



LARKHALL  
+DISTRICT  
VOLUNTEER  
GROUP



# Business Plan 2019-2022

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## 1. Executive summary

Larkhall and District Volunteer Group (LDVG) provides a range of services and social activities, which have a significantly positive impact on the health and wellbeing of members of the community. Our focus is on isolated, vulnerable people and/or those with a disability, assisting them to live independently and stay connected to their community.

This Business Plan sets out our aims for the next three years as we continue to develop and refine our services in response to need.

Following a period of consistent funding we now see both a reduction in available grants and increased competition for them, and we agreed the need for a step change in our practices in order to reduce grant dependency.

This plan articulates need and provides a framework for planning for organisational development. It also proposes actions to reduce our dependence on grants while recognising risks and mitigating factors.

Significant changes, both locally and nationally, present challenges and opportunities. These include:

- an aging population and increasing poverty in the Larkhall area.
- reduced funding for Local Authority services.
- increased pressures on Health and Social Care services.

In effect, there is an increased need and demand for our services in a time of economic strain and uncertainty.

We recognise the need for strong financial planning and scrutiny and are prepared to respond appropriately to future income. We understand the financial risks going forward and have planned for three scenarios:

- Best case - we secure all expected grant income and continue to develop and increase our services and membership.
- Worst case - where we secure 0% expected grant income. We would begin planning a managed closure by December 2019.
- Mid case - where we secure ~ 50% expected grant income. We maintain services but reduce opening hours and staff hours. The core of the organisation could survive and remain in a position to rebuild.

LDVG is committed to meeting this challenge. We will maintain our strong links with the local community and a continued awareness of social issues and recognise an operational need for lean, efficient internal processes that can adapt and change as required. This Business Plan describes an ambitious programme for development with greater emphasis on fundraising and revenue generation to ensure our long-term viability.



Margaret Gibson, Secretary  
On behalf of Board of Trustees

## 2. Summary of vision

- The aim of **Larkhall and District Volunteer Group**, hereafter referred to as **LDVG**, is to promote the wellbeing of the community in South Lanarkshire.
- LDVG's vision is to be "Helpful, Local, Knowledgeable, Caring."
- To provide services for the Community such as lunch clubs, call line, handy person and community transport which fill critical gaps in the area.
- To prioritise our services, activities and care to those in greatest need and where we are best placed to assist.
- To support formation of activity groups encouraging them to be wholly volunteer led.
- To reduce our dependence on grants each year of this Business Plan.

## 3. Introduction

### 3.1. Business Plan

This Business Plan is designed to both articulate and facilitate our strategic aspirations for the next 3 years until 2022. It provides a comprehensive overview of LDVG and the environment in which we operate. This has been prepared by the Board and staff team of LDVG, having reviewed and agreed the strategic direction of the Charity over the medium term towards achieving its long-term vision.

The plan provides a framework for action which communicates our aims to members, volunteers, staff and key stakeholders.

The business planning process is led by our Board, supported by senior staff, and is highly participative, to ensure a whole and inclusive organisational approach. Progress is reviewed regularly.

## 3.2 Our organisation

**Company Name:** Larkhall & District Volunteer Group (LDVG)

**Address:** Registry House, 55 Victoria Street, Larkhall, ML9 2BL

**Contact details:** Tel: 01698 888893, Email: [Board @ldvg.org.uk](mailto:Board@ldvg.org.uk)

**Legal Status:** charitable company limited by guarantee.

(Charity number SC028557, Company number 203087).

**Background:** established in September 1994 we were registered as a charitable company limited by guarantee in 2000. Funding from Big Lottery in 2014 secured larger premises, creating a mobility friendly facility. LDVG expanded provision of activities and services for the community in Larkhall and the wider Lanarkshire area, with a focus on older/isolated/vulnerable members of the community including those with a disability.

**Services include:** lunch clubs, call line, community transport, handy person, Thursday night group, IT groups, genealogy group, garden group, exercise group(s), walking group, monthly tea dance, football classics, and room lettings.

**Membership:** open to people living in Larkhall and the wider Lanarkshire area. All members can access the activities and services on offer.

**Structure:** 11 board members, 7 full time and one part-time member of staff, approximately 60 volunteers and 300 registered members. Staffing structure and Board biographies, (**Appendix 1**).

**Assets:** include Registry house and 3 minibuses. (see Asset Register - **Appendix 2**).

**Awards/commendations to date:** SCVO Charity of the Year 2018 (Celebrating Communities) Finalist; VASLan Active Charity of the Year 2018 Finalist; Volunteer Friendly Award (2018), Queens Award for Voluntary Service (2013).

