

Openness - Respect - Equity - Integrity - Accountability

ANNUAL REPORT 2023/24



DUNDEE VOLUNTEER &
VOLUNTARY ACTION

 Number Ten, 10 Constitution Rd, Dundee DD1 1LL



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CHIEF EXECUTIVE'S REPORT

As CEO of Dundee Volunteer Voluntary Action, I am honoured to reflect on a year of significant achievements, resilience, and steadfast commitment to the communities we serve. As the leading Third Sector Interface in the city, alongside our partners at Dundee Social Enterprise Network, we have championed and supported volunteer-led initiatives while expanding our efforts to deliver essential services that meet the evolving needs of Dundee.



This year brought many challenges for the third sector, from increased demand for services and limited sustainable funding, to the ongoing cost-of-living crisis affecting so many. Organisations faced a rapidly changing landscape, often spending more time on administrative tasks to meet regulatory compliance and struggling to recruit and retain both paid staff and volunteers. Competition within the sector has intensified, especially for smaller organisations that must devote more time to securing funding, often at the expense of planning for long-term sustainability. Yet, despite these hurdles, our sector has shown remarkable perseverance and determination.

As a member of the National Third Sector Interface (TSI) network, DVVA has actively campaigned for fair funding for the third sector, aligning with the SCVO's goal, 'to establish multi-year funding deals as the norm by 2026'. We have also called on the Scottish Government to ensure that the Fair Work agenda goes beyond simply providing enough funding to pay the Real Living Wage, advocating for salaries comparable to those in equivalent statutory sector roles.

Recognising the knowledge and confidence gap in financial management and governance, DVVA collaborated with academic partners and neighbouring TSIs to offer free financial management training for third sector staff and volunteers. Feedback from participants indicated a marked improvement in financial literacy, enabling organisations to maintain better financial records, management, and planning. This progress has strengthened their governance and enhanced their capacity to adapt, grow, and thrive.

DVVA continues to represent the voice of the third sector in a diverse range of strategic planning groups at the local, regional, and national levels. From mental health to community planning, social isolation and substance use, this vital work ensures the sector's influence on policy and practice. We also lead various forums and network meetings in the city, providing opportunities for the sector to share best practices, build relationships, and engage in learning and development. These forums, covering areas such as mental health and substance use, children and families, volunteering and funding, offer invaluable support to the sector.

A significant achievement this year was the extensive review of the Lochee Community Hub. This effort, involving DVVA staff, key partner agencies, funders, board members, Police and Fire Officers, has been instrumental in the successes outlined in this report.

The Hub now provides fully inclusive, community-led services with an early intervention/preventative focus, guided by a 'no wrong door' approach. Feedback from the public and partner organisations has been overwhelmingly positive. We were particularly proud to host a recent Ministerial visit from the Under Secretary of State, who commended the range of support offered, the strength of our collaborative efforts, and our long-term plans.

On 1 July 2022, the Scottish Government announced a new £32m Whole Family Wellbeing Funding nationally as part of its commitment to support implementation of the findings of the Independent Care Review. Dundee was awarded a total of £3,696,000 of the fund, to distribute to organisations throughout Dundee.

DVVA was awarded the tender to manage the coordination of the Whole Family Wellbeing funding framework. Collaborating with Dundee City Council and the Dundee Health and Social Care Partnership, we established a funding framework to ensure resources reached those in greatest need, aligning with strategic priorities.

We set up a lived experience focus group to ensure the voices of children, young people and families were at the heart of decision-making. This initiative has underscored the strength of the Third Sector Interface, and the project has been recognised nationally by the Scottish Government as an example of best practice.

At our annual Third Sector Interface event in November 2023, I was inspired by the presentations from community groups that, despite adversity, continue to meet the needs of their communities. From forming support groups for children and families to developing innovative services, these groups are a testament to the strength and resilience of the third sector in Dundee.

Since its establishment in October 2021, the Scottish Government Communities Mental Health and Wellbeing Fund for Adults has distributed around £51 million to community initiatives across Scotland. In Dundee, DVVA manage the fund on behalf of the Scottish Government. In 2023/2024, we were allocated £423,735.43 to distribute across the city. 45 organisations were awarded grants up to £25,000 to develop support services to meet local needs. We extend our sincere thanks to those who participated in the assessment panels, including individuals with lived experience, representatives from Dundee TSI and Dundee City Council.

