



LARKHALL
+DISTRICT
VOLUNTEER
GROUP



Business Plan Year 1 – 2019-2020 Progress Report

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Introduction

The purpose of this review is to take stock of the progress made by the Charity during year 1 of the implementation of the Business Plan.

The progress made against specific developments has been graded to reflect the level of achievements, as follows:

Green	Good progress/completed
Amber	Steady progress
Red	No progress/negative growth

The outcomes in the business plan are split over five areas as follows:

1. Service Provision

We achieved a balanced outcome with 6 services showing good levels of growth, and the remaining 6 services showing negative levels of growth.

2. Future Organisational Development Areas

On balance we made good progress in 9 of these outcomes; and the remaining 8 demonstrated steady progress.

3. Future Funding Development Areas

This area shows significant achievements with 3 areas making good progress and 1 area making steady progress.

4. Potential New Service Development Areas

On balance we achieved steady progress in these areas with 2 areas making good progress and 5 areas making steady progress.

5. Future Business Development Areas

In this area we performed reasonably well with 2 areas making good progress, 1 area making steady progress and 1 area showing a negative outcome.

Looking Ahead to Year 2

The Board and Management Team of the Charity are acutely aware of the impact that the COVID 19 pandemic is having on the plans of the Charity.

Priorities are being re-shaped to meet the new demands in the community and resilience and survival will be the main outcomes.

We therefore anticipate that the business plan priorities will change for year 2.

Current Service Provision

Current Services	2018-19 Outcomes	2019-20 outcomes	Variance
Lunch Clubs	3,678 meals served	3,169 meals served	14%
Call Line	10,280 calls made	12,319 calls made	20%
Transport	21,612 miles	24,099 miles	11.5%
Handy person	64 jobs completed	105 jobs completed	64%
Thursday night group	292 attendances	147 attendances	50%
IT groups	100 attendances	143 attendances	43%
Genealogy group	250 attendances	269 attendances	7%
Garden group	273 attendances	208 attendances	23%
Exercise groups	512 attendances	497 attendances	3%
Walking group	558 attendances	443 attendances	20%
Tea dance	232 attendances	253 attendances	9%
Football classics	59 attendances	54 attendances	8%

Future organisational development areas

Development	Action needed	Target	Year 1 Progress
Membership drive	ongoing	ongoing	182 new members were recruited in the year.
Increase service volumes	ongoing		6 services improved their level of participation while the remaining 6 saw a reduced level of participation.
Improve evidence of service impact	Improve built-in evidence gathering & review evaluation processes	Aug-19	New methods of evidence gathering were successfully implemented during Volunteers Week 2019 and during IT classes.
Increase volunteer numbers/hours	Regular advertising/promotion including for drivers for Community car scheme	Ongoing	Total annual volunteer hours reduced from 8,000 to 7,578; a 5% reduction.
Increase beneficial impact of volunteering for those who take part	Maintain volunteer management and training in line with our 'Volunteer friendly' status	Ongoing	Approximately 80% of volunteers have undertaken required training in line with 'Volunteer Friendly' status.
Increase cost recovery for providing services	Increase in charges for service users	From April 2019	New charges implemented as planned – 77% increase in revenue.
Increase use of building by chargeable bookings	Maintain the current growth in bookings within manageable levels	Reviewed monthly by Board	Room hire income increased by 48%.
Maximise flexible use of the building	Plan to relocate/reorganise Call Line hardware - will free up additional space	Spring 2019	Completed
Improve corporate sponsorship and support	Board sub-group to develop and implement methodology	Jun-19	Initial signs of progress with a positive impact on level of donations.
Improved use of technology	Develop use of database to record and analyse data	Spring 2019	Member and Volunteer records being uploaded to Salesforce.
Replace accounting software	Introduce software and provide appropriate training	Apr-19	Preparations under way to move to Quickbooks
Review and refine policies	Subject to ongoing review	Ongoing	Policies are regularly checked and updated in

			line with current guidance. This has been particularly important during the Covid-19 pandemic.
Upgrade governing document	Board sub-group to oversee this	By 2019 AGM	Draft document prepared and approved by Board. Awaiting adoption at AGM in 2020.
Partnership development for service needs/delivery	Ongoing through local liaison.	Ongoing	CM now attending Third Sector Chief Officers meetings, alongside other partner networking events.
Enhance profile & marketing	Increase profile through Social media and community engagement	Ongoing	Facebook followers up 53%, Twitter started in June 2019 and up 150% by March 2020.
Prepare fall-back plan (in the event of short-fall in grants)	Financial Scenarios developed and regularly reviewed by Board	From Jan 2019	I&E reports considered on a monthly basis by the Board.

Future funding development areas

Development	Action needed	Target for Development	Year 1 Progress
Community fundraising	<p>Collection tins: Increase number of collection tins located within community premises.</p> <p>Sponsored events: Increase group involvement in sponsored events.</p> <p>Utilise events: run raffles, football cards etc at AGM and other events held in the facility to make the most of fundraising opportunities.</p>	<p>Increase from 4 to 10 collection tins permanently located in the community.</p> <p>Explore with ASDA strategies to increase fund raising.</p>	<p>Achieved – total raised in 2019 -20 £1,112</p> <p>Christmas bucket collection at ASDA raised £1,140</p> <p>See events below</p>
Corporate sponsorship	Board investigating Larkhall and South Lanarkshire based companies looking at: charity of the year/month; employee volunteer schemes; donations in kind; corporate donations etc.	Develop a sustainable programme of corporate sponsorship.	10 Organisations supported the Charity in 2019-20, donating £1,431
Events	Plant Sale & Coffee Morning. Christmas Fayre.	Increase general attendance and sale of stall space at our annual events.	The two major fund raising events and associated plant sales raised £4,393.