**Website address:** [www.ldvg.org.uk](http://www.ldvg.org.uk)

**FB page:** <https://www.facebook.com/LarkhallDistrictVolunteerGroup/>

**Twitter handle:** @LarkhallVolGrp

**Key personnel details:**

Mrs Anne Alston, Chairperson

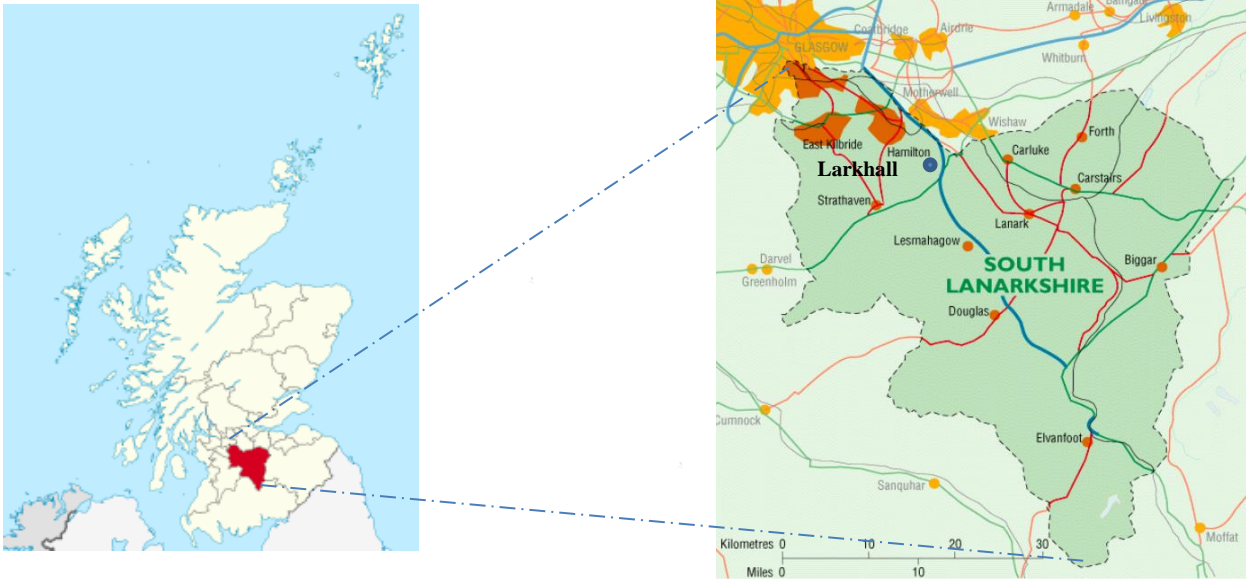
Mrs Sandra McCrory, Charity Manager

### 3.3 Our centre

- Our well- resourced centre, Registry House, is owned by LDVG but subject to a legal charge by Big Lottery.
- It is for the use of the Community, run by a Board of Trustees and 8 employed staff.
- Registry House is situated in the centre of Larkhall and is fully accessible, having been purchased as a Public Asset Transfer from South Lanarkshire Council and renovated in 2015.
- Registry House has 4 rooms of varying size and a catering kitchen available for hire to the community.

As we own our building, we maintain ongoing review of the internal and external structure and grounds, carrying out relevant repairs/upgrades as appropriate. Appointment of a Facilities Officer enables a rigorous approach to this.

### 3.4 Our catchment area



The town of Larkhall sits within South Lanarkshire, the 5<sup>th</sup> largest local authority in Scotland by population, covering 1772 Km<sup>2</sup> stretching from close to the centre of Glasgow to near the Scottish Borders, with a mix of urban, rural, and former mining environments it has a population of over 318,000 (2017).

In South Lanarkshire:

- From 1987 to 2017 the numbers of all age ranges 49 and under decreased, but increased in age ranges 50 and over, with the biggest percentage in the 80+ group. <sup>1</sup>
- In 2016 those aged 50 or over accounted for just over 40% of South Lanarkshire's population but by 2036 this is projected to increase to just over 45%. <sup>1</sup>
- 2016 Scottish Index of Multiple Deprivation (SIMD) shows 14.4% of South Lanarkshire areas in the 15% most deprived areas of Scotland, an increase from 2012. Larkhall is one of three towns in the Council area with the highest proportion of datazones in the 5% most deprived, having 2 of the five worst rankings for income deprivation. <sup>1</sup>
- Over a third of households are single adult households and this is expected to increase significantly, to over two-fifths by 2039. There will be a significant increase in men living alone and nearly a third of all people in single adult households will be aged 75 or over. <sup>2</sup>

<sup>1</sup> South Lanarkshire Council's Central Research Unit

<sup>2</sup> SL Community Planning Partnership Community Plan 2017-2027



## 4. Impact of public sector services

Councils are balancing a real terms funding cut of 9.6 % over the last eight years with increasing demand, particularly from a growing older population.<sup>3</sup>

Audit Scotland <sup>4</sup> highlight increasing pressure on the NHS and state that to meet people's health and care needs, the NHS urgently needs to move away from short-term fire-fighting to long-term fundamental change.

Within South Lanarkshire, the Health and Social Care Partnership, which aims to "improve the quality and consistency of services for patients, carers, service users and their families" <sup>5</sup>, recognises the role that voluntary organisations can play in terms of tackling social wellbeing, social isolation, inequality, disadvantage, fractured communities and ill-health.

The service gaps that LDVG could fill are widening as the statutory sector struggles both to deliver current services and to change/modernise, facing budget constraints, staff reduction and rising demand.

In the area, there is little or no statutory help (delivered or funded by NHS/South Lanarkshire Council) for the community for any of the following:

- Shopping.
- Befriending.
- Transport and/or accompaniment to NHS appointments (non-emergency).
- Getting out and participating in social activities.
- Respite for an hour or two for carers of Older People.
- Help with errands e.g. things that need to be done at Post Office, Bank.
- Dealing with complexity/technology in the home e.g. using a modern TV, computer, microwave, telephone, thermostat/heating controls.
- Regular and reliable Meals on Wheels.

