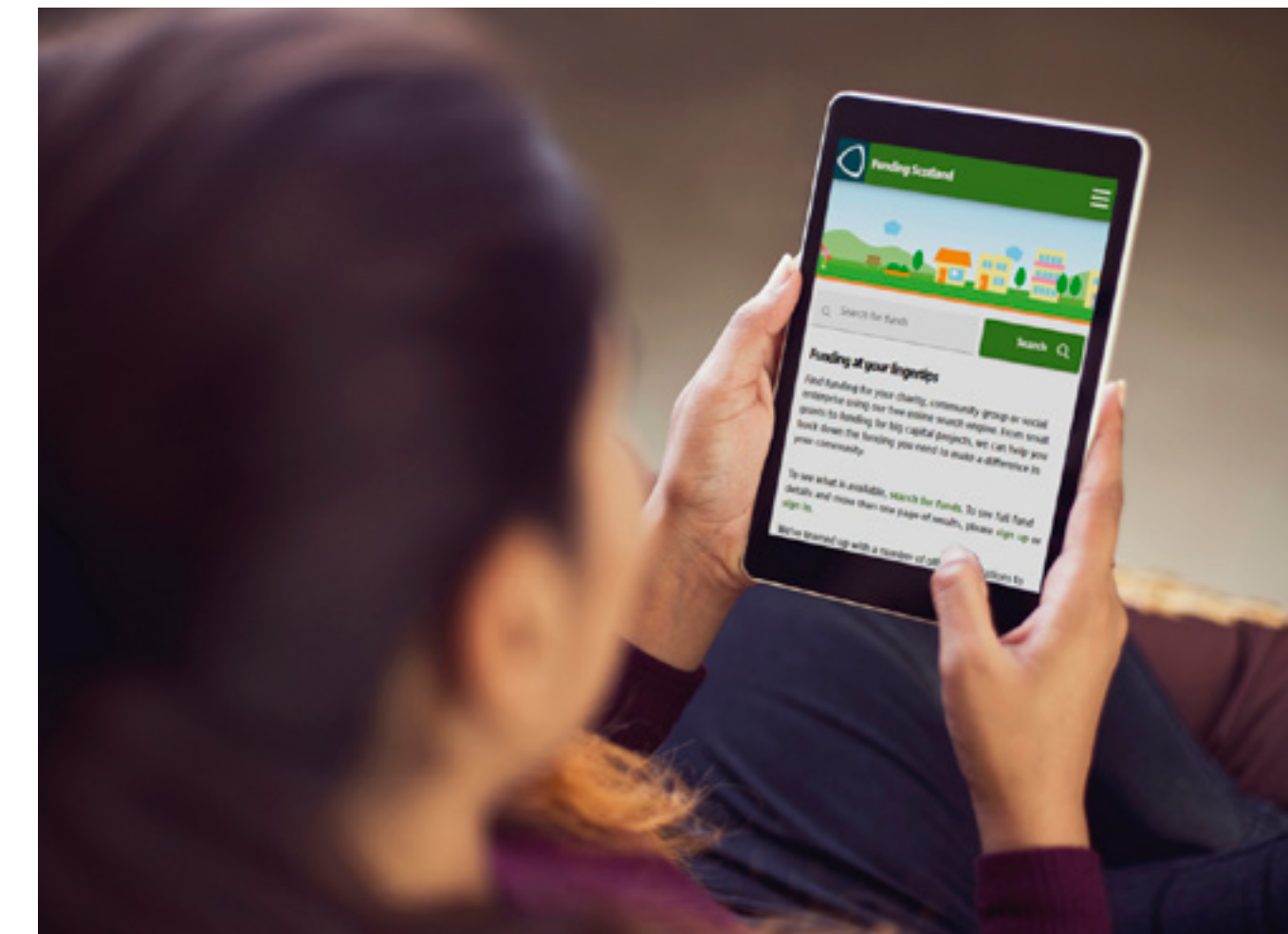
Funding

We redeveloped our online funding search **Funding Scotland** to add premium features that allow approved users access to a range of tools to help manage their funding information and responding to over 500 enquiries about the service.

The Community Capacity and Resilience Fund (CCRF) supported 72 organisations to deliver frontline services to individuals to help them combat the impact of welfare reform, poverty and social inequalities.

The Carers Act Transformation Support Fund (CATS) provided grants to 24 organisations who provide support and services to unpaid carers to enable them to add capacity via systems and technology to support the implementation of the Carers (Scotland) Act.

More Funding...



The Digital Participation Charter Fund funded 19 organisations running projects to help build their digital skills and confidence to be online.

We launched the **Principles for Positive Partnership** guidance that we jointly developed with the Scottish Government Third Sector Unit and Evaluation Support Scotland, setting out how the funder/funded relationship should work.

Campaigns and projects

We worked with various voluntary sector organisations to write and publish **'Charities, Scotland and Holyrood: 20 years delivering change'**, a book celebrating 20 years of the voluntary sector working with – and also being prepared to challenge, debate, persuade and influence – the Scottish Parliament. We also created a **podcast** featuring interviews from some of those responsible for the successful campaigns in the book to gain better insight into how these campaigns started and how they reached their goal.

