

The Vale of Glamorgan Council

Voluntary Sector Joint Liaison Committee: 3rd October 2018

Report of the Voluntary Sector

Glamorgan Voluntary Services (GVS) Annual Report

Purpose of the Report

To provide the Committee with information of the work of GVS throughout the year April 2017- March 2018.

Recommendation

That the Committee receive the report for information.

Reason for the Recommendation

As required by the terms of the VOGC/GVS Deed of Grant.

Background

- 2.1 Formed in 2015 from a merger between Vale Centre for Voluntary Services (VCVS) and Vale Volunteer Bureau (VVB), Glamorgan Voluntary Services (GVS) is a member organisation, the infrastructure organisation for voluntary and community organisations based in, or serving, the Vale of Glamorgan. GVS' membership rose from 735 for 2016/to 745 groups this year, an increase of 1.4%.
- 2.2 Our role is to support voluntary action in the Vale of Glamorgan, which we do in a variety of ways. Working to an Annual Work Programme based on the Welsh Assembly Government's Third Sector Partnership Agreement Minimum Standards, we aim to encourage and inspire standards of excellence through our support and development, training, volunteering, information, representation and joint working.
- 2.3 Whether representing the view of members nationally, or printing posters for a local group, we work to build the capacity of the voluntary sector in the Vale of Glamorgan and raise awareness about the work it does to the benefit of the community as a whole.
- 2.4 GVS is managed by a Board of Trustees nominated and elected by its membership. During 2016/17 GVS had a paid staff of 13 – 7 core staff and 6 project staff. As an organisation dedicated to delivering the highest possible quality of service to our stakeholders, in 2018 GVS has been undertaking external assessment of its quality

assurance system - Practical Quality Assurance System for Small Voluntary Organisations (PQASSO) created by the Charities Evaluation Service. PQASSO is also the Welsh Government's preferred quality assurance system for Third Sector Organisations and the organisation has been operating within PQASSO since 2001 and its days as VCVS.

- 2.5 There are nineteen County Voluntary Councils (CVCs) throughout Wales all providing services to their local voluntary and community sector as laid down in the Welsh Assembly Government's Voluntary Sector Partnership Agreement.

Relevant Issues and Options

3. Achievements in year

GVS' main achievements during the year fall into the following areas:

3.1 IT

3.1.1 Website

The GVS website is a major asset to the organisation and the wider Third Sector here in the Vale of Glamorgan. The website session visits hit a remarkable 33,500 during the past year.

3.1.2 Social Media

GVS has made a commitment to ensure that Third Sector organisations operating in the Vale of Glamorgan have the opportunities to gain and build on their skills to make full use of 21st century communication mechanisms. A very comprehensive programme of training courses has been developed for groups and organisations operating in the Vale of Glamorgan. This, together with our own extensive use of social media provides an effective and useful tool to share news and information with our members and the wider sector.

3.2 Development and Advice Services

3.2.1 Our offices in Barry (Barry Community Enterprise Centre), complimented by outreach services in Cowbridge, Llantwit Major and Penarth, are open to members and potential members for advice and development work. We offer information and guidance to assist organisations to operate legally and efficiently e.g. by providing information on registering as a charity, how to put together a governing document and how to develop policies and procedures.

3.2.2 GVS has provided Third Sector organisations with a range of support to develop ideas and projects. Support has been offered in a variety of ways including face to face meetings, e-mail, telephone consultations and briefing sessions. Our range of GVS branded Information Sheets have become popular and these have been invaluable in helping us deal with the more general day to day enquiries. We endeavour to make sure that all of our information is available on line via our website, enabling our members to access appropriate development information and advice more effectively and at a time that suits them.

3.3 Information Service

3.3.1 We act as an information agency for and about our members, maintaining a comprehensive database and producing a directory of our members to publicise their services; its availability is advertised regularly. We have produced information leaflets on our services in Welsh. Our information service was accessed 3042 times (up on last year's 2792) with members receiving additional information via e-bulletins on a weekly basis.

3.3.2 "Vista", the GVS quarterly magazine, is published in house four times a year and is distributed to 900 groups and individuals. "Vista" is supplemented by regular updates of newsletters on Health, Social Care and Well Being and Sustainable Funding News. Over the past year, 8 updates were produced.

3.3.3 Our comprehensive range of information sheets are available in both English and Welsh for voluntary organisations to access either by hard copy, e-mail or through our website. This service is free to voluntary organisations and continues to be a resounding success.