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<sup>3</sup> Audit Scotland news release April 2018

<sup>4</sup> Audit Scotland - NHS in Scotland 2018

<sup>5</sup> Strategic Commissioning Plan 2016-19, South Lanarkshire Health and Social Care Partnership

## 5. Services

### 5.1. Current services provided

Current Services	Referral route	Numbers 2018-19	Plan to continue?	Target numbers -next 3 financial years		
				YR1	YR2	YR3
Lunch clubs	50% self-referral; 50% by SW/Health	3,468	Yes	3502	3537	3573
Call line	87% by SW/Health	9,206	Yes	11047	13256	15907
Transport - miles	n/a	22,898	Yes	27477	32973	39567
Handy person	100% self-referral	58	Yes	63	70	77
Thursday night group	100% self-referral	282	#	287	293	299
IT groups	100% self-referral	74	Yes *	75	77	79
Genealogy group	100% self-referral	196	#	200	204	208
Garden group	100% self-referral	298	Yes *	312	328	344
Exercise group(s)	100% self-referral	430	Yes *	473	520	572
Walking group	100% self-referral	654	Yes *	719	791	870
Tea dance group	100% self-referral	258	Yes *	276	295	315
Football Classics	100% self-referral	62	Yes*	65	68	71

Yes \* - depending on the wishes of the service users.

(#) Potential spin out: the group would become free-standing, needing no further paid staff input from LDVG. Such groups would constitute and source their own funding and may pay LDVG for services such as meeting rooms and possibly support for attracting / developing volunteers.

## 5.2 Expected growth in demand for LDVG services

Demand for services from LDVG is expected to grow.

Latest projections <sup>6</sup> show South Lanarkshire's population rising by 1.5% from 2016 to 2026, and by a further 0.1% by 2037 when 28% will be aged 65 or over, compared to 18.9% in 2016.

Like Scotland as a whole, we have an aging population. People are living longer but not always healthier lives evidenced by the growing number of people living with one or more long term health conditions <sup>8</sup> (**Appendix 3**). This creates additional demands on existing resources for example home care, nursing and residential care.

In South Lanarkshire:

- Around 1/3 of households (45,000) were living in fuel poverty, spending at least 10% of household income on energy. From an older person's perspective, 57.1% of households were in fuel poverty, significantly higher than the Scottish average of 48.8%. <sup>8</sup>
- By 2037, just over 1/5 of households will be headed up by someone aged 75 or over compared to just over 1/10 as present and there are projected to be 4,000 households with people aged 90+ living alone as opposed to around 1,000 presently. <sup>8</sup>
- There are higher numbers of people with physical disabilities, mental ill health and learning disabilities compared with the Scottish average. <sup>8</sup>
- Dementia is more common in older people and, with an aging population, we are likely to see an upward trend in the number of people with dementia. <sup>7</sup>
- Pressure on Emergency Departments is higher than the Scottish average. Emergency Department attendances, per 1,000 population, in 2014/15 were 323.8 in South Lanarkshire compared with 279.6 for Scotland. <sup>8</sup>
- Discharge planning to provide home support is an area of significant demand for the Partnership. <sup>8</sup> In 2017/18 there were 494,123 bed days occupied by people delayed in their discharge in NHS Scotland. Of these 69% were occupied by people aged 75+. Reasons for delay can include issues with community support and transport.<sup>9</sup>

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<sup>6</sup> SLC Connect 2017-22

<sup>7</sup> Scottish Public Health Observatory 2018

<sup>8</sup> Strategic Commissioning Plan 2016-19, South Lanarkshire Health and Social Care Partnership.

<sup>9</sup> Information Services Division, NHS National Services Sept 18

### 5.3 Summary of evidence of impact of services

There has been an increase in referrals to all groups, most of which have been self-referrals. In the case of Lunch clubs 50% have been referred by Social work and for call line 87% by Social work. We currently have waiting lists for some activities.

Discussions with service users confirm that they feel less isolated, and formal and informal reviews with volunteers record that they feel their time is worthwhile and they feel more engaged with the community. Evaluation and Feedback formats are currently under review.

### 5.4 Summary of community demand for services

Studies have already been undertaken in Larkhall by Community Links, a Lanarkshire-based organisation, to involve and engage communities regarding the needs of Strutherhill and Birkenshaw, an area of high deprivation within Larkhall. LDVG was involved as we have a Lunch Club in the area. One need identified from the research was for transport to a local store which is out with a bus route. As a result, LDVG provide a weekly bus to the supermarket. This has proved popular. (**Appendix 4**)

LDVG is also involved in the Larkhall Community Plan steering group which is looking at what is needed in Larkhall in general. Results of an initial survey show there is demand from the community for services LDVG can offer. (**Appendix 5**)

Due to an improved web site, increased use of Social media and, most importantly, our new Charity Manager meeting and liaising with all groups in the area, there has been an increase in requests for LDVG services, leading to more referrals and an introduction of waiting lists. (refer to "current services provided" page 7)

## 5.5 Admissions and Charging

Our services are open to all members of the community living in Larkhall and the wider Lanarkshire area and can be accessed via self-referral or via referral from a family member/partner agency.

At enrolment, members complete a "Member Registration Form" (**Appendix 6**) which gathers relevant information regarding age and health. This is used for monitoring purposes.

The table below indicates our current charging structure.

<b>Current Services (excluding room bookings / events)</b>	<b>Fees</b>	<b>% of full cost recovered.</b>	<b>Donations/Fundraising</b>
Lunch clubs	Yes	5%	
Call line	No	0%	
Transport	Yes	40%	
Handy person	No	2%	Currently donations only
Thurs. night group	No	0%	Charges to be introduced from April 2019
IT groups	Yes	3%	
Genealogy group	Yes	3%	
Garden group	No	11%	Charges to be introduced from April 2019 and fund- raising activities
Exercise group(s)	Yes	9%	
Walking group	Yes	28%	Fund raising activities
Tea dance group	Yes	20%	
Football Classics	Yes	7%	

## 6. Fit of services with national / local policies

Our services fit comfortably within national and local policies viz.

