

Highland Third Sector Interface

Annual Report 2022



**HIGHLAND
THIRD
SECTOR
INTERFACE**

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Message from the Chair



I am pleased to be introducing the 2021/22 Annual Report after becoming Board Chair earlier this year. Sadly, I start my note by taking the opportunity to mark the passing of Margaret Somerville our previous Board Chair and acknowledge her spirit and determination throughout her work on the HTSI Board. Margaret was incredibly passionate about the Third Sector, the work of HTSI and our members. She dedicated a lot of her time to her role within the Board and is missed by everyone. I had the opportunity to work with her on several projects and she had a very calm manner in the way that she worked, systematically tackling the task in hand and listening to others' opinions to reach informed decisions.

Over the past 12 months our team at HTSI, along with many others, have been adjusting to the 'new normal' as restrictions continued to relax and for some of our newer team members, they were finally able to meet in person. Likewise, it is fabulous to hear from many of our members that they have been able to get back into their communities where work had temporarily ceased or continue projects that had been on hold. 'In person' meetings and events have also seen a welcome return this year, especially the Highland Third Sector Awards – providing a fabulous opportunity to come together and truly celebrate our 'Highland Heroes' in the third sector. Now more than ever, effective communication is a high priority and our newly established 'Digital and Membership Team' have embraced their role in providing a centralised place to share information. With their attitude to the tasks ahead, they are an example of 'practise what you preach' in their team-approach to working.

Partnership working is key to delivering our specific themes within HTSI and an example of this is the unique Highland Custody Link Project; ran via the Community Justice Partnership and the Highland CPP. Even through the pandemic, this project has gone from strength to strength, with over 200 referrals since its start in March 2020, with an aim to reduce offending and reoffending within the Highlands. It will come as no surprise to many, that the most requested support falls under the areas of mental health, housing, finance, substance abuse and emotional support – themes we see running through all of our projects such as Café 1668, LGOWIT and the Think Nature Health Walks.

Although we are still battling with the uncertainty of funding in the future, HTSI continues to make your voices heard. I would like to thank everyone within the HTSI team, our membership and our Board for contributing to our crucial work.

Cath Wright

Chair, Highland Third Sector Interface Board

October 2022

From the Chief Officer

Even without the pandemic the changes that HTSI underwent in 2020, the restructure of the TSI Services, a building refurbishment as well as large-scale recruitment and training of staff, were significant. 2021/22 was an opportunity to continue to build resilience and strengthen those changes. We can't forget, however, that the year was also still very much driven by the pandemic. We started to progress a more natural division of work within the core TSI services team with the further development of the Inner Moray Firth team and the emerging Digital and Membership team – focused on regional activity. A number of new team members joined us, including Hannah Barrows, the now Digital and Membership Services Managers. Our TSI Services Manager, Leah Ganley, has been seconded into a national TSI project around equalities and human rights, with Iain Mackenzie stepping into the TSI Services Manager role.



We have been very fortunate to have some excellent staff working with HTSI, even if for a short period; but we have experienced some of the challenges that others are reporting around the recruitment market.

Funding is an ever-present concern in the current environment, which is why the opportunity to play a significant role in the distribution of the Scottish Government's Communities Mental Health and Wellbeing Fund was a welcome privilege. It was also, however, a challenge to design and manage a process which would handle the significant interest in the fund, while meeting the need for consistency across Scotland and reflecting local needs and priorities. I am particularly grateful to colleagues at Police Scotland for their help and assistance in seconding a member of staff to support this work, that made a huge difference and the feedback from groups around that support was incredibly positive. Not only were we able to distribute the funds allocated, but an additional award resulted in a total investment of £983,521 into third sector based activities across Highland.

The further developments of our Third Sector Representation pathway are very welcome, and we hope to continue this work into 2022/23. There are going to be a number of challenges ahead as the Sector has to justify investment in an environment where resources are likely to be pressured, and a strong representation pathway will be critical to that.

We ourselves are likely to face ongoing challenges with resources as we go into a tenth year with no uplift to our core funding, continuing to place increasing pressure on the need to deliver against an environment where there is not a reduction in demand, but an increasing need. We are optimistic, however, about the new avenues for influence and input into policy and practice that have opened nationally following the pandemic; and hope to continue this work into future years. The report that follows provides a more detailed account of the work undertaken across all the functional areas of HTSI. None of which would be possible without the work of our incredible staff team, past and present. To all of them, I wish to express my gratitude and admiration for not just what they do, but for the way in which they do it and how they make working with them such a privilege and joy.

