



**THIRD SECTOR**  
Dumfries and Galloway

# Prospectus

2024/2025





Third Sector Dumfries and Galloway have had a very positive impact on our organisation by providing help and guidance with funding applications and how to improve them.



Third Sector Dumfries and Galloway have been a great help to us. Their staff respond quickly to any enquiries we have and are extremely supportive.



Excellent service with Governance, SCIO application, Community Asset Transfer help and Grants. Really helpful in all contacts and requests for help.



Third Sector Dumfries and Galloway provided training for our trustees, which was exceptionally well received both by our management team and trustees who attended.



They have provided advice, guidance and financial options, which allowed us to continue to operate and provide facilities for the general public



They were excellent helping to steer us through the charity process for the club with superb assistance and their Governance help was brilliant also.



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# A word from our CEO



Welcome to our prospectus for 2024/2025.

As the Third Sector Interface (TSI) for Dumfries and Galloway, we are passionate and ambitious for the role of our sector, for what we might achieve together with our partners and communities.

Ahead of us is a challenging year. The operating environment for our sector, and wider services, remains difficult and we will respond in the best way we can to support charities, community and voluntary groups, social enterprises, trusts and our communities. We are motivated by the opportunity to show the difference that can be made with a strong third sector; for the collaborative and leadership role we can play as a key partner; to do our very best to challenge and address poverty, inequality, disadvantage, isolation; promoting investment, equal partnership and community-led development.

In 2024, we will work together with partners and communities to plan much further ahead. We will design a new strategy alongside a three-year plan for change and impact. As well as providing support and development opportunities for colleagues across our sector, we will fulfil our leadership role in Community Planning and Engagement, Children's Services, Poverty and Inequality, Community Health and Wellbeing, Social Enterprise, Employability and Economic Development and more.

We will also target more investment in resilience, sustainability, leadership, workforce wellbeing, impact and learning. We hope you'll join the conversation starting this summer.

As an interim measure, this one-year plan has two purposes. Firstly, to set out our activities for the year ahead and the areas we will give greatest focus, to fulfil both our required role agreed with the Scottish Government and our immediate local priorities. Secondly, we hope this prospectus signals the wider role we want to play in our communities and the ambitions we want to explore. Some of our development priorities will plant the seed for a longer-term purpose and outlook.

To start, we have developed an interim local vision and ambition.

Our vision for our place in Scotland -

A Dumfries and Galloway built on community, connection and opportunity, where everyone can feel they belong.

Our ambition -

Supporting people and communities in Dumfries and Galloway to thrive through a strong third sector, equal partnerships and securing equity, dignity, belonging and justice for all.

Thanks for your interest. We're always happy to hear from stakeholders about our work and how we can offer support. Please get in touch [CEO@tsdg.org.uk](mailto:CEO@tsdg.org.uk)

A handwritten signature in black ink, appearing to read 'Alan Webb'. The signature is fluid and cursive, written over a white background.

**Alan Webb**



## PURPOSE

Third Sector Interfaces (TSIs) like us have medium-term outcomes agreed with the Scottish Government. Our work is aligned to the National Performance Framework, the Social Enterprise Strategy and Volunteering Outcomes Framework. You will see these connections in our plans. The shared outcomes are:

- 1. People are more involved in their community.**
- 2. Improved cross sector collaboration.**
- 3. Key decision making includes third sector input.**
- 4. Third sector organisations are better able to respond to local need.**
- 5. Third sector organisations are better able to lead and develop shared agendas.**
- 6. Third sector organisations are better able to contribute to a strong and inclusive local social economy.**

In addition, TSIs are charities in their own right. We can design our own model of working, structures, plans for delivery, investment, outcomes and impact in addition to those agreed with the Scottish Government.

Indeed, the Scottish Government does not fund a lot of the work we already undertake, so we are required to attract investment from local partners and other sources.

We want to make sure we embrace all the opportunities this brings for Dumfries and Galloway, who we work with, the role we play and our capacity to lead where we are best placed to do so.

Aligned to our new, interim vision, our principles and ambitions have taken shape like this.