- **Scottish Government - Renewing Scotland's Public Services** - priorities for reform in response to the Christie Commission.
  - Promotes partnership between public bodies, citizens, third sector organisations and local businesses.
  - Supports increasing engagement of the third sector in Community Planning Partnerships so that the sector's skills, knowledge and expertise can provide the maximum input to local delivery.

- **South Lanarkshire Community Planning Partnership Community Plan 2017-2027**

Overarching aim is tackling deprivation poverty and inequality.

The plan includes focus on:

- Promoting good mental health.
- Reducing social isolation.
- Supporting carers.

Allocating responsibility for delivery to South Lanarkshire Health and Social Care Partnership.

- **South Lanarkshire Health and Social Care Partnership - Strategic Commissioning Plan 2016-19**

Emphasises the vision of "Working together to improve health and wellbeing in the community - with the community".

- **SLC Council Plan - 'Connect' - 2017-22**

Which includes objectives to;

- Improve later life.
- Deliver better health and social care outcomes for all.
- Support our communities by tackling disadvantage and deprivation and supporting aspiration.

- **SLC Social Work Resources Plan 2018-19**

Contributes to implementation of the Council plan in part through its key role in South Lanarkshire Health and Social Care Partnership.

## 7. Relationships with statutory sector / other partners

We have positive relationships with a wide range of partners, statutory, third sector and community based - see **Appendix 7** for a full list.

Partners include:

- South Lanarkshire Council
- Age Scotland
- Voluntary Action South Lanarkshire (VASLan - third sector interface)
- South Lanarkshire Carers Network
- National Lottery
- South Lanarkshire Health & Social Care Partnership
- Inspiring Scotland
- Local businesses who provide financial support/services, free/reduced rates

### 7.1 Comparator organisations - best practice from elsewhere

There appear to be few groups which encompass all the work and activities LDVG carry out.

- **Newmains Community Centre** is also community owned and offers a lot of activities. However, they do not offer transport.
- **The Open Door**, Morningside, Edinburgh, like LDVG, is a charity and Company Limited by Guarantee. They have a community centre and offer activities to older people and those isolated due to ill health and/or disabilities.
- **Community Transport East Renfrewshire** \* provide transport known as "**Wee Red Bus**", based in Barrhead, to transport local elderly residents to medical appointments. They also offer shopping trips and transport to Afternoon Teas.  
*\*Our Transport Coordinator and Charity Manager have been in contact with this group to obtain invaluable help and support towards the implementation of our Community car project.*

It is our intention that we contact and visit other organisations to engage in discussions to allow us to continue to develop best practice. This is planned during the first quarter of 2019.

## 8. Business development

### 8.1 Key context

The context faced by the organisation is:

- Rising need and demand.
- Declining availability of grants (due to fewer people playing the Lottery, reduced investment returns for trusts and foundations, austerity).
- Declining availability of public contracts.
- Declining availability of non-statutory public services.
- Rising operational costs.
- Declining numbers of third sector organisations.
- General economic uncertainty.

We therefore need to lower our dependency on grants and increase our business generating income so that, in the event of significantly reduced grant support, the core of the organisation could survive and remain in a position to rebuild.

### 8.2 Potential new service development areas

There is potential to deliver new services in 3 main areas

1. Transport

Facilitating shopping.  
NHS non-emergency transport support.

2. Socialisation:

Carer respite.  
Trans-generational work.

3. Information/advice/education

e.g. through work with partners.

**Appendix 8** expands on this.



### 8.3 Future business development areas

Our services and approaches continue to develop in response to need, and to opportunities which arise. **Appendix 9** outlines future business development areas which we are currently considering.

### 8.4 Future organisational development areas

Development	Action needed	Target
Membership drive	ongoing	ongoing
Increase service volumes	ongoing	
Improve evidence of service impact	Improve built-in evidence gathering & review evaluation processes	Aug-19
Increase volunteer numbers/hours	Regular advertising/promotion including for drivers for Community car scheme	Ongoing
Increase beneficial impact of volunteering for those who take part	Maintain volunteer management and training in line with our 'Volunteer friendly' status	Ongoing
Increase cost recovery for providing services	Increase in charges for service users	From April 2019
Increase use of building by chargeable bookings	Maintain the current growth in bookings within manageable levels	Reviewed monthly by Board
Maximise flexible use of the building	Plan to relocate/reorganise Call Line hardware will free up additional space	Spring 2019
Improve corporate sponsorship and support	Board sub-group to develop and implement methodology	Jun-19
Improved use of technology	Develop use of database to record and analyse data	Spring 2019
Replace accounting software	Introduce software and provide appropriate training	Apr-19
Review and refine policies	Subject to ongoing review	Ongoing
Upgrade governing document	Board sub-group to oversee this	By 2019 AGM
Partnership development for service needs/delivery	Ongoing through local liaison.	Ongoing
Enhance profile & marketing	Increase profile through Social media and community engagement	Ongoing
Prepare fall-back plan (in the event of short-fall in grants)	Financial Scenarios developed and regularly reviewed by Board	From Jan 2019

## 8.5 Future funding development areas

Development	Action needed	Target for Development
Community fundraising	<p><b>Collection tins:</b> Increase number of collection tins located within community premises.</p> <p><b>Sponsored events:</b> Increase group involvement in sponsored events.</p> <p><b>Utilise events:</b> 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>
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.
Events	Plant Sale & Coffee Morning. Christmas Fayre.	Increase general attendance and sale of stall space at our annual events.

