



Creating a digitally-confident Scottish voluntary sector

June 2023

John Fitzgerald
Digital Evolution Manager

SCVO's overall mission is to support, promote and develop a confident, sustainable voluntary sector in Scotland

Pre-pandemic, we were focussed on de-risking digital and helping people get started. Since then, we've shifted to helping organisations make radical changes at pace

What is 'digital' anyway...?

**Technology, IT and services that
responds to people's needs**

7 years of SCVO digital support

2016	OneDigital pilot phase	First Senior Leader's cohort First Digital Call to Action document
2017		Digital roadshows Further Senior Leader's cohorts
2018	OneDigital extension phase	Digital Checkup Second Digital Call to Action
2019		Expanded digital training Checkup running as a service
2020	Six-month scale-up investment from Catalyst	Pivot to remote delivery Massive spike in demand and scale up
2021	New funding from Wm Grant, Esmee Fairbairn, Paul Hamlyn Foundations	Topical training, DigiShift calls, Microsoft training
2022	Further funding – secured March 2023	Continued delivery at scale including topical training, DigiShift calls and online guides

Looking at digital during and since the pandemic, our vision is to:

Take the best of digital strategy and practice from the pandemic, and make this achievable for any organisation in the voluntary sector.

SCVO Digital Call To Action 3

A rapidly-changing context

What changed from March 2020

Our ambition: everyone gets digital

Themes and key next steps

Our ask to funders and support organisations

Introduction

This is our third Call to Action for a Digitally Confident Scottish voluntary sector. In this report, we reflect on the digital progress the Scottish Voluntary Sector has made since 2018. We highlight how pandemic pressures have catalysed huge digital changes in organisations large and small. And we chart a course ahead, highlighting what needs to happen to ensure that Scotland's voluntary sector keeps progressing with digital.

In [our previous call to action in 2018](#), we saw that digital change was already gathering a lot of momentum. Pioneering organisations had grasped the potential of digital and were starting to change rapidly. But many organisations were only evolving gradually, and a significant number of organisations still weren't using digital tools or approaches at all. At SCVO, we spent a lot of time encouraging people to get started on their digital journey.

All of this changed in March 2020.

Organisations right across the voluntary sector rapidly turned to digital during the pandemic, because there was no other option to keep in touch with people, keep working, and provide services. Everyone learned a



Digital is now a key part of life for everyone. This means that providing good quality digital services and being able to adapt quickly is more important than ever.

5 Key principles:

- **‘It’s for everyone’ – accessibility and relevance**
- **Be canny investors in digital and technology**
- **Digital embedded, not an exception**
- **A confident and skilful workforce**
- **Secure by design**

**In summary, we're all about making
game-changing digital relevant and
accessible for the whole voluntary
sector**

How do we do this?