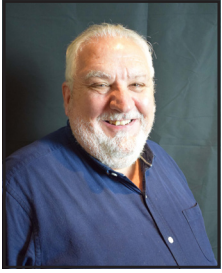
My thanks also to the Board of HTSI, who have been a constant source of support throughout the pandemic and it was a loss both personally, and as an organisation, when our then Chair Dr. Margaret Somerville passed away in the Autumn of 2021. Margaret was an inspiring individual, with an array of talents and interests. The Board is all the poorer for her not being there and I have personally lost someone who provided a great deal of reassurance and strength in some of the most difficult challenges in this role.

Thank you as well to our members, representatives and public sector partners, by whom all our work is strengthened.

Mhairi Wylie

Chief Officer, Highland Third Sector Interface

TSI Inner Moray Firth Services



Iain McKenzie
TSI Services Manager - Inner Moray Firth

The new Inner Moray Firth team have only existed in a COVID world and as we move back into face-to-face meetings the team are gearing up to get out of our home working and back into the communities. That is not to say that we have not been active during these covid months, on the contrary, we have been working with new groups to help them identify which legal structure best suits their plan and helping them achieve that.

We have some new Community Interest Companies (CICs) and new SCIOs (charities) operating in our area. There are more unincorporated organisations too, who have been responding to the local needs in their communities. We have continued to promote volunteering and matching those who want to volunteer with those who have volunteering opportunities. Working in areas of governance and policy development some groups feel stronger and more able to achieve their goals. We have been helping groups resolve difficulties between members and trustees and between trustees and trustees. We have helped groups close when they have achieved all they set out to achieve.



As we now move into an increased level of freedom, we are planning to have an increased presence in many communities and attend a number of events and hope to make better contact with local groups and hear from them, what we can do to better support them in their endeavours. These have been difficult times, and for many there are more difficult times ahead, the Inner Moray Firth Team are here and ready to provide support and assistance wherever we can.

Number of organisations the team supported this year	75
Number of volunteering opportunities posted on MILO	49
On-site visits to communities and third sector organisation	over 30

Digital & Membership Services



Hannah Barrows
Digital & Membership Services Manager

The Digital and Membership team was newly established during the summer of 2021. With the hope that pulling this aspect of HTSI's work into a separate team would bring focus and capacity has proven fruitful. A majority young and inexperienced team it has jumped into not only keeping up with business as usual, but has also worked on changing how we distribute and thematise our ebulletins; compiling and analysing data to help inform decisions; adapted to the growth of the organisation by developing internal protocols to strengthen processes and communication; and transitioning our membership management onto a new platform that we hope will enable a stronger network of Third Sector organisations and partners in Highland. The new platform is still developing, but already members are using it as a central place to share information and find contact information. Other TSI's have looked on with some interest and we look forward to sharing future success stories with this platform.

We worked to improve the Third Sector Representative pathway by creating an induction for reps, as well as leveraging the newly formalised forums and the new membership platform to enable improved two-way communication between the reps and the rest of the sector.

Jane Tattum moved from the Inner Moray Firth Services team to become a part of the Digital and Membership Services team as a Senior Development Officer early in 2022. She has been hugely beneficial, particularly in adding her energy and capacity to HTSI's training provision. We have developed an annual training plan, created feedback loops to better understand needs within membership, and hope to deliver an integrated resource that brings together our good governance, training, and elearning in the coming year.

Improving our Forums was also part of the work of the past year. We worked to establish chairs for each forum, timelines, protocols and expectations across all of our new and established forums. We have had a lot of positive feedback as to the usefulness of the forums and hope to continue and improve this aspect of our work.

As a team we have led by example and informally train with how we use our digital resources; this includes using our shared Onedrive, using a shared email inbox across the team, having a shared calendar where all the upcoming events are viewable, and by running short informal training sessions for our colleagues on some of the particular platforms that we use, and more! By utilising the platforms at our disposal and supporting other staff on how to use them, or better understand them so their work can better incorporate these platforms we hope to bolster professional development, maximise the resources more fully, and create a shared understanding of how we work together at HTSI.



