



Final Stakeholders Event

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Investing in a Smart, Sustainable and Inclusive Future

Thursday 29th March
Coffee Morning: 10-11:30am

Housekeeping

- Fire Exit - out the front door
- Fire assembly point - Subway
- Toilets - front door to the right ****Watch your head!****
- Hospitality - help yourself
- Introductions
 - Katie Thomson: Hub Coordinator
 - Juliet Matipano: Partnership Coordinator
 - Debbie Finlayson: General Manager, Furniture Plus Ltd

Agenda

- Context: why we're doing this
- Summary: what we've done
- Next Steps: what we're doing now and in the future
- Feedback

Context: Why we've done this

- 2015: Hub established
 - Partnerships have grown organically and without a formal agreement
- 2016/17 Scottish Government LAST project
 - Stakeholder consultations
 - Highlighting challenges
 - Recommendations to build sustainability, specifically to apply for Aspiring Communities Fund
- 2017: Aspiring Communities Fund
- 2017: Recruited: Juliet Matipano, Partnership Coordinator

Aspiring Communities Fund Phase 1: Outcomes

- Conduct 121 interviews with stakeholders
- Facilitate 3 stakeholder workshops
- Facilitate 2 networking sessions
- Develop recommendations and suggested action plan
- Establish short-term working group to facilitate actions
- In collaboration with the working group, develop a draft SLA/PA/MOU

Partnership Coordinator Activities

- Investigate the Current Partnership requirements
- Identify barriers, challenges and concerns
- Gather ideas, aspirations, and thought on what collaboration looks like in Dunfermline

How this was done:

- 121 Interviews
 - Completed: 16 agencies with a total of 39 workers
- Stakeholder Events
 - Completed 3 events

Strengths

- Central accessible location- all public transport
- welcoming environment
- Excellent volunteer Team
- Wide range of volunteering opportunities
- Good partnership working across the current Hub users
- Cross referral
- Excellent community links (e.g. actively working with over 60 organisations across Fife)
- Established presence and overall community awareness.
- Established programme

Weaknesses

- Current venue: not disabled accessible, no separate toilet facilities, no kitchen facilities, poor heating,
- ongoing building defects,
- no sufficient office space offering confidentiality for all client groups
- no partnership agreement for accountability
- daily operational of the hub not sustainable- dependent on coordinator availability
- no succession plan
- No cohesive business plan or overall direction

Opportunities

- Single Point Of Contact (SPOC) the Hub to coordinate/signpost service provision in Dunfermline
- Potential relocation: partner consultation, partnership agreement, integrated service delivery/ co-production of services, service level agreement,
- Move to new premises offers an opportunity to develop the hub further
- Citizen involvement - consultation and feedback
- Develop marketing opportunities for all partners partnership learning and development, awareness raising
- Develop Community space – creative

Threats

- Over-reliance on volunteers for daily operational of the hub
- No succession plan
- Funding for the hub stopped
- Strategic leadership to support the development of the hub and operating in true partnership sense
- Potential relocation - not communicated, marketed, or to a less appropriate location

Stakeholder Event 1:

Leadership and Collective Responsibility

- Aimed at CEOs, Senior management and Trustees focusing on:
 - Collaborative person-centred service delivery
 - Building resilience and prevention
 - Sustainability of the partnership

“We need a formalised partnership arrangements for the Hub”

“The Hub should be a single point of contact”

“Marketing that is reflective of the partnership”

Stakeholder Event 2: Collective Problem Solving

- Aimed at operational staff, focussing on:
 - What do we all bring to this partnership?
 - Identifying creative solutions to persistent and complex needs.
 - Gathering feedback on the Hub venue, resources and service delivery

“Develop clear referral criteria for each service”

“Regular networking and information sharing opportunities”

“Trusted Contact network for frontline workers”

Formalised Partnership Arrangement

- Short-life Working Group established, with 4 organisations involved
 - ◆ Frontline Fife
 - ◆ Fife Centre for Equalities
 - ◆ CARF
 - ◆ Furniture Plus Ltd
- Agreed way forward: Memorandum of Understanding
- First draft has been drawn up
- Gathering feedback on the document with a wider partner group

Proposed Improvement Actions

- Develop strategic leadership for service delivery at the Hub
- Develop sustainable and effective services that are accessible for the most vulnerable in our society
- Partners to sustain and develop existing working opportunities in the Hub
- Partners to continue to engage and consult with the community as part of service planning and delivery

Networking Events

Event 1: Benefits Overview with CARF: 30/01/18

- 12 people attended from 5 organisations

Event 2: Introduction to Domestic Abuse with FVAWP: 20/03/18

- 12 people attended from 5 organisations

Next Steps

- Development and finalising the MOU
- Development and recruitment of a Management/Steering group with a remit to build sustainability
- Continue to create opportunities for information sharing, networking and collaborative problem solving
- Venue (TBC)

Thank you for coming!

**Please put your feedback on the
Talking Wall before you go!**

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