**We support
hundreds of
organisations
directly**



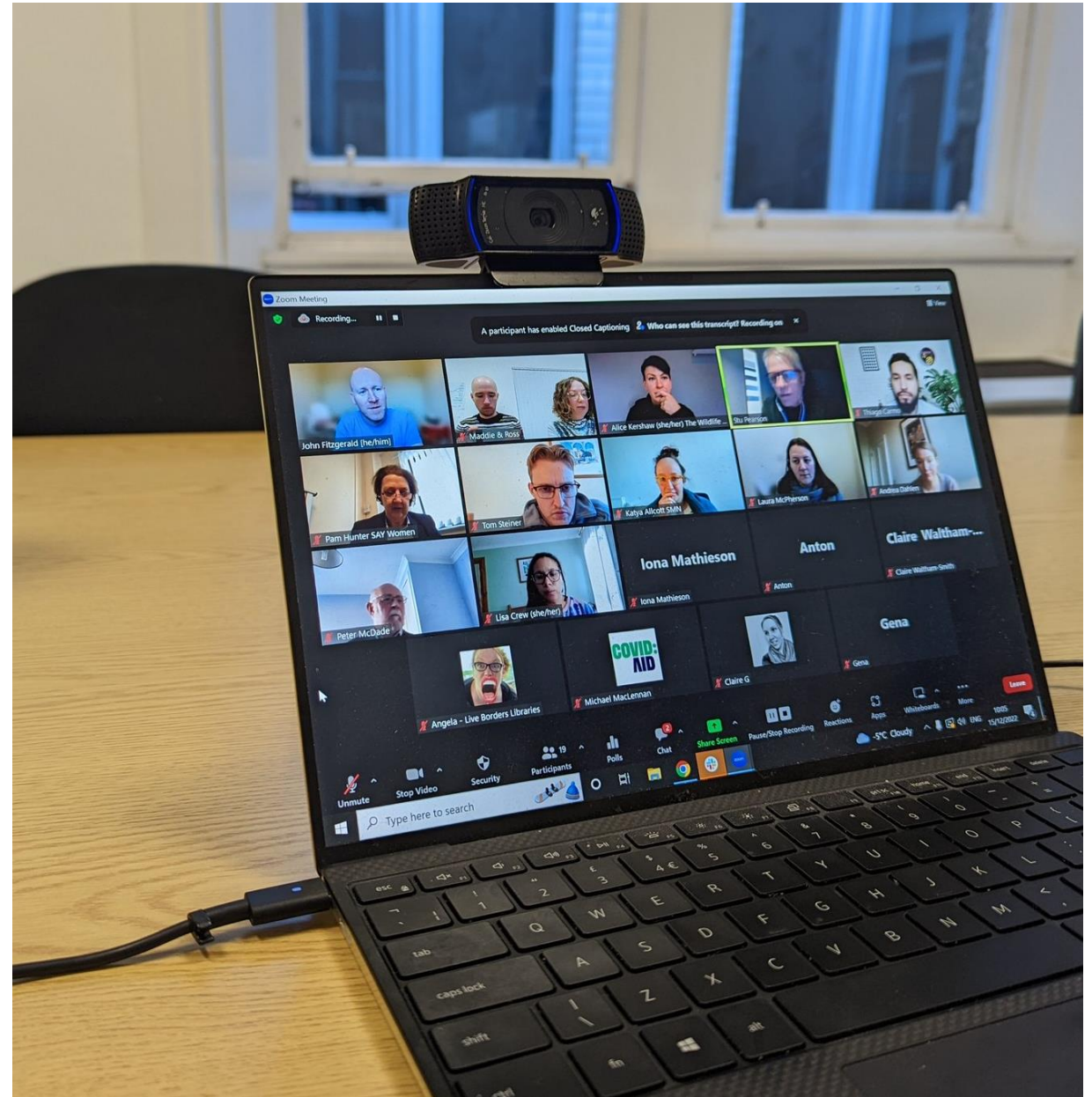
**Thousands of
organisations use
our resources to
help themselves**