I want to express my heartfelt gratitude to our volunteers, staff and Trustees for their tireless dedication, passion and commitment. Your work has been instrumental in providing support and hope to so many in our community. I also extend my thanks to our partners across the third, independent and statutory sectors, and to our funders for their continued support and investment.

As we look to the future, we remain steadfast in our mission to meet the needs of our community, regardless of the obstacles we face. We will continue to build on our strong foundations, collaborate with other organisations and innovate in our approaches to service delivery. Together, we will strive to create a more resilient and supportive community for everyone in Dundee.

Thank you for your continued support and belief in our shared mission.

**Best wishes
Christina Cooper
Chief Executive**



OBJECTIVES, ACTIVITIES & PERFORMANCE

Our Vision is of a strong and sustainable third sector that can make a lasting contribution to the health, wellbeing and prosperity of the people and communities of Dundee.

Our Mission is to work together with the third sector in Dundee to be its voice; and to become a centre of excellence for the promotion of the sector and the provision of support as well as services to the sector.



Our Strategy for 2022 to 2025 has four main aims:

- Enabling the local Third Sector to strengthen its financial resilience and to grow and become more enterprising in the process.
- Growing active citizenship and voluntary activity in the local community.
- Maximising the Third Sector's contribution to improving the health & wellbeing of the community and redressing inequality.
- Helping our communities to feel safe.



In partnership with Dundee Social Enterprise Network, we are known as the Third Sector Interface (TSI) for Dundee. We bring together voices from across the voluntary, community and social enterprise sectors and amplify these to local planning and decision makers. TSIs are the connectors and enablers to the third sector who deliver services locally, leading and driving change.



Activities for Achieving our Objectives

DVVA will meet these aims through supporting and building the capacity of the third sector, communities and citizens of Dundee to make positive change in their lives and their communities 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.
- Provide third sector forums and network meetings which align to the community planning process.
- Provide a central resource of knowledge about the third sector locally, regionally and nationally.
- 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.

Key Financial Performance Indicators

As a registered charity DVVA has a responsibility to ensure:

- That all income and expenditure of the charity is timeously and accurately recorded.
- That payments due are received from debtors, and made to creditors in a timely manner.
- That full cost recovery is achieved on all aspects of our work.
- That sufficient unrestricted reserves are maintained in accordance with the policy of the charity.
- That suppliers of goods and services to the charity are regularly reviewed to ensure that the best value for the charity is achieved.
- That all funding received by DVVA is used in accordance with the restrictions placed on it by funders.
- That we meet the annual reporting requirements of OSCR.



REVIEW OF ACTIVITIES

Communities Team

28 learning, development and networking events were held, with an overall participation of 480 individuals. These included Volunteer Coordinators and Community-Based Adult Learning Network meetings, DigiDundee: Nobody Left Behind, Meet the Funders, themed-focused volunteer management training, demand-based learning opportunities and open days.

Whilst volunteering participation rates have dropped, motivations are shifting and many organisations face ongoing challenges in volunteer recruitment and retention, volunteering remains an invaluable pathway for personal development, community participation and acts as a route to potential employment. 801 volunteer enquiries were submitted through Volunteer Scotland directly to organisations, and 228 additional enquires were dealt by the Communities Team, who offered one-to-one support and shared information on 651 volunteering opportunities.



2023/24 saw the Archives Project coming to light, and a timeline from 1953 through to the present day is being developed. Keep your eyes peeled!

The Volunteers Fair was held as part of Volunteers Week 2023, with the support of 20+ stall holders and the participation of 100+ members of the community, including those who experience barriers to participation due to disability, language or mental health issues.

Youth Volunteering proudly supported 15 young people as DVVA Volunteer Youth Ambassadors who worked together to promote volunteering to their peers. The Youth Volunteer Network grew in size and participation, a recruitment event in partnership with Developing the Young Workforce meant that 18 organisations could promote their work and recruit from the 110 young people who attended.

The revamped Volunteer Impact Assessment Toolkit (VIAT) gathered momentum over the past 12 months, and the Communities Team continued to support groups and organisations with best practice in volunteer management and governance matters.

By collaborating with volunteers and cross-sector partners, a number of locality-based activities continue to be delivered, enabling positive community connections, preventing the risk of loneliness and encouraging community participation.