## A strong third sector

- Supporting the sector by being alongside, offering advice and making connections for peer support and working together for shared outcomes.
- Enabling the sector through a range of resources, training and subject matter forums that help build positive impact and sustainability.
- Inspiring the sector through sharing of regional and national stories and experiences, creating spaces to share and collaborate and opportunities to innovate.
- Representing the sector through listening to experiences, understanding barriers and needs, jointly shaping asks and speaking out about the need for a strong and sustainable sector.
- Investing in our own organisation, our colleagues and in developing our potential.

“  
Third Sector Dumfries and Galloway were a fantastic support to the organisation at the start up point, and continues to be a great point of reference as we grow.  
”

## Equal partnership and impact

- Our work with partners will be based on our shared ambitions, skills, experience and insights.
- Promoting the positive use of, sharing, transfer and relinquishing of power in different circumstances.
- Building confidence so that others invest in us to participate, contribute and lead on behalf of our sector.
- Maximising our impact together by making use of collective insights, resources and expertise that cross organisational boundaries to do the right things, the right way.
- Increasing focus on impact, evidence-led practice and decision-making where data, voices and lived experiences hold equal value.

## Equity, dignity, belonging and justice

- Understanding how we can directly and indirectly tackle poverty in our communities.
- Knowing about and eliminating inequity - in our systems, policies, places, opportunities and resources.
- Promoting dignity as a key value in service design and decision making.
- Working together to ensure systems, practices and decision making are fair and just.
- Recognising our influence and impact on our environment and our role in creating a healthier planet.
- Making locality/community the driver of developments and service design/delivery.
- Encouraging people to shape their communities together by supporting participation and involvement.

# WORKING TOGETHER

The scale, reach and impact of the third sector can often only be seen through a very local lens, or through regional contracting activities. There are hundreds of community and voluntary groups, charities, trusts and enterprises having real and positive impacts in their local community. Our approach to working together will be one based on an equal principle that asks for the third sector to be recognised for its own valuable work, impact and relationships across communities. The third sector reaches from the smallest of local activities to operations at a national scale, each important to a thriving sector landscape.

## With our sector

We focus on creating spaces for listening, learning, supporting and developing. Chief Officers Group in the Third Sector (COGITS) is the space for sector leaders to discuss key themes, challenges and opportunities. We host other thematic forums (for example Social Enterprise Dumfries and Galloway Network, and Community Health and Wellbeing), which attract attendance from colleagues across a range of organisations. Our members engage with us at various opportunities and events throughout the year and we gather annual data from stakeholders to help understand the impact of what we do and the priorities for the year ahead. We will be reviewing our forum to maximise attendance and engagement.

## With communities

Part of our role is to promote community involvement, which includes supporting third sector organisations to promote local connections, create opportunities for involvement, participation and local leadership and to improve volunteering practice to increase the number of people who volunteer across Dumfries and Galloway. Directly, we will also explore opportunities to raise awareness of the sector across communities and promote opportunities to get involved. Communities are at the heart of our work.



## With development and delivery partners

We work with a number of public service partners, including the Scottish Government, Dumfries and Galloway Council and NHS Dumfries and Galloway. For our region, this can mostly be seen through the structures of the Community Planning Partnership (CPP), where we are full members of the CPP Board, Senior Leadership Team and a full range of sub partnership and working groups. We are the lead organisation for Locality Hubs, which sit at the centre of the CPP model and are a key source of community insights.

The Local Outcomes Improvement Plan (LOIP) and accompanying Action Plan is the strategy endorsed by all CPP stakeholders. You can see in our Plan for 2024/2025 how our work links with LOIP themes of Health and Wellbeing, Work and Where We Live. [More information about the LOIP is available here.](#)

We are also members of various regional and national forum, like the Regional Economic Partnership, and work closely with departments of the Scottish Government, South of Scotland Enterprise, with Third Sector Interfaces across Scotland and other sector bodies like Scottish Council for Voluntary Organisations, Volunteer Scotland, Development Trusts Association Scotland, and Social Enterprise Scotland.

## With funding and investment partners

We want to attract investment to our region and in particular to our valuable third sector. As well as advocating for the adoption of the Fair Funding Charter, we also work with sector colleagues to maximise engagement, access the most appropriate sources of funding and to help demonstrate impact.

