



Strategic Plan Outline

October 2021

Dundee Volunteer and Voluntary Action is a Registered Charity (No SC000487) and a Company Limited by Guarantee (No SC093088) Registered address: 10 Constitution Road, Dundee DD1 1LL



Business Drivers and Stakeholders

Dundee Volunteer and Voluntary Action is an independent charity that aims to ensure the third sector (charities, social enterprises, community and voluntary groups etc.) is robust, resilient and delivers high quality services for the people of Dundee.

We provide a wide range of support to third sector organisations and have expertise in a wide range of skills and topics including governance, funding, legislation, policy, planning and problem solving to name just a few key areas.

We have a primary role in ensuring the continuation and development of a vibrant third sector in Dundee, and achieve this by supporting organisations to be:

- well governed and managed to enable them to deliver quality outcomes
- better connected and able to influence and contribute to public policy

The current DVVA governance and strategic structure requires to be reviewed. It has evolved over the years. The review was initially planned after Dundee Voluntary Action and Volunteer Dundee joined together. The pandemic has deferred the process due to other priorities.

DVVA undertook an assessment of the strengths, weaknesses, opportunities and threats associated with the current structure. This was informed by staff consultation events and feedback received from external scrutiny bodies as well as by the experience of those people working within the current structure. It was identified that the strategy needs to be designed more specifically to meet the existing and future requirements of DVVA.

DVVA Vision & Values

Overall Outcome

To improve the Health and Wellbeing of individuals and communities in Dundee.

Our Vision

Supporting and Empowering individuals and organisations to make positive change in their lives and their communities.

We will do this by

- Using an evidence based approach to enable and assist individuals and communities to create positive and long lasting change
- Amplify the voices of under-represented groups and communities through meaningful participation, engagement and representation
- Ensure a strong third sector voice at a strategic level within local planning structures and nationally
- Promoting and supporting voluntary and community action
- Promoting and supporting volunteering
- Provide holistic wellbeing support to individuals, communities and organisations to create a fairer Dundee
- Promoting good governance across third sector organisations
- Supporting and developing our staff to maximise their effectiveness

Our Values

- **OPENNESS** in our response, communication, processing of information and consultation
- **RESPECT** for the range and diversity of organisations and interests within the voluntary sector
- **EQUITY** in the way we work to redress inequality and disadvantage
- **INTEGRITY** in the way we conduct our business in an open and professional manner, including confidentiality, honesty, open agendas and informed decision-making
- **ACCOUNTABILITY** in the way we record, conduct and audit our services and activities.

Current Work & Future Developments

Service Areas

- **Social Isolation**
Service outcome – Reducing social isolation in Dundee
- **Mental Health and Substance Use**
Service outcome – Improving support for people with mental health and substance issues in Dundee
- **Corporate Services**
Service outcome – Improved governance and sustainability for DVVA
- **Community Programme - new**
Service outcome – Increase the communities' ability to build from the ground up & improve our support to third sector organisations
- **Community Integrated Hubs - new**
To be confirmed in line with evidenced need and strategic/city plans

Strategic Development and Alignment

- Children & Young People – Growing Youth Volunteering and targeted support for Youth Organisations
- Older People – Develop and support an Older Persons Network of organisations
- Mental Health and Substance Use - Tayside Mental Health and Wellbeing Strategy – ADP Strategy- Protecting People Strategy – Frailty Strategy- Adult Support & Protection
- Organisation Development – Service Design Academy/Membership/Good Governance/ Volunteering/
- Training – Internal Learning and Development plan/ External Training Plan for TSI and wider third sector partnership training based on above
- Staff Health and Wellbeing Support Strategy
- Communications Strategy

Drivers & Objectives

Project Objectives – Securing high level priorities in relation to the drivers, outcomes and improvements to be delivered on completion of review and implementation of DVVA Strategy/ Business Plan

- The structure is sustainable and makes the best use of available resources.
- The structure supports genuine and effective participation from stakeholders (organisational and community).
- The structure is visible to / understood by all multi-agency stakeholders.
- There is an effective interface between the structure and other strategic/governance structures, particularly Community Planning.
- There is an effective interface between the structure and operational planning and delivery arrangements.
- The structure enables a sustained focus on governance and strategy (rather than operational issues).
- The structure supports a whole system approach wherever possible / appropriate.
- The structure maintains flexibility to respond to issue specific / specialist issues where these arise.
- The structure supports existing and future commissioned requirements.
- The structure enables a strong focus to be maintained on a smaller number of strategically important priorities.

Business Benefits – measurable benefit that will be delivered as a result of a business change

- Reduced duplication of effort
- Better strategic alignment / consistency
- Better use of available resources
- Improved ability to deliver strategic priorities and outcomes
- Improved performance against quality indicators / scrutiny frameworks
- Clarity of governance / decision-making routes
- Reduced administrative burden
- Increased satisfaction amongst DVVA staff

Enabling Changes

- DVVA Programmes aligned to business strategy – Various strategic plans – city plan
- Experienced staff highly qualified
- Estates – Number 10 – Whitfield – Lochee
- Strong partnerships / relationships to plan, design, implement and secure funding for new programmes/ projects