## 9. Finances

### 9.1 Financial projection

Based on historical and current operational budget, we have considered revenue goals and plans for each activity and included related expenses. This allows us to make considered projections for the future 3 years.

Inevitably, there are considerable unknowns, especially regarding funding, and we have therefore looked at 3 possible projections which will be kept under review.

**Appendix 10** shows these projections.

### 9.2 Financial Scenarios

In the "worst case scenario" where we are unsuccessful in securing significant funding, we would be planning a managed closure of LDVG from Dec 2019.

We are confident however that this will not happen but understand the need for close monitoring.

If we receive lower than anticipated funding, we will consider reducing services, reducing opening hours, and reducing staff hours in order to lower costs ("mid-case"), thereby the core of the organisation could survive and remain in a position to rebuild.

If we are successful in securing anticipated funding/sponsorship we will continue to develop and expand our services in line with this Business Plan.

## 10. Marketing and communication

**Currently,** our main marketing activities include:

- promotion within the facility using posters and word of mouth.
- social media (Facebook and website). Sharing of information on partner and community Facebook pages.
- leaflets and posters displayed within the community and partners encouraged to share on our behalf.
- weekly post in the local Hamilton Advertiser newspaper.
- Participate in Larkhall Summer Gala with a float in the parade and a stall.
- PR materials: Banners, outdoor signage for events, branded keyrings, sunflower seeds and collection tins.
- Nomination in charity awards; achievement of Volunteer Friendly status (Nov 2018).
- Ensure local Councillors and MSPs are kept up-to-date with our services and developments.

**Improvements and or new methods needed** .....

- Better use of partner publications: South Lanarkshire Carers Network Newsletter, Seniors Together Chronicle.
- Better advertising in pipeline on the sides of the new minibuses.
- Larkhall Thistle partnership - advertising in game programme and on boarding at side of pitch.
- Better use of community noticeboards: Co-op; SLC library; Lighthouse; local sheltered housing communal rooms?
- Maintain leaflet(s) and ensure they are up to date.
- Utilise promotional merchandise for events.
- Social media: continue to improve Facebook & website, introduce twitter.
- Board members to attend VASLan 3<sup>rd</sup> sector forums to promote service via information stall.
- ASDA foyer collections - fundraising and profile-raising opportunities.
- Installation of main notice board in foyer for all info to be displayed - must be kept up to date and changed regularly.
- Continue to apply for awards which recognise work being done.

## 11. Risks and mitigation

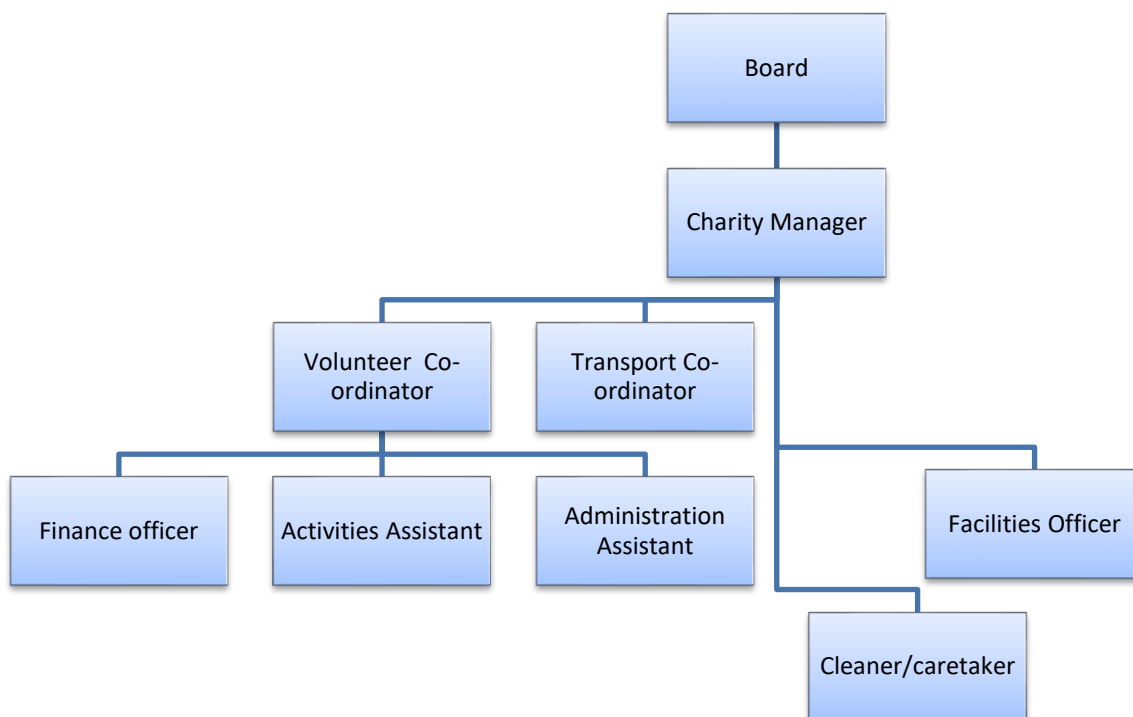
<b>Risk</b>	<b>Detail of risk</b>	<b>Mitigation</b>
Grants may become unavailable.		Increase sustainable sources of income. Prepare a contingency plan for cessation of grants (e.g. scale back services and buy time to regroup).
Senior staff member is not able to spend sufficient time on business development / funding applications.	The risk is having to attend to day to day matters / fire fight rather than being able to write and submit sufficient funding applications.	Strengthen board to ensure members are able to play an active part in business development / feasibility work / partnership development work. Upgrade skills / capacity of other staff to be able to deputise.
Funding applications not at the right level.	Applications not convincing to funders.	Board maintains focus on this business plan. Applications are checked and agreed by executive Board members before submission.
Long term - organisation may not be viable as single service / single site?	Organisation needs to be larger in order to have a wider range of projects contributing to overheads.	Keep options under review re. working with other organisations; providing new / additional services.
Board capacity to implement and manage change.	Time drifts with little progress.	Board maintains succession planning to balance skills and experience. Board prioritises actions and monitors progress .
Staff/volunteer retention.	Organisational change can accelerate loss of individuals and their skills and experience.	Support staff and volunteers through change period by providing appropriate and timely information. Ensure staff roles and responsibilities are clearly documented.
Staff/volunteer burnout.	Organisational change and financial pressures can impact negatively on staff.	Ensure transparent and consistent messages re financial position. Staff review process to ensure clarity of work targets.
Staff/Board Skills.	Organisational change and financial pressures require appropriate skills.	Seek further financial support and plan for succession of Board members. Seek to co-opt/engage members with required skills.