# INVESTMENT AND DEVELOPMENT

The ambitions we have set out earlier show a sense of direction and intention that will be more fully explored when we design our longer-term plan and strategy this coming year. You will begin to see some of those changes come to life in our Plan 2024/2025, where we also reaffirm our commitment to the high-quality advice, support, guidance and training for sector colleagues. We are also committed to increasing our partnership working and representation capacity. All of these will be considered as part of our continuous improvement activity, rather than new programmes of work – doing more of what we do well, improving where we want to get better. Sector input and feedback is essential to that process.

To be sustainable, we also need to invest in the sourcing of funding that will enable our plan and hopefully realise longer-term investment and development for our organisation and the sector. Whilst significant change to priorities isn't expected, as our work is already aligned to

the TSI outcomes agreed with Scottish Government, the TSI Scotland Network manifesto and the Dumfries and Galloway partnership strategies, we will maintain an element of flexibility and responsiveness in what we design.

Our investment priorities are mostly thematic areas aligned to partnership work and delivery of regional outcomes that affect or involve the third sector. Development priorities are mostly aimed at our organisation's effectiveness and impact. All are aligned to our role to better understand, support, develop and represent our sector.

These streams are multi-year and won't all result in immediate impact. We will move through our priorities as funding and the wider environment allows. Where opportunities to secure investment in our priorities present themselves, we will be prepared with our programme outlines and designs.

## Initial investment priorities for 2024/2027



## Initial development priorities for 2024/2027





As we build confidence in us and attract investment, we will also adapt our approach to funded programmes of work. We will adopt the Fair Funding Charter principles in full and ask partners to do the same. You can read more about Fair Funding [here](#). This means our models of programme funding will be designed on a full-cost recovery, investment basis with outcomes, rather than direct funding to roles which limits flexibility.

Third Sector Dumfries and Galloway have also developed our organisational understanding of fund management and the importance and impact of small and medium grants to local organisations. This year, we will evaluate our fund management model, consider updated technologies and design how we may manage

more fund distribution and evaluation for the sector across Dumfries and Galloway.

We're clear that 2024/2025 will be a transition year, carrying forward important work from 2023/2024, whilst also re-shaping and re-organising for our future. Already, we are implementing changes to how we are organised and our leadership capacity. Whilst we continue to operate in very difficult economic and financial times, it's vital that we are viable, sustainable, relevant and have the necessary positive impact for our sector and communities.

Our developing plan is also designed to contribute, where we can, to delivery of the LOIP themes and outcomes, as below.

## Theme 1 - Health and Wellbeing

- 1 Help mitigate the impacts of the Cost of Living for those who are affected most.
- 2 Reduce health inequalities in areas of our region experiencing the greatest negative impacts.
- 3 Improve the health and wellbeing of our citizens through targeted approaches.
- 4 Work together as partners to eliminate child poverty.

## Theme 2 - Work

- 5 Grow and maximise the potential of the working age population to help increase employability.
- 6 Address the skills and recruitment gaps in key sector specific posts to increase capacity, capabilities and ease workforce pressures.
- 7 Increase volunteering opportunities to help develop skills, build capacity and support progression into local employability.
- 8 Work with our local communities to develop an inclusive, thriving economy and to promote Fair Work.

## Theme 3 - Where we live

- 9 Capitalise on opportunities to collaborate digitally and eliminate digital exclusion.
- 10 Improve transport connectivity across our region to increase opportunities to access employment, education and leisure, particularly in our most rural areas.
- 11 Work with our communities to help reduce carbon emissions and positively combat Climate Change through education, behavioural change and supporting initiatives, which will make a positive difference.
- 12 Develop high quality, affordable homes to help meet identified demand and improve the quality of lives of our communities.