Potential new service development areas

Service	Opportunity area for LDVG to provide services	Year 1 Progress
Facilitating shopping	<p>Currently: Running pilot Strutherhill & Birkenshaw Shopping bus – potential to continue beyond pilot period if funding available or people willing to pay. Transport assistance only.</p> <p>Future: Opportunity to run monthly or quarterly trips to shopping centres further afield i.e. East Kilbride, The Fort, Livingstone Designer Outlets</p>	<p>The shopping bus is now one of the established transport services, running weekly and delivering 226 passenger journeys in 2019-20. Additional funding has been secured for this service.</p> <p>This service awarded a Certificate of Commendation in recognition of its excellent partnership working from AGE Scotland.</p>
NHS non-emergency transport support	<p>Currently: NHS Patient transport service has specific criteria, which means it is not always suitable or available.</p> <p>Public transport is not convenient or reliable. This includes the My bus service which is not always available, and people often need to wait significant time to be picked up. Current provision is not sufficient. We are in talks with NHS Lanarkshire about providing a community car scheme to support this service.</p> <p>LDVG pilot community car scheme being considered for all of above.</p>	<p>Agreement reached with NHS Lanarkshire to fund pilot programme and start patient journeys from February 2020.</p>
Socialisation: Carer respite	<p>Currently: Thursday night group currently offers carer respite but potential for this to be further developed. Also, the opportunity for this group to become independent of LDVG.</p>	<p>This group are happy to continue to run as they are. Concerns over the lowering numbers, so we will monitor this situation and consider the future of this group.</p>
Socialisation: Trans generational	<p>Currently: Some work has been carried out in this area and we are looking at future partnership opportunities. LDVG Volunteering opportunities currently facilitate intergenerational socialisation.</p>	<p>Charity Manager and Activities Assistant attend “Generations Working Together” network meetings for new ideas and to link with partners.</p>
Falls prevention	<p>Currently: We are exploring an opportunity to link in with partners and offer advice sessions to our volunteers and members.</p>	<p>Volunteer Coordinator met with a ‘Falls Prevention’ representative which resulted in sharing of information with</p>

Service	Opportunity area for LDVG to provide services	Year 1 Progress
		members and volunteers via leaflets.
Dementia friendly towns initiative	Future: Potential to embed dementia friendly into all services and activities on offer. Staff and volunteers would need to be offered appropriate training and support to carry this out. Explore potential partnerships with other groups working with dementia sufferers/carers	Some progress has been made to make our facility dementia friendly. Some staff and volunteers have undergone Dementia Friendly training, and all lunch club crockery has been replaced by more suitable, coloured items.
Handyperson service	Currently: We offer a free handyperson service. This service is under used and offered by other groups, may be worth reconsidering. Future: dependent on need.	After some targeted marketing, the service has increased the jobs completed by 64%, and raised £640 in donations (up 86% on last year).

Future business development areas

Development	Action needed	Target to achieve	Year 1 Progress
Increase use of community transport service	<p>Purchase Lite minibus (x2): Funding secured. Awaiting delivery of buses.</p> <p>2 new 'Lite' minibuses will allow recruitment of drivers without the D1 category on their license.</p>	<p>Recruit new volunteer drivers in year 1.</p> <p>Increase volunteer and self-drive hires in year 1.</p> <p>Increase hire business in year 1.</p>	<p>Mini- Buses purchased and in service. Journey miles completed increased by 11% compared to last year.</p>
Community Car Pilot	<p>Carry out feasibility study. Create business model. Secure funding (NHS, CTA). Carry out 1-year pilot project. Secure project beyond pilot and expand project geographical area.</p> <p><i>Arrange meetings with local GP Practice Managers and a follow up meeting with NHS Lanarkshire re. funding the project.</i></p> <p>Future: potential for project to be expanded across Lanarkshire with volunteers from across the area.</p>	<p>Complete all planning work by end Dec 2018.</p> <p>Pilot programme ready to start from April 2019. Support 20 appointments per week in year 1.</p>	<p>All arrangements in place for pilot programme to commence.</p> <p>Service started very slowly in Feb 2020 with all GP practices reminded of benefits of service. On hold due to Covid-19 lockdown from March 2020.</p>
Increase room hire	<p>Support to be offered to potential social enterprises/partners looking to link in with LDVG:</p> <p>e.g. Community Café: social enterprise by Heart of Africa charity, every other Saturday and potentially other days. Awaiting funding response.</p>	<p>Room hire increase by 35% in year 1.</p>	<p>Revenue generated by room hires increased by 48% in 2019-20, totalling £11,605.</p>
More community wide activities	<p>Discuss arranging tea dances/fitness groups in local care homes for their residents and our service users.</p>	<p>Awaiting response from potential partners.</p>	<p>This offer was not taken up.</p>