## 12 Appendices

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## Appendix 1 – Staff Structure and Board Biographies

### Staff Structure



### Board of Trustees/Directors

#### Anne Alston - Chair

Chairing LDVG for 3 years, Anne has enjoyed the challenge of seeing the charity expand and move into larger premises. She worked for 32 years as a civil servant in DWP and has qualifications in Business Admin and Guidance, Over the years Anne has served as a member of committees; Playgroup, Scouts, work-based groups. Alongside her current role as Chair, Anne has been an elder at Chalmers Parish Church since 2016. Her involvement with LDVG began as a volunteer for Call line, then lunch clubs and as escort and continues to help with Call line and lunch clubs. She enjoys this interest during retirement and values her involvement in the community.

Biographies of other members are available on our website.

## Appendix 2 – Asset Register

Extracted from Audited Accounts March 2018.

<u>Fixed Asset</u>	<u>Net Book Value</u>	
• Property <i>55 Victoria St. Larkhall</i>	£908562.00	
• Minibuses <i>3 as of March 2018</i>	£18205.92	
• Fixtures and fittings	£18499.86	
		<u>Total</u>
		<u>£945267.78</u>



### Appendix 3 - Number of people living with long term health conditions

From "Strategic Commissioning Plan 2016-19" South Lanarkshire Health and Social Care Partnership.

People with One Long Term Condition:

- 7,565 people aged 65-74 had one LTC in 2011/12 rising to 8,062 in 2013/14 or by 6.5%.
- 5,324 people aged 75-84 had one LTC in 2011/12 rising to 5,569 in 2013/14 or by 4.6%.
- 1,710 people aged 85+ had one LTC in 2011/12 rising to 1,755 in 2013/14 or by 2.6%.

People with Three Long Term Conditions:

- 1,403 people aged 65-74 had three LTCs in 2011/12 rising to 1,460 in 2013/14 or by 4.1%.
- 1,597 people aged 75-84 had three LTC in 2011/12 rising to 1,805 in 2013/14 or by 13%.
- 749 people aged 85+ had three LTC in 2011/12 rising to 876 in 2013/14 or by 17%.

### Appendix 4 - Strutherhill Shopping Bus

Community Links, a Lanarkshire-based organisation to involve and engage communities, conducted work to identify needs within Strutherhill and Birkenshaw, an area of high deprivation within Larkhall. LDVG was involved as we have a Lunch Club in the area. One need identified from community consultation was for transport to a local store which is out with a bus route. As a result, LDVG provide a weekly bus to the supermarket. This has proved popular.

*"Wonderful service... greatly appreciated".*

*"I get cheered up when you [volunteer] come to the door to go to Asda. I don't go when you're not there".*

*"I enjoy coming out - I get cheered up, coming to Asda".*

*"I like this wee bus as it gets me out".*

Currently 20 people are registered for this service. Not all use it regularly, but it is likely to be of most benefit in poorer weather.

## Appendix 5 – Survey of need

Feedback from engagement event, Sept 18, organised by Larkhall Plan Group with which LDVG are actively involved.

Highlighted areas are those which LDVG either currently assist or plan to in the future.