# PLAN 2024/2025

## A strong third sector

| Ambitions and activity   | Local outcomes  | Medium Term Outcomes (ScotGov/TSI)   |
|--|---|--|
| <p><b>Support</b></p> <ul style="list-style-type: none"> <li>• Providing 1:1 support, group based topical support and effective signposting for TSOs.</li> <li>• Developing thematic sector forum and cross-organisation connections to encourage peer support.</li> <li>• Maintain effective relationships with wider support and expert organisations.</li> </ul>  | <ul style="list-style-type: none"> <li>• More third sector organisations engage with us.</li> <li>• Third sector organisations who connect with us value our advice and support.</li> <li>• Third sector organisations say that our advice and support is effective/valuable.</li> <li>• We increase our range of national and regional organisational links to signpost TSOs for advice and input</li> </ul>                                     | <ol style="list-style-type: none"> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>4. Third sector organisations are better able to respond to local need</li> </ol>   |
| <p><b>Enable</b></p> <ul style="list-style-type: none"> <li>• Deliver an annual training programme informed by sector insights and feedback, with focus on good governance, organisation development, funding and investment and volunteering.</li> <li>• Responsive and adaptive development/knowledge opportunities throughout the year, responding to immediate needs and environment.</li> <li>• Continue to develop online hub with advice and resources informed by sector insights and wider policy that is available to the sector across the region.</li> <li>• Endorsement of a sector sustainability model and identify opportunities to further invest in sector and organisation sustainability.</li> </ul> | <ul style="list-style-type: none"> <li>• TSOs can access a range of priority training and development opportunities.</li> <li>• TSOs say that the training and development opportunities are effective/valuable.</li> <li>• More organisations can access advice and guidance using our online hubs/website/resources.</li> <li>• Our adopted sustainability model and resources are accessible and those accessing say are effective.</li> </ul> | <ol style="list-style-type: none"> <li>1. People are more involved in their community</li> <li>2. Improved cross sector collaboration</li> <li>4. Third sector organisations are better able to lead and develop shared agendas</li> <li>5. Third sector organisations are better able to respond to local need</li> </ol> |
| <p><b>Inspire</b></p> <ul style="list-style-type: none"> <li>• Increase sharing of practical advice, case studies and storytelling from across the sector.</li> </ul>  | <ul style="list-style-type: none"> <li>• We share more national and regional case studies from across the third sector.</li> <li>• TSOs access case studies and stories.</li> </ul>   | <ol style="list-style-type: none"> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> </ol>   |

| Ambitions and activity   | Local outcomes   | Medium Term Outcomes (ScotGov/TSI)   |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Build more sector-led content to share experiences, advice, tips with others.</li> </ul>  | <ul style="list-style-type: none"> <li>• TSOs say that case studies and stories are effective/useful/informative.</li> <li>• Increase the volume of TSO generated content on our online platforms.</li> <li>• Increase video content on our platforms.</li> </ul>  | <ol style="list-style-type: none"> <li>4. Third sector organisations are better able to respond to local need</li> </ol>   |
| <p><b>Represent</b></p> <ul style="list-style-type: none"> <li>• Deliver a sector and stakeholder consultation process to develop our future three-year strategy and plan.</li> <li>• Conduct our annual survey to understand the priorities of the sector and the impact of our work.</li> <li>• Develop opportunities for listening, understanding needs, learning from colleagues across the sector, including online forums and live events.</li> </ul>  | <ul style="list-style-type: none"> <li>• Stakeholders across TSOs, partner organisations and communities engage with our strategy consultation.</li> <li>• More TSOs share feedback on their experiences of working with us.</li> <li>• Create more opportunities for connection and engagement through multi-channel options.</li> <li>• TSOs can provide direct feedback on their priorities and needs from the TSI.</li> </ul>  | <ol style="list-style-type: none"> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>5. Key decision making includes third sector input</li> </ol>   |
| <p><b>Thematic focus</b></p> <ul style="list-style-type: none"> <li>• Review progress and adapt our volunteering strategy to address support for volunteering practice, increasing the number of people volunteering across Dumfries and Galloway and connections between volunteers and VIOs.</li> <li>• Continue to actively contribute to the Local Employability Partnership, delivering an agreed outcomes model.</li> <li>• Enhance our support for, and contribution to, economic development and support for/development of social enterprise and the local/social economy.</li> <li>• Invest in capacity building and collaborative working across children and families work across</li> </ul> | <ul style="list-style-type: none"> <li>• Our volunteering strategy reflects local priorities and needs.</li> <li>• We can increase our resource that is focussed on achieving the relevant regional and national volunteering outcomes.</li> <li>• TSOs can share their volunteering priorities with us.</li> <li>• We have visibility of the estimated number of people volunteering with registered TSOs.</li> <li>• We are developing ways to identify the external investment in TSOs across the region.</li> <li>• More TSOs are actively involved in children's service</li> </ul> | <ol style="list-style-type: none"> <li>1. People are more involved in their community</li> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>4. Third sector organisations are better able to respond to local need</li> <li>5. Key decision making includes third sector input</li> <li>6. Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> </ol> |