Digital & Membership Services *in Numbers*



Number of trainings hosted	36
Number attended trainings	462
Number of elearning licenses	395

Number of events hosted	60
Total number attending events	891
Number of forums hosted	14
Number of individuals attending forums	200

Average number of email addresses receiving each bulletin 474

Average open rate of bulletins (above industry average) 35%

Total number of e-bulletins sent 66





Margaret MacShane
Partnership Manager



The Covid-19 pandemic is still affecting the work of community justice across Scotland and whilst there have been many challenges over the past year, there is a sense that the situation is slowly improving. The Community Justice Partnership have strived to maintain momentum over the past year, and whilst there are still some challenges to face, there have also been some good achievements during this time.

In April 2021 Ross MacKillop took over as Independent Chair of the Community Justice Partnership in Highland. Having come from a police background, Ross brings a wealth of knowledge and experience to the role.

The Addendum to the Community Justice Plan for Highland expired in March 2022. However, the National Strategy for Community Justice is currently being reviewed by the Scottish Government along with the Outcomes Performance and Improvement Framework (OPIF). Due to this, the Community Justice Partnership in Highland are continuing to progress and finalise outstanding Actions from the Addendum with a view to publishing a new plan once the National Strategy and OPIF have been finalised and published. Work has already been carried out by the Partnership through Development Sessions to identify provisional priorities for the new plan for Highland. These will be reviewed once the documents mentioned have been published. A copy of the position statement from the Partnership can be viewed here: [position_statement.docx \(live.com\)](#)

The Community Justice Excellence Award was presented to Addictions Counselling Inverness during the HTSI Awards Ceremony which was held at Strathpeffer Pavilion in March 2022. March also saw the first face to face event which the Community Justice Partnership has held in two years. The Small Change for Justice event saw ten organisations bid for sums of money of up to £4,000 to enable them to work with those who have offended, those who have been affected by crime or who are involved in working to help prevent offending. As a result of votes cast by the invited audience, all organisations were successful in their bids and will have one year to complete their projects before reporting back to the Community Justice Partnership.

The Community Justice Dragon's Den was also held in March whereby two organisations made bids over a digital platform to a panel from Criminal Justice Social Work and members of the Community Justice Partnership. The bids were for sums of between £20k and £40k which will enable them to work with people who are serving their sentence in the community through Community Payback Orders. These organisations will also have a year to complete their projects before reporting back to the Community Justice Partnership.



Alan Grant
Project Manager

Highland Custody Link Project



Since March 2020, the Highland Custody Link Project has engaged with over 200 individuals who have been in Police custody. The project is a unique attempt to reduce offending and improve health and wellbeing. The project focuses on women and younger males. Link workers work with clients on a one-to-one basis to identify their individual risks and triggers, which increase their risk of undertaking offending behaviour. They then identify options for accessing support to increase their personal resilience and wellbeing, making it less likely that they will be arrested again. Client needs are varied and wide ranging. The most common requests are for help with mental health, emotional support, substance abuse, housing and financial support.

There will be a full project evaluation by University of Stirling which will commence summer 2022.

Clients that have engaged with a link worker	144
Clients that have completed their programme of support	92
Onward referrals/signposting for support made	280

The Highland Resilience Network is intended to support cross-sector collaboration and strengthen local resilience efforts in response to events or circumstances which are, or are likely to, have a negative impact on the lives of people living within a community.



**Highland
RESILIENCE
Network**

At its core, the HRN is formed through a membership of organisations who can contribute to one of the core areas of resilience: Pandemic, Weather or Environmental Damage to Infrastructure, Missing Person(s) and Sudden Death in the Community. Members complete an organisational health check, which acts as a competency process, and have collaborated with public sector partners in the development of localised and specific resilience plan(s). Members will be registered on a database that blue light services can have access to in order to support their activities and deployment/response to a resilience need.

The purpose of the HRN is to better utilise and co-ordinate local voluntary capabilities in the communities of Highland with emergency responders from the public sector.

Consultation and discussions are ongoing with community groups, along with public sector responders, to support appropriate organisations in becoming members of the HRH. A website has been developed and will be populated with details of HRN members along with Community Resilience Plans.

Think Nature Health Walks project aim is to provide support and guidance to existing health walk and buggy walk groups and establish new groups within rural Highland, promoting opportunities and recruiting new volunteers. Also to arrange walk leader training for new volunteers. In addition, form links within communities and develop partnerships, including health care professionals and community link workers, promoting active travel and green health opportunities. The project is hosted by HTSI and funded by Paths for All, Smarter Choices Smarter Places and NHS Highland.