3.4 Practical Services

3.4.1 These are a real benefit to many small voluntary organisations with little or no spare income. Low cost, reliable printing, help with desktop publishing, the loan of display equipment for exhibitions and presentations – these are some of the services that GVS offers its member groups.

3.4.2 Our reprographic services were used 165 times this year with 100% evaluating them as "excellent". With the help of booklet making, laminating, collating and folding machines, the use of our meeting room and equipment, a professional effect can be achieved by any of our member groups.

3.5 Networks and Fora

3.5.1 Our Networks and Fora continue to be a popular way for voluntary and community organisations to access and share information. Networks and Fora supported by GVS were:-

3.5.2 Trustee Network

The Network provides the opportunity to access free, up to the minute professional expertise on issues critical to good governance and management. The Network is the only local forum dedicated to responding specifically to the requirements Trustees encounter in undertaking their governance roles and responsibilities. In the past 12 months, the Network has received presentations covering the impact of Brexit on Third Sector organisations and the Governance Code of Practice. It also held a Trustee surgery whereby Trustees could speak with lawyers, free of charge, on a range of legal issues.

3.5.3 Vale Housing and Homelessness Forum

This Forum is the longest established of all our Networks and Fora. It has been operating ever since GVS came into existence. Its works to terms of reference and is made up of agencies (Third Sector and statutory) that have an interest in housing, homelessness and related problems and issues. The Forum now meets jointly with the Vale Supported People Housing Group. During 2017/18, the Forum met 4 times.

3.5.4 The Forum also links in with other strategic partnerships, networks and fora, e.g. Safer Vale Partnership, Health Social Care and Well Being Network and the Domestic Abuse Forum.

3.5.5 Vale Voluntary Action and Community Development Network

The Network meets quarterly in locations across the Vale of Glamorgan. A variety of informative and interesting presentations were arranged with GVS officers and guest speakers providing useful input at each meeting. The network is open to any organisation with an interest in volunteering or voluntary action.

3.6 Funding Service

3.6.1 GVS' funding and information service provided support to 86 groups throughout the year with a reported £558,971 of funding obtained as a direct result of the advice and information given by GVS.

3.6.2 Four editions of the Sustainable Funding Newsletter were produced containing information on a range of funders along with other useful articles to assist groups in their search for vital funds. Updates are posted two or three times a week on the funding section of the website and regular weekly e-bulletins are sent to over 600 groups.

3.6.3 Funding Events were held with representatives from a range of major funders including the Big Lottery Fund and Heritage Lottery Fund giving valuable advice on a 1-2-1 basis with Third Sector organisations. 91 groups attended these sessions. Groups are finding this access to funders, ahead of submitting an application, of great use resulting in a higher success rate.

3.6.4 Funding is still a major issue for many groups as the economic situation becomes harsher for those groups that receive most of their funding from statutory bodies e.g. local authorities. More groups are seeking funding from other sources, e.g. Trusts and Foundations and this is creating a more competitive environment.

3.7 Training Service

3.7.1 During the year, 21 group training events were scheduled, all aimed at building the capacity of local organisations. Training opportunities offered included:-

- Introduction to Social Media
- Being a Trustee
- Grants – Fit for Funding
- Tackling Twitter
- Volunteer Management
- GDPR, What You Need to Know
- Introduction to Tendering
- Writing Funding Bids
- Introduction to UK Parliament

3.7.2 A total of 364 delegates attended the training courses with 100% rating the training as either good or excellent.

3.7.3. GVS provides IT and social media 1-2-1 training courses. GVS held 5 training sessions with all attendees rating the courses as good or excellent.

3.8 Partnership, Consultation and Joint Working

3.8.1. The Third Sector is seen as an important partner in supporting the work of statutory bodies in a wide range of areas, and GVS is committed to working in partnership to develop and improve local services.

3.8.2 GVS continues to facilitate Third Sector Representation in formal joint planning in accordance with the agreed Protocol between the Local Authority and the Third Sector, via the Health, Social Care and Well Being Network, or via the full GVS membership where appropriate.

3.8.3 GVS has continued to represent the sector on the Public Service Board, other strategic partnership and appropriate sub-groups, ensuring the voice of the sector and the wider community is heard at all levels. In addition, with the Reshaping of Services agenda, GVS has been heavily involved in consultations and discussions with service providers regarding the participation of the Third Sector in the shaping and delivery of future services. GVS and other Third Sector organisations have been working with the local authority to ensure that people and communities are engaged every step of the way.