| Ambitions and activity  | Local outcomes  | Medium Term Outcomes (ScotGov/TSI)   |
|---|---|--|
| <p>children and families work across the sector, supporting alignment with region-wide outcomes and evaluating TSO involvement in children's services.</p> <ul style="list-style-type: none"> <li>• Increase focus and measure of impact on our work to attract investment to the region, support TSOs to access funds and increase focus on investment on our organisation to support sector capacity, representation and development.</li> <li>• Deliver a new model of Community Transport for Dumfries and Galloway over a three-year programme.</li> </ul>   | <p>planning and collaborative working aligned to our regional Children's Service Plan and whole family support outcomes.</p> <ul style="list-style-type: none"> <li>• Voices of families and children contribute to third sector work.</li> <li>• There is active engagement in the development of a new community transport model.</li> <li>• Local Outcomes Improvement Plan numbers 5,6,7,8,10</li> </ul>  |  |
| <p><b>Developing our organisation</b></p> <ul style="list-style-type: none"> <li>• Implement a new HR system to improve self-serve, data, insights and administration.</li> <li>• Invest in leadership capacity and development.</li> <li>• Reorganising how we work to maximise our impact.</li> <li>• Review our model of fund management to further build on our successes.</li> <li>• Implement safer recruitment training and practice.</li> <li>• Improve awareness and skills in information management and protection across the team.</li> <li>• Develop our organisation approach to healthy work, wellbeing and building our team to create a sense of place and belonging.</li> </ul> | <ul style="list-style-type: none"> <li>• Improved efficiency in HR processes, administration and reporting.</li> <li>• Leaders in the organisation say that they are developing their skills and their confidence in improved in leading people and work.</li> <li>• A new organisation structure is in place with a mid-year review.</li> <li>• All recruiting managers have completed Safer Recruitment.</li> <li>• A new Healthy Work and Wellbeing staff group have identified priority actions to improve our workplace for all.</li> <li>• Local Outcomes Improvement Plan numbers 6,8</li> </ul> | <ol style="list-style-type: none"> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>4. Third sector organisations are better able to respond to local need</li> <li>5. Key decision making includes third sector input</li> </ol> |

# Equal partnership and impact

| Ambitions and activity  | Local outcomes   | Medium Term Outcomes (ScotGov/TSI)   |
|---|--|--|
| <p><b>Our role in working together</b></p> <ul style="list-style-type: none"> <li>• Maintain our presence and representation on regional partnerships, including the Community Planning Partnership.</li> <li>• Develop our Partnership and Representation programme, with reflection on The Voice project and creation of an updated Representation Model.</li> <li>• Develop a new Registration option for those TSOs to be listed with us without requirements of full membership.</li> <li>• Promote the Fair Funding charter with partners.</li> <li>• Develop our capacity to better represent our sector in key thematic areas/partnerships, including Children, Young People and Families, Community Health and Wellbeing, Sector Sustainability and Development.</li> <li>• Develop our capacity for the sector to take the lead on relevant partnership priorities where the sector is best placed to do so.</li> </ul> | <ul style="list-style-type: none"> <li>• We are active in the relevant range of partnership forum.</li> <li>• We publish an updated Partnership and Representation programme.</li> <li>• More organisations register with us.</li> <li>• Evidence of partner commitment to Fair Funding Charter.</li> <li>• New roles are created for priority partnerships where we currently have no dedicated capacity.</li> <li>• We are leading in some forum, partnership groups or on relevant activities and outcomes.</li> <li>• Local Outcomes Improvement Plan numbers 2,3,4</li> </ul> | <ol style="list-style-type: none"> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>5. Key decision making includes third sector input</li> </ol>   |
| <p><b>Confidence to invest in us</b></p> <ul style="list-style-type: none"> <li>• Development of a three-year strategy, with consultation and insight from sector and stakeholders.</li> <li>• Review and update of our Communications and Engagement strategy.</li> <li>• Further develop our sector Communication and Impact sector forum.</li> <li>• Build storytelling and models of impact communications that helps people and communities understand and have confidence in our local third sector.</li> </ul>   | <ul style="list-style-type: none"> <li>• A new strategy is approved and adopted by members at the AGM.</li> <li>• We publish a new Communications and Engagement Strategy.</li> <li>• More TSOs join our Communications and Impact sector forum.</li> <li>• More people across communities engage with our sector communications.</li> </ul>   | <ol style="list-style-type: none"> <li>1. People are more involved in their community</li> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>5. Key decision making includes third sector input</li> <li>6. Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> </ol> |