[More campaigns and projects...](#)



Presiding Officer of the Scottish Parliament Ken Macintosh MSP with Scottish Council for Voluntary Organisations Chief Executive Anna Fowlie at the launch of 'Charities, Scotland and Holyrood: 20 years delivering change'

SCVO has partnered in two innovative European-funded projects:

mPower established a cross-border service for older people living with long-term conditions across Republic of Ireland, Northern Ireland and Scotland, supporting people to live well, safely and independently in their own homes by self-managing their own health and care in the community.

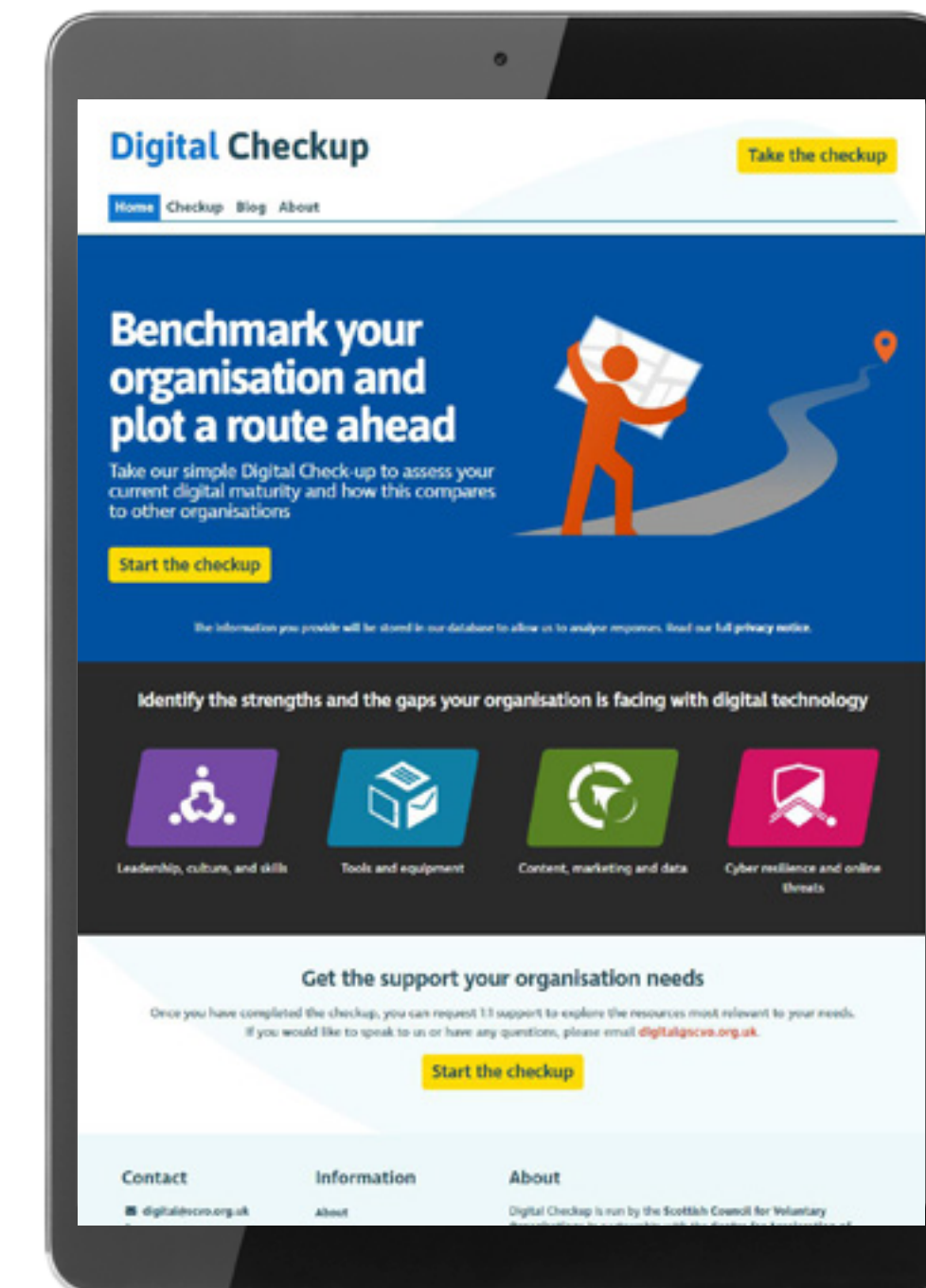
SCOPE (skills recognition, capacity building and professional education for the third sector) is an innovative e-learning platform for small voluntary sector organisations covering the basics of governance, finance, fundraising, communications and risk management.



Digital

We co-ordinated a new Scotland-wide **network of digital champions** in the social housing sector, training 31 digital motivators in 29 housing associations, and 264 frontline staff to support people living in social housing and therefore 20% less likely to have essential digital skills.