3.8.4 Some of the key Strategic Partnerships on which GVS plays a key role include:-

- Vale Public Service Board
- Vale Business Intelligence Group
- Cross Service Tackling Poverty Group
- Vale Reshaping Services Board
- Vale Reshaping Services Challenge Group
- Children and Young People's Partnership
- Families First Strategic Executive Group
- Flying Start Strategic Executive Group
- Cardiff and Vale Integrated Health & Social Care Regional Programme Board
- Cardiff and Vale Integrated Health & Social Care Strategic Leadership Group
- SOFW Project Board
- UHB Third Sector Strategic Alliance Steering Group
- Creative Rural Communities Local Action Group
- Safer Vale Partnership
- Equalities Consultative Forum
- Barry Regeneration Area Board
- Voluntary Sector Joint Liaison Committee
- Town & Community Councils Joint Liaison Committee
- TCC Project Team

3.8.5 Joint Working Groups

- Ageing Well Group
- Area Adult Protection Committee
- Cardiff and Vale Area Planning Board
- Cardiff and Vale Communication Hub KPI Group
- Cardiff & Vale Public Health Employees Network
- Cardiff and Vale UHB Stakeholder Reference Group

Cardiff University School of Social Sciences Ethics Committee
CAVAMH Mental Health Forum
Care and Repair Strategic Business Planning Committee
Carers Measure Working Group
Carers Strategy and Planning Group
Carers Support and Information Network Group (CSING)
Change Plan – Change Co-ordination Group
CYP Emotional & Mental Health Improvement Group
Greenlinks Steering Group
Dementia Supportive Communities
Developing Information & Support Centres in UHB
Developing Volunteering in the UHB
Domestic Abuse Forum
Food and Physical Activity group
Health, Social Care and Well Being Business Planning Group
Social Care Workforce Development Partnership
South East Health and Social Care Facilitators group
Sport Lot Community Chest
Tobacco Free Cardiff and Vale
UHB Public Health Steering Group
UHB Volunteer Stakeholder Group
Vale Locality Engagement Group
VOGC Providers Forum
Vale 50+ Strategy Forum
Workforce Strategy Group
Cardiff and Vale Learning Disability Planning Group
Workforce Development Sub Group Meeting

National networks

Institute of Fundraising Cymru
Wales Association of County Voluntary Councils
Wales Council for Voluntary Action Assembly Liaison Group
Wales Council for Voluntary Action Equality and Human Rights Coalition
Wales Council for Voluntary Action Health and Social Care network
Wales Funders Forum

3.9 Health, Social Care and Well Being

3.9.1 The Health, Social Care and Wellbeing Network

This network provides an opportunity to bring together all voluntary organisations operating in the Vale of Glamorgan who have an interest in health and social care. It facilitates a strong, collective voice, supports the involvement of voluntary organisations in planning, development and delivery of health and social care services, influences health and social care policy to bring about change and improve services and facilitates communication between the voluntary and statutory and other sectors. The Network has increased in numbers over the year and currently has over 300 members.

3.9.2 Four Network meetings were held during the year which received a variety of presentations from various agencies. Over 80 organisations attended the Network Meetings during 2017-18.

3.9.3 The Network e-bulletins, due to popular demand, are now sent weekly rather than monthly. The e-bulletins include updates on health and social care services in the Vale of Glamorgan, updates from Cardiff and Vale University Health Board, the Vale of Glamorgan Council, from Third Sector organisations and general wellbeing information.

3.9.4 The main achievements of our Health, Social Care and Well Being work during 2017/18 are:-

Clinical Board engagement

- Regular meetings with UHB Equalities throughout year
- IMTP event
- Clinical diagnostics team meeting
- Medicine team meeting with Age Connects
- Involved in development of Home First service specification, and evaluation of tenders received, via links with PCIC, December to January
- Surgery, meeting with patient flow co-ordinator, January
- Procurement session and ongoing liaison with procurement staff and third sector organisations
- Diabetes workshops

Joint briefings with Cardiff Third Sector Council

- Update on Health Charity awards, for UHB
- Mapping of briefing for BIG2 funding strand
- Housing Associations
- Major trauma network engagement
- Third sector organisations supporting families with children with ADHD
- Volunteer stakeholder group briefing

Funding and funding bids included

- Intermediate Care Fund (ICF) £30k.
- Cardiff and Vale University Health Charity - £25K
- Capital Investment Fund £70K
- Funding obtained from Health Board and Local Authorities for reprint of Carers' Directory.

3.10 Volunteering

3.10.1 GVS's volunteering service offers a huge array of volunteering roles depending on the volunteers' interests and skills. Volunteers provide invaluable help in the work of 3rd Sector organisations and beyond, which often enhance the range of services offered by paid staff.