| Ambitions and activity  | Local outcomes   | Medium Term Outcomes (ScotGov/TSI)   |
|---|--|--|
| <p><b>Evaluation and impact</b></p> <ul style="list-style-type: none"> <li>• Develop a new programme of data, evaluation and impact.</li> <li>• Invest in our organisation capacity for analysis, impact assessment and reporting.</li> </ul> | <ul style="list-style-type: none"> <li>• We have produced a new Data, Evaluation and Impact programme to attract investment and resource that will enable us to evidence good quality evaluation practice and the impact of TSDG and the wider third sector.</li> <li>• A funding plan is active to attract investment in our capacity.</li> </ul> | <ol style="list-style-type: none"> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> <li>4. Third sector organisations are better able to respond to local need</li> <li>5. Key decision making includes third sector input</li> </ol> |

## Equity, dignity, belonging, justice

| Ambitions and activity  | Local outcomes   | Medium Term Outcomes (ScotGov/TSI)   |
|---|--|--|
| <p><b>Addressing poverty and inequity across our communities</b></p> <ul style="list-style-type: none"> <li>• Continue our active presence on the Poverty and Inequalities partnership.</li> <li>• Develop plans for investment in our capacity to deliver on partnership actions and inform Partnership priorities.</li> </ul> | <ul style="list-style-type: none"> <li>• Continue to be active on the Poverty and Inequalities Partnership.</li> <li>• Continue to Chair Poverty and Inequalities subgroup on extreme deprivation and poverty.</li> <li>• Have more capacity to take an active role in addressing poverty and inequality actions.</li> <li>• We can demonstrate our activity in addressing poverty and inequalities.</li> <li>• Local Outcomes Improvement Plan numbers 1,2,3,4</li> </ul> | <ol style="list-style-type: none"> <li>1. People are more involved in their community</li> <li>4. Third sector organisations are better able to respond to local need</li> <li>5. Key decision making includes third sector input<br/>Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> <li>6.</li> </ol> |
| <p><b>Dignity and fairness</b></p> <ul style="list-style-type: none"> <li>• Implement new pay scale and structure for our organisation.</li> <li>• Implement policy and practice on voice and representation, considering how we gather, represent and review lived experience contributions.</li> </ul>                        | <ul style="list-style-type: none"> <li>• A new pay scale is in place.</li> <li>• We can demonstrate the diversity of participation in our programmes of work.</li> <li>• A new practice brief is informing our approach to engagement, particularly with seldom heard people, young</li> </ul>   | <ol style="list-style-type: none"> <li>1. People are more involved in their community</li> <li>2. Improved cross sector collaboration</li> <li>3. Third sector organisations are better able to lead and develop shared agendas</li> </ol>   |