REVIEW OF ACTIVITIES



Lochee Community Hub

Lochee Hub undertook an extensive review of its' role and function earlier this year. As a result of this, we are now successfully providing direct access to a wide range of services and supports to the local community. Crucial to this success, is our broad range of multi-agency partners.

Highlights include:

- Weekly Mental Wellbeing & Recovery and Advice drop ins reaching a total of 308 people over 4 months.
- Development of a Friendship group with on average 10 individuals (aged 55+) attending weekly.
- Facilitation of a joint partnership run family group with up to 30 participants on a weekly basis.

We have hosted public awareness sessions, locality-based meetings, training and workshops and also one large national event. In addition to this, we are engaging with individuals who are looking to volunteer with the hub and have provided tours to multiple organisations and individuals, including a Ministerial visit.



Social Inclusion Team

Earlier in March, the Social Isolation Team collectively reviewed all of the projects and services they deliver in regards to Social Isolation. As this process came to a close, the Team concluded that it was necessary to start taking steps towards the integration of the services incorporating the expansion and development of the Social Inclusion Cafes.

The Team, now operating under the banner of the Social Isolation Team to generate a more positive feel for stakeholders, are currently working internally and with partners to materialise this change.

Some of the reasons behind the change were:

- Utilising the Social Inclusion Team capacity across the services so that they can all deliver to the highest standard.
- To ensure the Team's services are accessible, widely promoted, impactful and sustainable.
- Continuous monitoring, reviewing and evaluating to identify and act on the positive impacts, benefits and challenges across the whole of the Social Inclusion projects and services.
- Address prevention of seclusion and social isolation by encouraging and ensuring early intervention.
- To identify and address gaps in services, for example, offering step by step frameworks by directing, guiding and supporting communities to delivery Social Inclusion services (i.e. Non-English Speaking).
- To increase community engagement, this will be achieved through the expansion and development of Community Cafes across the 8 wards of Dundee thus changing service users' experience, of waiting lists to waiting areas, supporting, and encouraging natural involvement and friendships.



REVIEW OF ACTIVITIES

Mental Health and Substance Use Team

Eight members of the Mental Wealth Academy achieved the Level 3 Award in Education and Training. The project was shortlisted for the Empowering Project of the Year. The academy developed an expert-by-experience-led package titled 'Mental Health in the Workplace: Training for Managers'. Additionally, the Mental Wealth Academy (Scotland) is now a registered charity.

In 2023/24, we have published a further 4 issues of Recoverzine, and work is well under way on issue 8. The volunteer editorial team are taking greater control of the magazine and have made some important decisions about the direction of Recoverzine, including diversifying its content.

Following the Conversation Cafe held last April, a Recovery Community has continued to develop in Dundee. The Hilltown Community Centre hosts Dundee Recovery Network's drop-in sessions on a weekly basis. The average attendance at these drop-ins is 12 people per week, with a total of 70 different individuals attending over the past year. DVVA's Mental Health and Substance Use team provides essential support for both the drop-ins session and the volunteers. They work closely with invaluable local partners to ensure the success of the Recovery Community.

We have successfully hosted a National collaborative community consultation. This event brought together people affected by substance use and professionals to contribute to the draft Charter of Rights for people affected by substance use, this will be put into law via the forthcoming Scottish Human Rights Bill.

We continue to facilitate the meeting of Recovery Services on a bi-monthly basis to encourage partnership working, share local and national developments and foster best practices; and we actively support Medication-Assisted Treatment standards work in Dundee, contributing valuable experiential data at the national level.

The Substance Use Team has also facilitated the design and printing of translated flyers for local services into Arabic, Polish, Ukrainian and English.





REVIEW OF ACTIVITIES

Whole Family Wellbeing Fund

A team successfully project managed the Whole Family Wellbeing Fund for Dundee over the course of a year. A total of £3,397,728 was awarded to 16 organisations from both third sector and statutory fields. Their combined work aims to shift investment towards early intervention and prevention activities, helping to avoid families going into crisis. Whilst these roles have ended, we have committed to facilitate a Community of Practice meeting on a bi-monthly basis.

Within this space, we aim to build and develop collaborations and explore partnership working as well as harness and share key learning and resources that can strengthen both third sector and statutory fields.



Communities Mental Health and Wellbeing Fund

The Communities Mental Health and Wellbeing Fund for Adults was established in October 2021 and to date has distributed around £51 million to community initiatives. In Dundee, DVVA distributed £423,735.43 across the city, with 45 organisations receiving funding for up to £25,000 in 2023/24.