3.10.2 Volunteering offers valuable experience which could aid study, help someone decide if they are thinking about a change in career or simply give them the opportunity to put something back into their community.

3.10.3 The highlights of our Volunteering Development work in 2017/18 include:

3.10.4 **Pave the Way -**

Pave the Way - funded by the Big Lottery Fund to support people, with lived experience of mental ill health, into volunteering to achieve wellbeing.

Employing a full time Volunteer Coordinator, the project aims:

- To introduce people into volunteering and provide them with the support needed to succeed and improve their physical and mental wellbeing
- To provide information and support to Volunteer Involving Organisations (these can be businesses, voluntary sector or public sector) so that they are better prepared and more willing to support volunteers wellbeing needs. We also provide education and support around anti-stigma and anti-discrimination
- To recruit and train volunteer Buddies for the project to work with volunteers
- The project is tailored to meet the individual needs of the volunteer and aims to work with the person to source a volunteering opportunity that is relevant, positive and rewarding. All this helps to achieve '**wellbeing through volunteering**'.
- In 17/18, the project's first year, 158 volunteers have taken part; 38 more than the target KPI. 81 have now progressed into volunteering via Pave the Way; 9 more than the target KPI

3.10.5 **Youth Led Grant**

As well as our core volunteering service engaging with young people, our 'Dish out Dosh' panel of young people, with funding from Gwirvol, helped local organisations provide more youth volunteering opportunities in the Vale of Glamorgan. We were pleased to present cheques in 17/18 to six successful youth projects:

- Glamorgan Artistic Roller Dance Club
- Follow Your Dreams
- Vale Parent/Child Homework Support Club
- Penarth & District Scout Council
- Barry Athletic Club
- Wick Youth Club

3.10.6 **Outreach Services**

- Introduction of Mini Volunteering Events in Cowbridge, Penarth and Llantwit Major – attended by 204 members of the public who visited over 40 different organisations promoting their volunteering opportunities.
- Relocation of Core Volunteering Service – the closure of the Holton Road premises, and relocation to our Skomer Road office, allowed a 'whole team' approach to the aims of the volunteering service across GVS.
- Increase in attendance at our Drop-In Service at Barry Library – 109 members of the public given advice and support on volunteering.

- Big Volunteering Fayre – another huge success that helped widen the opportunities for volunteering to both organisations and to the general public. With 60 organisations attending with their stalls, 180 visitors, 847 enquiries and 190 ‘sign ups’ on the day.

3.10.7 General Volunteering Activity

Despite cuts in volunteering funding, our general activity has met with huge success. With 1,128 general enquiries; 69 enquiries from young people with 45 young people supported into volunteering placements and 153 Good Practice Checks carried out – all far exceeding our agreed targets.

3.11 GVS’ Environmental Impact

3.11.1 GVS is committed to the welfare of the environment and endeavours to have a positive environmental impact. GVS recycles its printer cartridges, paper, tins, bottles, cardboard, plastics and most office equipment. GVS strives to send more and more information by e-mail and is now sending its membership approval packs by e-mail and using electronic questionnaires and evaluation forms instead of hard copies.

3.12 Efficiency Savings

3.12.1 GVS is committed and determined to make the best use of funders’ money so has made efficiency savings in a number of areas. GVS constantly aims to become more efficient in every area of its work. Some of the saving initiatives include: encouraging over all contacts to receive GVS’ Vista magazine and supplements by e-mail; introducing an e-bulletin service; restricting telephone calls made to mobile phones; turning off electrical items when not in use; using a smaller GVS room for our training courses rather than paying for room hire and encouraging our staff to only print if required. This, together with constant vigilance and hard negotiation, continues to ensure that GVS is getting the best possible deals on contracts and services.

3.13 Projects

3.13.1 Three cross region (Cardiff & Vale) consortium projects that GVS is involved have worked extremely well.

3.13.2 **Pave the Way**

See 3.10.4

3.13.3 **Connected Carers**

The Connected Carers project, funded by the Big Lottery Fund (£259.202 over 3 years) is managed by GVS and delivered in partnership with Touch Trust and Cardiff & Vale Parents Federation. Connected Carers support family carers of people with a life-long and / or life limiting condition.

Cardiff & Vale Parents Federation arrange social gatherings in venues across Cardiff and the Vale at a range of times which best suit the carers to juggle a meeting with their difficult and demanding caring role. They are able to discuss their problems with like-minded people, many of whom have experienced similar problems / issues, who completely understand that problem and can offer support and solutions. Touch Trust

organise Time For Me days which give carers the opportunity to relax and unwind with a head, body or foot massage or to take part in a creative workshop.