### Larkhall Community Plan

<b>Issue</b>	<b>Sector 1</b>	<b>Sector 2</b>
Community Activists	Over 55s	
Lack of connection to younger people	Over 55s	
retirement age increased	Over 55s	
Communication	Over 55s	
Local press commitment	Over 55s	
Closure of McWhirter Home	Over 55s	
Social housing (very sheltered)	Over 55s	
<b>Social isolation</b>	<b>Over 55s</b>	
<b>Access to Befriending Services</b>	<b>Over 55s</b>	
GP capacity for the future	Over 55s	health and social care
<b>GP access to minor ailments</b>	<b>Over 55s</b>	health and social care
<b>Transport -community (LDVG)</b>	<b>Over 55s</b>	
hearing aid training	Over 55s	
sports centre - swimming	Over 55s	sport and leisure
Active elderly in Larkhall (80+)	Over 55s	
<b>Consistency of funding for voluntary organisations</b>	<b>Over 55s</b>	
Continuity of care staff	Over 55s	health and social care
lack of availability/suitability of care packages	Over 55s	health and social care
Lack of staff	Over 55s	health and social care
Terms and conditions for staff	Over 55s	health and social care
New street lighting unsafe	Over 55s	

## Appendix 6 - Member Registration Form

### Member Registration Information

Name:		Date of birth	
Address:		Post Code	
Tel No:		Mobile No:	
Email:		D.O.B	

### EMERGENCY CONTACT

### DOCTOR (optional)

Name	Name
Address	Address
Telephone No.	Telephone No.
Relationship to you:	

### Health Information

Have you been diagnosed by your doctor or health professional with any of the following conditions?  Please tick all that apply	Diabetes	C.O.P.D.	
	Heart Disease	High Blood Pressure	
	Mental Health Problem	Cancer	
	Other	Epilepsy	
	Do you carry emergency medication eg INHALER Please give details:		
Do you have any allergies?			
Do you use mobility aids (stick/frame)? Please give details:			

What activity did you attend today?

--

Are you interested in any other activities (please tick)?

Exercise Group		Lunch Club		Garden Group		Thursday Group		Football Classics		Tea Dance	
Walking group		IT classes		Genealogy		Fundraising					
Other (Please specify)											

Please initial your consent:

	I agree that you can share the above information with my emergency contact or a member of the emergency services in the event of my taking ill.
	I agree to be included in photographs taken on behalf of LDVG to be used in PR materials promoting the work of LDVG. This includes (but is not restricted to) press releases and sharing online via the group website or social media pages.
	I understand that my information will be retained by LDVG until 6 months after my last participation in an activity/event.

**Please Note:** You have the right to view, amend or delete the personal data that LDVG hold. Written requests should be emailed to [admin@ldvg.org.uk](mailto:admin@ldvg.org.uk) or mailed/handed in to the office and will be actioned and confirmed within a month.

Signature: ..... Date: .....

## Appendix 7 - Relationships with statutory sector / other partners

Partner	Nature of relationship a) now b) future
South Lanarkshire Council	<p><b>Currently:</b> contribute funds for lunch club, supply lunches. Access SLC Community Grants &amp; other funding when available. Support from local councillors.</p> <p><b>Future:</b> re-assess funding for lunch clubs as demand has increased whilst funding has remained the same.</p>
Age Scotland	<p><b>Currently:</b> AGE Scotland referral service refer potential members to us. LDVG attend network events, conferences and training.</p> <p><b>Future:</b> access to funds, nominate for awards.</p>
VASLan	<p><b>Currently:</b> 3<sup>rd</sup> Sector Interface - promotes and refers volunteers and members to us. Offers training, access to funding information, coordinates Integrated Care Fund access and offers support if required. Accreditor for Volunteer Friend Award (VFA), and run award /recognition ceremonies annually which we have been nominated in.</p> <p><b>Future:</b> VFA - will re-assess in 3 years to ensure standard is maintained and award is validated. Potential access to Integrated Care Fund in 2019. Future award nominations as appropriate.</p>
South Lanarkshire Carers Network	<p><b>Currently:</b> Promotes services and refers potential members.</p> <p><b>Future:</b> access to newsletter to promote LDVG activities, provide information to members, promote services within GP surgeries.</p>
Practitioners Forum	<p><b>Currently:</b> we sit on this forum with local partners from the Local Authority and 3<sup>rd</sup> sector. Sharing of information, mutual promotion of partners activities. Ensures no duplication of work and encourages partnership working.</p> <p><b>Future:</b> continued engagement.</p>
Community Growers	<p><b>Currently:</b> Promotes services and refers. Includes LDVG in community activities. We have a plot in the community garden. (Also sit on Practitioners Forum).</p>
Heart of Africa (HoA) UK	<p><b>Currently:</b> Partnership at events. Integrating African culture into the community. Have run 3 successful pilot African lunches since June 2018.</p> <p><b>Future:</b> Setting up as a Social Enterprise to run a community café on a Saturday from LDVG premises.</p>

Community Links	<p><b>Currently:</b> Promotes services, refers volunteers and members. Carried out previous LDVG community consultation. Provide information on local concerns with statistics. CL are involved in several community consultations and support a number of community partners and forums. Vast knowledge of the Local Authority area. (Also sit on Practitioners forum).</p> <p><b>Future:</b> creation of customised database to meet LDVG needs. Potential to carry out community consultation on our behalf if required. Continue to access their knowledge and information when appropriate.</p>
Universal Connections	<p><b>Currently:</b> Access community transport. (Also sit on Practitioners Forum).</p> <p><b>Future:</b> partnership work around community and intergenerational work. Potential customer for new minibus Lite's due to young staff team.</p>
Gypsy Traveller Education Group (GTEG)	<p><b>Currently:</b> Access community transport.</p> <p><b>Future:</b> partnership work around community and intergenerational work.</p>
Machan Trust	<p><b>Currently:</b> Promotes services and refers. (Also sit on Practitioners Forum).</p> <p><b>Future:</b> partnership work around intergenerational work. Self-hire of new minibus Lite's, potential room hire.</p>
Scottish Council for Voluntary Organisations (SCVO)	<p><b>Currently:</b> Membership organisation. Provides advice, support and access to training.</p>
National Lottery	<p><b>Currently:</b> main funder.</p> <p><b>Future:</b> funder for specific posts and activities.</p>
Hamilton Health & Social Care Partnership	<p><b>Currently:</b> we sit on the 8-weekly forum with partners and members of the public. Attendance at consultation events.</p> <p><b>Future:</b> More active involvement with the forum, opportunity for chair to speak to LDVG members to encourage members to use forum to voice concerns.</p>
Citizens Advice Bureau Hamilton	<p><b>Currently:</b> Runs drop-in sessions twice monthly. Promotes services and refers.</p> <p><b>Future:</b> potential to offer further support as and when required by members which would increase the room let.</p>