During the second year of the project 6 new health walks have been set up in Lairg, Assynt, Raasay, Redcastle, Wick and Kinlochleven, also 2 new buggy groups in Torvean (Inverness) and Milton (Invergordon), in partnership with Care and Learning. Discussion has taken place to establish more new health walk groups in Caithness and in Wester Ross during the summer months.

No. of Health Walks & Buggy Walks supported each week	27
No. of new walkers that have joined our walking groups in last 12 months	60
No. of walkers taking part in walks on a regular basis (on average)	173
No. of new Walk Leaders who have attended Walk Leader Training in last 12 months	36

The continued popularity of walking is evident as 60 new walkers have joined our groups and 36 new volunteers have been trained as walk leaders, with more on waiting lists. Due to Covid all of our Walk Leader training has continued to be delivered online, as has online activities and networking with groups.

Regular communication has taken place online with the addition of quarterly newsletters, which were sent to all groups to keep them informed on the latest government Covid guidelines, walking campaigns, activities and events, updates from groups, along with a photo gallery. During the winter months of 2021, members of Think Nature Health Walking groups completed a newly developed project led online Active Travel Survey, with the aim of finding out more about how our walkers actively travelled for everyday journeys. We received some valuable feedback from our members on what improvements could be made for walking in their area of Highland. A variety of case studies were also written and submitted focusing on active travel, from a project perspective and also from a walking group. Studies on the benefits of joining a walking group and the effects of Covid on a health walk group and a buggy group were also presented.

Promotion continued in the form of distributing printed materials, as well as digitally on social media. We also featured in some press releases including those involved with the Humans of the Walk campaign; new nature walks and arthritis awareness events. Paths for All arranged for a professional photographer to join one of our buggy walks and the images have been used for national promotion. We were also delighted to have a motion raised in the Scottish Parliament by MSP Edward Mountain, congratulating our project and the Tongue Health Walk group on the support provided to communities. The success story was also shared with all of the Regional and Constituency MSPs to raise awareness of our work.

Our important partnership working continues with organisations such as Care & Learning Alliance; Cycling UK; NHS Highland and many community development groups. A new partnership has also been developed with Highlife Highland, working with their Countryside Rangers who are leading walks throughout the year to share information of local nature and the environment.

Community engagement is key in the promotion of our walking groups and welcoming new members, so we have invested in a number of Think Nature Health Walk resources, materials and complete kit for our event information stand. Now that Covid restrictions have eased we have been able to host and attend face to face events such as a series of Arthritis Awareness Walks and a health and wellbeing festival in Caithness, with more planned throughout the coming year.





a social café



Roy Harrison
Project Co-ordinator

Café 1668 has gone through a busy 12 months as it continues to supply a community food larder, free meals three times a week and the Café Link Worker has supported over 40 clients through various issues, including benefits, homelessness, substance misuse, human trafficking, racial abuse, and various other needs. During COVID the Café continued to function supplying a free hot meal as a takeaway service, the community food larder was maintained, and the Link workers role was in great demand. HTSI signed up to the government 'Kickstart' programme and over the 12 months employed seven individuals for a maximum of six months, with the last kickstart employee remaining at the café in a full-time role. Weekly donations continue from the various supermarkets daily, all donations are collected by our willing volunteers, come rain or shine, the Café is truly grateful for their constant support.



The café has also been used out of hours to support different organisations:

- NHS Deaf Club
- Meditation club
- Support to refugees
- Private birthday parties

During the first three weeks of December Operation Respect, run by the Inverness Community Safety Partnership, involves Police Scotland, Highland Council, and the Street Pastors amongst others. All these agencies

have representatives in and around the city centre throughout the festive season to maximise public safety in conjunction with Highland council and Police Scotland, the Café supported this by supplying a base location.

Free meals provided

2992

Hot drinks served

4281

Individuals supported/signposted

142

Three Core Beliefs:

1. Offer Help to Anyone in Need

Anyone can find themselves in need of a helping hand and, if we can, we should offer support.

2. Food Waste is Avoidable

Food waste is both detrimental to the environment and heart-breaking when so many adults and children live with hunger as part of their daily lives.

3. Support Employability

Building skills and confidence and having employment, can make a real difference to building positivity in our futures and life chances.