An **online digital check-up tool** was created for organisations to assess their own digital maturity and plan next steps and we worked with Scottish Government and Third Sector Interfaces to deliver an improved digital solution for the **Saltire Awards**.



Employability

We created and filled 548 jobs to help young unemployed people into work through our Community Jobs Scotland programme. The team also held recruitment events in **Fife** and **Motherwell** for jobseekers and caught up with CJS employees and employers to find out how placements have been going.

Over the past 12 months we have advertised 3,679 jobs for 1,086 organisations on our recruitment website [goodmoves.com](#), connecting 75,000 users with job opportunities every month.



[CJS Recruitment event in Fife \(links to YouTube video\)](#)

Training and events

The Gathering – welcoming 3,000 attendees and 139 exhibitors to our flagship annual engagement event. Gathering organisers felt that their event on 19 and 20 February would be the perfect place to raise awareness of the initiative and used the opportunity to encourage voluntary sector colleagues to donate sanitary items for both men and women at the Simon Community Scotland stand in the exhibition hall. Over just two days attendees managed to donate over 50 full bags of pants, toiletries and period products, which will now be used to help stock the **Period Friendly Points** across the city.

More training and events...



Period Friendly donations at the Gathering 2020

Attracting 185 award entries, the Scottish Charity Awards 2019 also received a record-breaking 34,000 votes for the People's Choice Award. After attending the 2019 awards ceremony at the EICC finalists were also recognised in January 2020 at a reception hosted by the First Minister at Edinburgh Castle. The Awards ceremony also acted as a catalyst for partnership work, with finalists Harlawhill Day Centre and 'Give a Dog a Bone...and an animal a home' **joining forces afterwards** to bring therapy dogs to elderly people in Prestonpans.

We delivered over 60 courses to more than 700 learners from 2019-2020, providing a platform for colleagues in the voluntary sector to gain new skills, refresh existing skills and be supported in their learning.



Scottish Charity Awards 2019 winners with Aileen Campbell MSP and presenter Sally Magnusson

Services

Our Payroll team celebrated its 25th birthday this year! From April 2019 to March 2020 our Payroll team processed payroll for 437 organisations and their 6,600 employees – the equivalent of almost 80,000 payslips, over 60% of which are now delivered online.

We have modernised our shared office space in Edinburgh, with plans to do the same in our other offices over the coming years, to improve the working environment for the 48 organisations that we host in our four hubs in Edinburgh, Glasgow and Inverness.

We also expanded our managed IT portfolio to 49 clients, and continue to work in partnership with them to improve the efficiency and reliability of their IT systems.



Policy

In 2019 we asked our members and those working in charities, voluntary groups and social enterprises across Scotland to share any successful partnership projects they have with the public sector. We got some great feedback and utilised these examples to create an online resource for those working in both the voluntary and public sector, to see how successful collaboration starts, how it works in practice and what the ultimate benefits are for both organisations and communities, along with some 'top tips' from the people working in **positive partnerships** right now.

We co-hosted a cross-sector conference with Scottish Power, Keep Scotland Beautiful and the University of Strathclyde to build new partnerships and relationships between businesses, voluntary organisations and public bodies around the Sustainable Development Goals.

More Policy...



Footage from the Glasgow Winter Night Shelter partnership
(links to YouTube video)

Annual Review 2019/20

Our policy team also secured amendment to legislation on the Scottish National Investment Bank so that voluntary organisations are now eligible to apply, and have published research reports identifying trends across the voluntary sector on issues including funding, finance, salaries and the gender pay gap.

SCVO's Policy Forum developed a **'Manifesto for the Future'** with recommendations to address some of the most profound social, economic, political and environmental changes in living memory, and identifying planet, humanity and citizenship as three pillars of significant importance.



Info Service

We continue to provide information online, by email and by phone on how to set up and run voluntary organisations, and have provided tailored responses to around 2,000 complex enquiries over the past year.

We have also developed practical resources such as the **'Good Governance Check-Up'** and **'Good Governance and Safeguarding Guide'** to help organisations review and improve their governance.



Contact us

Ask us anything - we'd love to hear from you!

Find us here:

- Email us at enquiries@scvo.org.uk
- Visit our website scvo.org.uk
- Call our free information line [0800 169 002](tel:0800169002)
- Twitter: [@scvotweet](https://twitter.com/scvotweet)
- Facebook: [/scvo1939](https://www.facebook.com/scvo1939)
- LinkedIn: [/scvo](https://www.linkedin.com/company/scvo)
- YouTube: [/SCV0tv](https://www.youtube.com/channel/UCSCV0tv)

SCVO's networks include:

- Intermediaries Network
- Policy Officers Network
- Knowledge Hub groups
- Third Sector Forum
- Comms Network

Our bulletins include:

- SCVO Members Bulletin
- SCVO European Network
- Digital
- Community Jobs Scotland
- Funding Scotland
- Europe and the third sector
- Training
- Trustee News