ASDA - Community Champion	<p><b>Currently:</b> Supports with donations and funding. Volunteers at events.</p> <p><b>Future:</b> access to further funding and ongoing support.</p>
Happy Feet Nursery	<p><b>Currently:</b> Took part in an intergenerational activity.</p> <p><b>Future:</b> further intergenerational activities, possibility to link in with some activity groups.</p>
Plan for Larkhall Forum	<p><b>Currently:</b> Partnership of likeminded organisations working to bring together members of the community and to create a sustainable plan for Larkhall going forwards.</p> <p><b>Future:</b> ensure LDVG are considered in any future plans.</p>
SP Energy Networks	<p><b>Currently:</b> Promotes services and refers potential members to us, delivers information sessions to members/ volunteers.</p>
Inspiring Scotland	<p><b>Currently:</b> consultant providing training and support around governance and strategic planning, writing business documents and preparing for and writing funding options.</p> <p><b>Future:</b> continue this relationship as appropriate.</p>
Business Gateway	<p><b>Currently:</b> access business advice and training. Access to individual, tailored support regarding setup of Community Car scheme.</p> <p><b>Future:</b> continue to access free training. Access to business advisors as and when required.</p>
Greggs	<p><b>Currently:</b> access end of day food programme. Also access to excess stock as and when offered.</p> <p><b>Future:</b> continue this service.</p>
Larkhall Co-op	<p><b>Currently:</b> access to excess stock programme. Charity of the year funding from Nov 2017-Nov 2018.</p> <p><b>Future:</b> access to promotion of charity in store.</p>
Tesco	<p><b>Currently:</b> access to weekly excess stock. Funding through green token voting.</p> <p><b>Future:</b> access to further funding for other projects.</p>
South Lanarkshire College (EK)	<p><b>Currently:</b> we offer work placement opportunities to admin students.</p> <p><b>Future:</b> offer work placements to social care students? Link to other colleges.</p>

## Appendix 8 - Potential new service development areas

Service	Opportunity area for LDVG to provide services
Facilitating shopping	<p><b>Currently:</b> Running pilot Strutherhill &amp; Birkenshaw Shopping bus - potential to continue beyond pilot period if funding available or people willing to pay. Transport assistance only.</p> <p><b>Future:</b> Opportunity to run monthly or quarterly trips to shopping centres further afield i.e. East Kilbride, The Fort, Livingstone Designer Outlets.</p>
NHS non-emergency transport support	<p><b>Currently:</b> 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.</p> <p>Current provision is not sufficient. We are in talks with NHS Lanarkshire about providing a community car scheme to support this service.</p> <p><b>LDVG pilot community car scheme being considered for all of above.</b></p>
Socialisation: Carer respite	<p><b>Currently:</b> 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>
Socialisation: Trans generational	<p><b>Currently:</b> 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>
Falls prevention	<p><b>Currently:</b> We are exploring an opportunity to link in with partners and offer advice sessions to our volunteers and members.</p>
Dementia friendly towns initiative	<p><b>Future:</b> 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</p>
Handyperson service	<p><b>Currently:</b> We offer a free handyperson service. This service is under used and offered by other groups, may be worth reconsidering.</p> <p><b>Future:</b> dependent on need.</p>



## Appendix 9 - Future business development areas

Development	Action needed	Target to achieve
Increase use of community transport service	<p><b>Purchase Lite minibus (x2):</b> 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>
Community Car Pilot	<p>Carry out feasibility study.</p> <p>Create business model.</p> <p>Secure funding (NHS, CTA).</p> <p>Carry out 1-year pilot project.</p> <p>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><b>Future:</b> 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.</p> <p>Support 20 appointments per week in year 1.</p>
Increase room hire	<p>Support to be offered to potential social enterprises/partners looking to link in with LDVG:</p> <p><i>e.g.</i></p> <p><b>Community Café:</b> social enterprise by Heart of Africa charity, every other Saturday and potentially other days.</p> <p>Awaiting funding response.</p>	<p>Room hire increase by 35% in year 1.</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>

## Appendix 10 - Financial projections

This is a short summary. More detailed, month by month projections, are **available on request by potential funders**.

**Best case scenario** - where we secure adequate funding. This assumes we receive secured grants and also all additional grants applied for. It also takes into account increases in operational costs.

**Centre opens 5 days a week; all projects and services continue to operate and increase as appropriate.**

**Mid case scenario** - where we receive less than anticipated funding. This assumes we receive secured grants and about 50% of additional grants applied for. It also assumes some decreases in income and in operational costs.

**Centre opens 3 days a week with subsequent reduction in costs; all projects and services continue to operate; room hire income & members fees fall in proportion. Core service is maintained with view to sustaining viability.**

**Worst case scenario** - where we receive minimum funding and don't significantly reduce costs

**Centre opens 5 days a week; all projects and services continue to operate through 2019 but with planning for managed closure by December 2019**

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