Joanne McCoy
Project Manager

This year saw LGOWIT continue to grow and develop services. Our membership increased by 23% across all our peer support groups. Once again, the pandemic impacted on services, and we continued with all services online in this period. For members who are digitally excluded, we provided newsletters and phone calls to ensure support. Our funded work included a pilot with DWP to support their clients living with long-term conditions to develop Self-Management skills. We received funding from Versus Arthritis which funded online activities for members, and we embarked on a new LivingWell Digitally project with funding from the Alliance, exploring and developing solutions to build digital confidence and skills which we can test as we move to a blended approach for support. We continued and developed our work with NHS Highland to support Self Management in our area, with the TEC Respiratory Project and the pain management team. We were also funded to support NHS Highland Covid Recovery work with our eLearning. LGOWIT continued to develop services to meet the needs of our members and explore how we ensure that we develop a digital future that works for everyone whilst reintroducing in-person groups in the next year.

LGOWIT *in Numbers*

LGOWIT delivered

147 online Wellbeing sessions – with a total participation of 941

over 4000 direct interactions with group members during the year

39 online Peer Support coffee and chat sessions – total participation 546

20 in-person sessions for members – total participation 86

4 Themed Highland Self Management Forum's online – total participation of 143

32 people have used our KyleEbikes this year with a total of 97 people registered.

eLearning Self Management courses – 382 users with 434 courses accessed

LGOWIT published

- 3 newsletters – Total distribution 1400 copies
- 15 ebulletins sent to 280 members

LGOWIT online

- Facebook Followers 1301
- Twitter Followers 562
- Website 8749

Financials	Unrestricted	Restricted	21/22 total funds	20/21 total funds
INCOME AND ENDOWMENTS FROM CHARITABLE ACTIVITIES				
Recovery Café (Café 1668)	-	188,385	188,385	-
Community Justice	-	199,616	199,616	166,578
Projects	-	257,592	257,592	308,023
Funding	-	1,168,166	1,168,166	-
LGOWIT	-	171,816	171,816	313,237
HTSI Core (General)	683,200	-	683,200	683,200
Other income	83,683	26,551	110,234	109,555
Total	<u>766,883</u>	<u>2,012,126</u>	<u>2,779,009</u>	<u>1,580,593</u>
EXPENDITURE ON CHARITABLE ACTIVITIES				
Recovery Café (Café 1668)	-	214,430	214,430	-
Community Justice	-	52,115	52,115	124,818
Projects	-	173,900	173,900	281,986
Funding	-	1,137,777	1,137,777	-
LGOWIT	-	193,229	193,229	272,308
HTSI Core (General)	786,408	-	786,408	661,293
Total	<u>786,408</u>	<u>1,771,451</u>	<u>2,557,859</u>	<u>1,340,405</u>
NET INCOME / (EXPENDITURE)	(19,525)	240,675	221,150	240,188
RECONCILIATION OF FUNDS				
Total Funds Brought Forward	213,231	311,344	524,575	284,387
TOTAL FUNDS CARRIED FORWARD	<u>193,706</u>	<u>552,019</u>	<u>745,725</u>	<u>524,575</u>
FIXED ASSETS				
Tangible assets	13,285	44,029	57,314	66,204
CURRENT ASSETS				
Debtors	6,441	133,269	139,710	7,687
Cash in bank and in hand	<u>237,318</u>	<u>882,120</u>	<u>1,119,438</u>	<u>551,537</u>
CREDITORS				
Amounts falling due within one year	(63,338)	(507,399)	(570,737)	(100,853)
NET CURRENT ASSETS	<u>180,421</u>	<u>507,990</u>	<u>688,411</u>	<u>458,371</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	193,706	552,019	745,725	524,575
NET ASSETS	<u>193,706</u>	<u>552,019</u>	<u>745,725</u>	<u>524,575</u>
FUNDS				
Unrestricted			193,706	213,231
Restricted			<u>552,019</u>	<u>311,344</u>
TOTAL FUNDS			<u>745,725</u>	<u>524,575</u>

The Highland Third Sector Interface Ltd, also known as HTSI, is a Scottish Registered Charity SC043521 and a Scottish Registered Company SC425808.

THIS REPORT IS AVAILABLE IN OTHER FORMATS UPON REQUEST.

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Thanks to our funders for this year:



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