**Rolling insight
informs the
strategic
digital support
landscape**

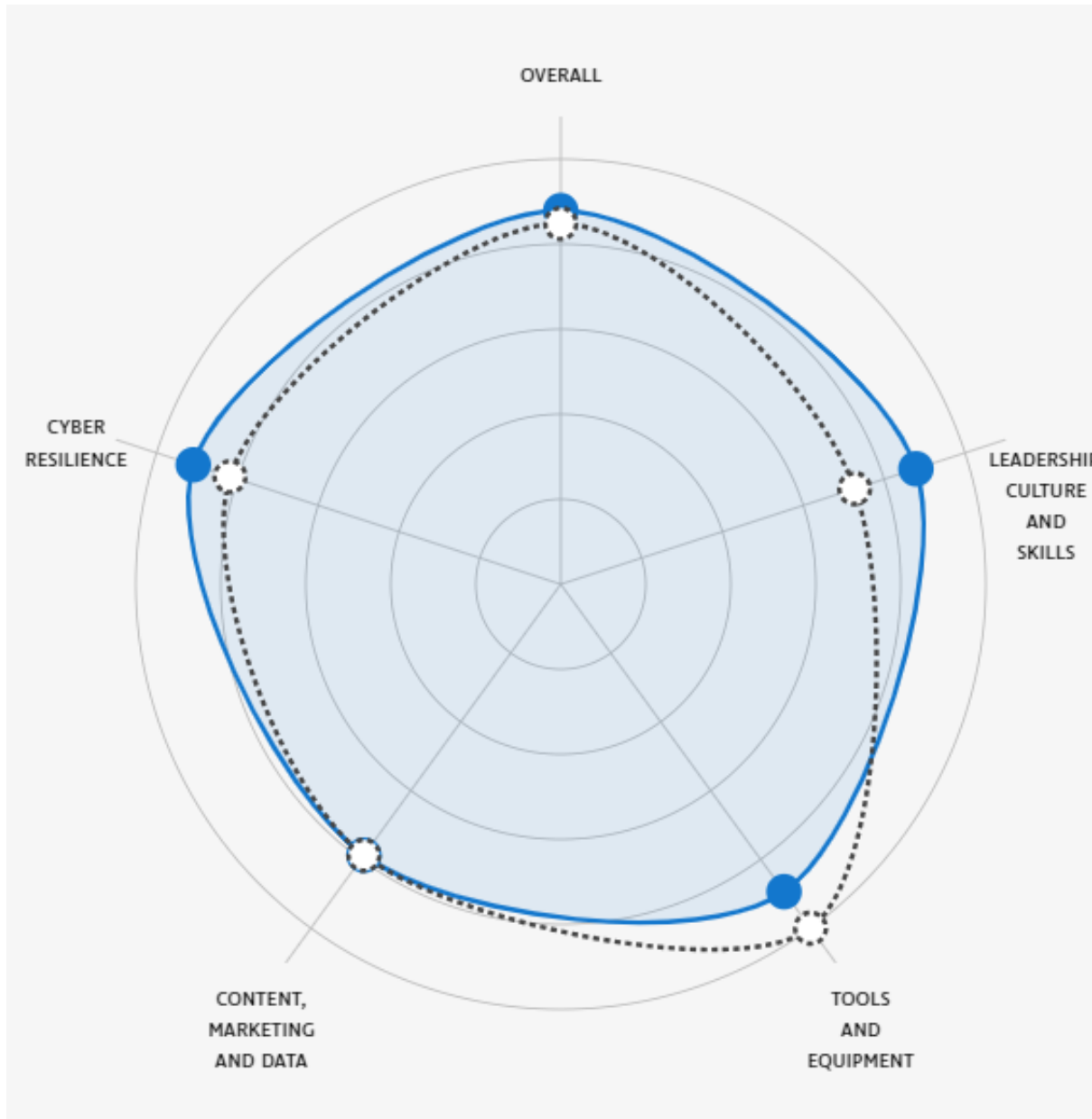
DigiShift

- Free monthly interactive Q&As with digital experts
- 70 episodes since March 2020
- Over 150 experts
- Approx 2,500 signups



Digital Checkup

- Pioneering digital maturity assessment tool, with free 1-to-1 followup support
- More than 700 completions since early 2018



Senior Leaders' programme

- Six-month action learning programme for CEOs and directors
- Running since 2016, over 250 Alumni
- Copied by many



Topical digital training

- Key digital topics made relevant for voluntary sector
- Delivered online
- About 500 bookings per year across 20+ sessions

Understanding Agile

Hybrid working

Cyber risks

Digital strategy

Digital for managers

Internal comms

Digital



Wherever you are in your digital journey, we have resources to help you. Here you'll find out all about the practical support we can offer you, from help and guidance to research and news.

#connect23
Hosted by SCVO

Exploring Scotland's digital landscape

[Find out more and book](#)



Call To Action 3

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How to guides

Information to help you make the most of digital, covering everything from delivering digital services to cyber resilience



DigiHelp

Find out all about how SCVO can support you, from free 121 support to our Digital Checkup



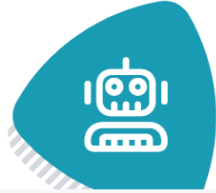
Digital training & events

Find out about our upcoming digital training and events, including our Digital Senior Leadership programme and DigiShift webinars

Online resources

- Blogs, social media and in-depth guides
- Approx 40k pageviews per year

Guide to generative AI for Scotland's voluntary sector



We're producing this guide in 2023, as more and more people start to use and discuss generative AI. It's clear that many people would like to know more about how these tools work, and would appreciate ideas and guidance to help them tackle the practical and ethical issues that come up.

Artificial Intelligence (AI) covers a wide range of areas. It can be summarised as 'getting computers and machines to perform tasks we normally associate with human intelligence'. In this guide, we look at one specific area: generative AI.

This guide is for you if:

- you work or volunteer in the charity sector
- you're not a specialist in AI
- you want to find out more about what generative AI can do
- you're worried about AI and how it might be used
- you're exploring possibilities for using generative AI in your work.

What's next - AI

- In-depth and growing guidance on responsible use of AI
- Making expert insight and guidance accessible to all

Impact of our support

- **Offering a digital ‘north star’ for the sector that takes account of context and constraints**
- **Around 1,000 orgs per year attending multiple events and training**
- **Around 200 orgs per year receiving dedicated 1-to-1 support**
- **Able to rapidly address new and emerging topics eg generative AI**

Where would I start from?



Thank you

scvo.scot

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