| Ambitions and activity  | Local outcomes  | Medium Term Outcomes (ScotGov/TSI)   |
|---|---|--|
| <ul style="list-style-type: none"> <li>With our Joint Consultative Group, review and update our employee handbook and propose policy updates to the Senior Leadership Group and Board.</li> </ul>   | <p>people and those with particular lived experiences in a meaningful way.</p> <ul style="list-style-type: none"> <li>Our Joint Consultative Group has recommended an updated Employee Handbook.</li> </ul>   | <ol style="list-style-type: none"> <li>Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> </ol>  |
| <p><b>Environment and a healthier planet</b></p> <ul style="list-style-type: none"> <li>Create a staff Climate Action Group to identify where our organisation can reduce waste, recognise our climate impact and commit to a Climate Action Plan.</li> <li>Connect with partners to support the third sector identify its impact and influence on climate action, aligning with Dumfries and Galloway Climate Hub and activities of our partners.</li> <li>At least one online event is hosted around Third Sector Climate Action, supported by colleagues form across the TSI network.</li> </ul> | <ul style="list-style-type: none"> <li>TSDG are developing a new, multi-year Climate Action Plan for our own organisation.</li> <li>TSOs are aware of and connected with the Dumfries and Galloway Climate Action Hub and others.</li> <li>TSOs have the opportunity to attend an online even on third sector climate action.</li> <li>Local Outcomes Improvement Plan number 11</li> </ul> | <ol style="list-style-type: none"> <li>People are more involved in their community</li> <li>Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> </ol>   |
| <p><b>A focus on community and locality</b></p> <ul style="list-style-type: none"> <li>Implement a new locality working model and continue to host, manage and develop Locality Hubs on behalf of the Community Planning Partnership.</li> <li>Actively encourage participation across TSOs and communities in Locality Hubs, Place Planning and community-led voice/development.</li> <li>Develop our standard on recognising community strengths, developing participation and a focus on community-led development.</li> </ul>   | <ul style="list-style-type: none"> <li>New Locality Partners/Locality Development Officers are in place.</li> <li>More partner organisations join the Locality Hubs.</li> <li>A new process of community voice is recognised and recorded in the Locality Hub operating model.</li> <li>Local Outcomes Improvement Plan numbers 3,7,8,9,10,11</li> </ul>                                    | <ol style="list-style-type: none"> <li>People are more involved in their community</li> <li>Improved cross sector collaboration</li> <li>Third sector organisations are better able to lead and develop shared agendas</li> <li>Third sector organisations are better able to respond to local need</li> <li>Key decision making includes third sector input</li> <li>Third sector organisations are better able to contribute to a strong and inclusive local social economy</li> </ol> |

# HOW WILL WE KNOW?

We monitor our performance and impact using a range of data sources, including STAN – our internal database – where we capture our interactions, engagement, participation and real time activity that helps us understand our position throughout the year.

We also conduct an annual survey of stakeholders to gauge satisfaction, levels of engagement and sector priorities in areas like training and development and where Third Sector Dumfries and Galloway can support best.

There are at least 54 key data points that help us better understand our progress and impact, in addition to more qualitative measures that bring our work, and that of our third sector, to life. Over the coming year, we plan to work on developing our evaluation, learning and impact framework to better balance our data, storytelling and experiences.

Our priority quantitative indicators for 2024/2025 include:

## Engagement

- **Number of third sector organisations registered or members.**
- **Number of third sector organisations directly supported with advice or input.**
- **Attendance at our training, forum and events.**
- **Number of volunteering enquiries.**
- **Presence and engagement – website, social interaction, app and subscriptions.**

## Partnerships

- **Representation in range of partnership meetings.**
- **LOIP outcomes where third sector are leading and contributing to delivery.**
- **Partners investment in our capacity building and development.**
- **Effective fund management.**

## Effectiveness and Impact

- **Satisfaction with training and events.**
- **Effectiveness of advice and support.**
- **Funding/investment success and value.**





Thanks to Third Sector Dumfries and Galloway's impact, we have been able to stay focused on our main task, which is to help vulnerable veterans back into society after suffering trauma.



Their impact has been a very good one, especially in terms of updates on third sector activity in the region, funding opportunities, and support for funding bids.



We have had free access to their training that the organisation otherwise would not have been able to afford to attend.



As a Trustee, I found the face-to-face governance training sessions very helpful and we have used the information gleaned in developing best practice.



Excellent forum for networking, hugely useful regular newsletter to keep up to date on developments and new funding opportunities, great training opportunities.



As a small charity, it has been very useful in accessing free training, group sessions with other charities and improving knowledge of what's going on/needed across the region.





**THIRD SECTOR**  
Dumfries and Galloway

Third Sector, Dumfries and Galloway is the operating name of Dumfries and Galloway Third Sector Interface, a Scottish Charitable Incorporated Organisation SC043832, funded with support from the Scottish Government, Dumfries and Galloway Council and Dumfries and Galloway Health and Social Care Partnership. We are a Living Wage and Disability Confident Committed employer.



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