The project started on 1st September 2017. Staff were appointed and the first events were held from late November onwards. In the following 6 months 165 people have signed up to an event with 110 attending. This reflects the difficulties of the carers role, where problems at home can easily disrupt the best laid plans. However we had a target to reach 150 people in the first year and I'm confident we will easily surpass this.

Pedal Power (a charity based in Cardiff that encourages and enables children and adults of all ages and abilities to experience the benefits of cycling) have joined the project and have offered free cycling sessions to Connected Carers beneficiaries. The Mentor Ring in Cardiff Bay have also joined the project and offer support to carers, often from the BME Community within Cardiff Bay, many of whom have very limited English.

3.14.4 Well Being in Action

The project (funded by Public Health) supported and promoted the development of a dynamic network in the Vale of Glamorgan (Barry Communities First Cluster) which recognised, linked up and expanded the assets in our communities to support the population's health and wellbeing and foster individual and community resilience.

The Network will provided a mechanism in the specific geographical area whereby key individuals and local wellbeing activities and assets could be identified, supported, developed and promoted. Asset and activity gaps were identified and communities supported to develop opportunities that meet their need.

3.13.5 Consortium Development

This project commenced in October 2014 thanks to a grant from the Vale of Glamorgan's Voluntary Action Scheme. The project aims to bring together Third Sector Organisations to work in consortia to develop joint funding bids and also be in a robust position to jointly tender for contracts. At the end of the Project in September 2017 the project has brought in to the Vale of Glamorgan over £400,000.

3.14 Future Plans

3.14.1 Glamorgan Voluntary Services is well placed to serve and support the third sector and the communities of the Vale of Glamorgan and surrounding area.

3.14.2 The sector as a whole is operating within a constrained economic environment and GVS is no different. As funders and partners are hit by austerity the knock on to GVS is very likely to be a reduction in core funding which we have already experienced from both Welsh Government and Local Government and much greater competition for the funding that is available.

3.14.3 It will be important that GVS continues to make efficiency savings in the successful manner of the past year, but having implemented these progressively over a sustained period of time, the opportunity to make such savings continues to reduce year on year.

3.14.4 Different ways of working and delivering services to our membership are constantly being explored with focus on moving more services into digital delivery.

3.14.5 It will however be imperative that additional sources of funding continue to be secured in the way that we have managed throughout this past year. Above all opportunities to develop unrestricted income streams need to be pursued, whether through donations or standalone income generation as has been achieved in this past year.

3.14.6 To this end we have undertaken a feasibility study, with funds from Welsh Government, to ascertain the viability of taking on one or more building via Community Asset Transfer (CAT) from the Local Authority. The study has shown that both buildings, with appropriate development and management, would provide the sort of additional income that would greatly assist GVS' financial wellbeing. We are in the process of submitting bids for two buildings under the CAT process and we are hopeful that at least one of these should come to fruition during the next twelve months

3.14.7 We also have several funding bids in process with Big Lottery and other funders that we hope will come to fruition over the next twelve months.

3.14.8 Whilst GVS is dedicated to ensuring that all of these plans are successful, the Board of Trustees is mindful that its plans must be financially robust and subject to due diligence whilst remaining flexible to meet the ever changing external environment.

Resource Implications (Financial and Employment)

4 GVS receives core funding from VOGC and employs 13 local people.

Sustainability and Climate Change Implications

5 GVS operates within an Environmental Policy.

Legal Implications (to Include Human Rights Implications)

6 Whilst there are no direct legal implications arising from this report, maintaining good relations with GVS will benefit the community in terms of improvement to human rights.

Crime and Disorder Implications

7 GVS' work with voluntary and community groups throughout the Vale of Glamorgan should assist in increasing social inclusion and reducing crime.

Equal Opportunities Implications (to include Welsh Language issues)

8 The Council's position on equality of opportunity is put into daily practice through the funding of GVS's work with the voluntary and community groups operating in the Vale of Glamorgan.

Corporate/Service Objectives

9 Partnership working is a Core Value within the Council's Corporate Plan Policy Framework

Policy Framework and Budget

10 GVS represents the Third Sector on the VOGC Reshaping Services Board

Consultation (including Ward Member Consultation)

11 N/A

Relevant Scrutiny Committee

12 All Scrutiny Committees

Contact Officer

Rachel Connor, Chief Executive, Glamorgan Voluntary Services

Officers Consulted

N/A

Responsible Officer:

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