DVVA would like to thank those who took part in the assessment panels, comprised of representatives from Dundee TSI, DCC External Funding, DCC Community Mental Health and people with lived experience of mental health issues and work/volunteer in the Third Sector.



REFERENCE & ADMINISTRATIVE DETAILS

Trustees

Martin Manzi, Executive Committee
Patricia Malone, Executive Committee
Sarah Huque, Executive Committee
Jeffrey Hope, Executive Committee
Vanessa Martin, Executive Committee
Lisa-Marie Cabrelli, Executive Committee -
(resigned 17 April 2023)
Murdo Mathers, Executive Committee -
(resigned 11 August 2024)
Katherine Crawford, Executive Committee -
(appointed 13 February 2023)

Company Registered Number: SC093088

Charity Registered Number: SC000487

Registered Office: 10 Constitution Road,
Dundee, DD1 1LL

Company Secretary: Jeffrey Hope

Chair of the Board: Martin Manzi

Chief Executive Officer: Christina Cooper

Independent Auditors: Bird Simpson & Co., 144
Nethergate, Dundee DD1 4EB

Bankers: The Royal Bank of Scotland Plc, 3
High Street, Dundee

Solicitors: Lindsay's, 18 Greenmarket, Dundee,
DD1 4QB



The Trustees present their annual report, which includes the Directors' report, together with the audited financial statements of the charity for the 1 April 2023 to 31 March 2024 period. The Trustees confirm that the Annual Report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Since the charity qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.



FINANCIAL REVIEW

Going Concern

In previous years, a significant balance on the organisation's share of Tayside Pension Fund's deficit has impacted the reserves. This year, the actuaries valued the pension as an asset of £1,041,000. As this asset is not readily realisable, this has not been recorded on the balance sheet, but is referenced in note 16 to the financial statements.

The Board were concerned about the variability in respect of the previous years pension deficit, as reported within the financial statements. In an effort to reduce this liability and restrict the variability, the Board decided to close entry to the Tayside Pension Fund defined benefit scheme to new members of staff from October 2019

The Board therefore recognise the organisation as a going concern.

Reserves Policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Financial review

The 2023/24 accounts have been prepared and are currently going through the annual statutory audit process. The figures noted below are therefore subject to change.

During the year there was a deficit on unrestricted reserves of £9,751 (2023 - £31,503). The Number Ten building was revalued at £500,000 in November 2023 which results in a revaluation gain of £155,322 which has been designated. All of this results in a balance on unrestricted reserves of £259,668 at 31 March 2024 (2023 - £114,097).

A designated reserve was established for future improvement and maintenance of Number Ten in the 2018/19 financial year and beyond. This reserve was held at £45,369 at 31st March 2024 (2023 - £45,369).

The level of general free unrestricted reserves (excluding the Designated Future Property Improvement Reserve) held is £58,977 (2023 - 68,728).

There was a deficit recorded within restricted funds of £107,800 (2023 - surplus £120,648) and this arose from planned expenditure of brought forward funds. The restricted reserves of the charity were held at £971,981 at 31st March 2024 (2023 - £1,079,781).





Principal Risks and Uncertainty

The main risks going forward are the economic conditions in Scotland. This has had a detrimental effect on funders and their ability to offer sustainable funding.

Principal Funding

The principal funding sources for the charity during the year were Dundee Health and Social Care Partnership, Dundee City Council, Scottish Government and Investing in Communities (Scottish Government). In addition the organisation has been successful in attracting funding for national and local trusts such as the Community Innovation Fund and CORRA Foundation. During the year, we were commissioned by the Scottish Government to distribute a Communities Mental Health and Wellbeing Fund which then comprised a large proportion of our income.

In addition, DVVA generate income from our Number Ten premises (10 Constitution Road, Dundee), principally rent and service cost recoveries from tenant organisations.

We want to take this opportunity to thank all of our funders who contribute to the ongoing work of DVVA.





Income: £2,126,562

Expenditure: £2,244,113

OPENNESS

RESPECT

EQUITY



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Dundee Volunteer and Voluntary Action is a Registered Charity (No SC000487) and a Company Limited by Guarantee (No SC093088). Dundee Third Sector Interface (TSI) is a partnership between Dundee Social Enterprise Network and Dundee Volunteer and Voluntary Action.

INTEGRITY

ACCOUNTABILITY

