

## **The Vale of Glamorgan Council**

### **Voluntary Sector Joint Liaison Committee: 23<sup>rd</sup> January 2019**

#### **Voluntary Sector**

#### **Big Lottery Funded Consortium Project – “Pave the Way” - End of Project Report**

##### **Purpose of the Report**

To provide the Committee with information on the work of the Pave the Way project – a Consortium project that was developed during the life of the Vale Third Sector Consortia Development Project funded via the Vale Voluntary Action Scheme.

##### **Recommendation**

That the Committee receives the report for information and notes the continued success of their initial investment of £71,820 and a prime example of how pump priming third sector initiatives can have longer term financial and wellbeing benefits for the communities of the Vale of Glamorgan.

##### **Reason for the Recommendation**

To share with partners the success of the project.

##### **Background**

2.1 Through funding from Big Lottery, Glamorgan Voluntary Services (GVS) embarked upon a consortium project with Cardiff and the Vale Action on Mental Health (CAVAMH) and Voluntary Community Services (VCS) to run a 2 year pilot project called Pave the Way (PTW). It had been developed in response to service user and partner feedback that it was becoming increasingly difficult for people with mental ill health to find suitable volunteering opportunities.

2.2 The projects aimed to:

- Introduce 240 people with mental health issues to volunteering and provide them with the framework of support needed to succeed and progress.

- Develop the appropriate framework of information and support available to Volunteer Involving Organisations (VIO's) so that they are better prepared and more willing to support people with mental health issues to volunteer.
- Recruit and train 24 suitable buddies for the project.

### **Relevant Issues and Options**

3.1 The attached End of Project report and appendices provide a very complete picture of the success and impact of this project.

3.2 GVS has been successful in gaining additional funding (£99,821) for a further two years to deliver a similar project here in the Vale of Glamorgan with a focus on activities in Llantwit Major and the Western Vale.

### **Resource Implications (Financial and Employment)**

### **Sustainability and Climate Change Implications**

### **Legal Implications (to Include Human Rights Implications)**

### **Crime and Disorder Implications**

### **Equal Opportunities Implications (to include Welsh Language issues)**

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**

Partnership working is a Core Value within the Council's Corporate Plan Policy Framework as is co-production of services.

### **Policy Framework and Budget**

### **Consultation (including Ward Member Consultation)**

### **Relevant Scrutiny Committee**

### **Background Papers**

Pave the Way End of Project report – Appendix 1

Pave The Way Case Studies – Appendix 2

### **Contact Officer**

Rachel Connor, Chief Executive Officer GVS

### **Officers Consulted**

### **Responsible Officer:**

Rachel Connor, Chief Executive Officer GVS



**Pave The Way**



**Glamorgan Voluntary Services**

# **Pave the Way**

## **End of Project Report**



## **BACKGROUND**

Through funding from Big Lottery, Glamorgan Voluntary Services (GVS) embarked upon a consortium project led by Cardiff and the Vale Action on Mental Health (cavamh) and Voluntary Community Services (VCS) to run a 2 year pilot project called Pave the Way (PTW). It had been developed in response to service user and partner feedback that it was becoming increasingly difficult for people with mental ill health to find suitable volunteering opportunities.

The projects aimed to:

- Introduce 240 people with mental health issues to volunteering and provide them with the framework of support needed to succeed and progress.
- Develop the appropriate framework of information and support available to Volunteer Involving Organisations (VIO's) so that they are better prepared and more willing to support people with mental health issues to volunteer.
- Recruit and train 24 suitable buddies for the project.

The Big Lottery funding was used primarily to fund a volunteering officer each in GVS and VCS; and a project coordinator and 1 day finance and administrative assistant in cavamh.

## **Aims and Objectives**

The 4 core aims of PTW are:

1. To introduce people with mental ill health to volunteering and provide them with framework of support needed to succeed
  - a) Recruit 120 people with mental ill health per year to the project
  - b) Develop a framework of support comprising of Five Pathways\*
  - c) Establish the tools for measuring distance travelled
  
2. To develop the appropriate framework of information and support available to VIOs so they are better prepared and more willing to support people with mental health issues to volunteer
  - a) Set up Pave the Way Volunteer Coordinator Network
  - b) Develop Pave the Way training
  - c) Develop a Pave the Way Toolkit
  
3. To recruit buddies to support those with mental ill health to volunteer, thereby contributing to increasing their understanding and skills in relation to this group
  - a) Liaise with university bodies
  - b) Recruit, train and support Volunteer Buddies
  
4. To coordinate the Pave the Way project
  - a) Ensure good communication with stakeholders and between consortium partners
  - b) Undertake project marketing
  - c) Organise monitoring and evaluation

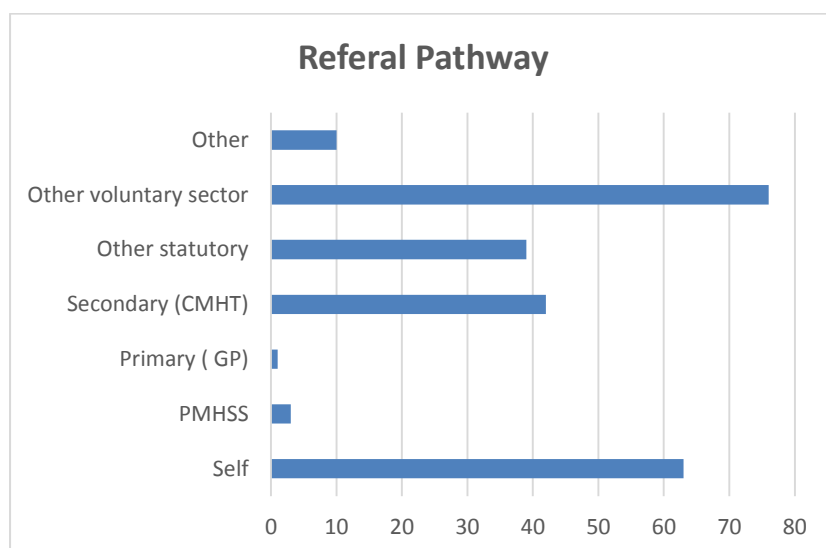
*\*Five Pathways – 1. Small group volunteering, 2. Buddied volunteering 3. Volunteer officer supported volunteering. 4. Pre volunteering Support. 5. Work placements.*

For more details on project outcome see Appendix 1

## Outcomes following the 4 core aims of PTW

1a) The project succeeded in recruiting 265 people across Cardiff and the Vale. *(appendix 2 for breakdown of referrals)*

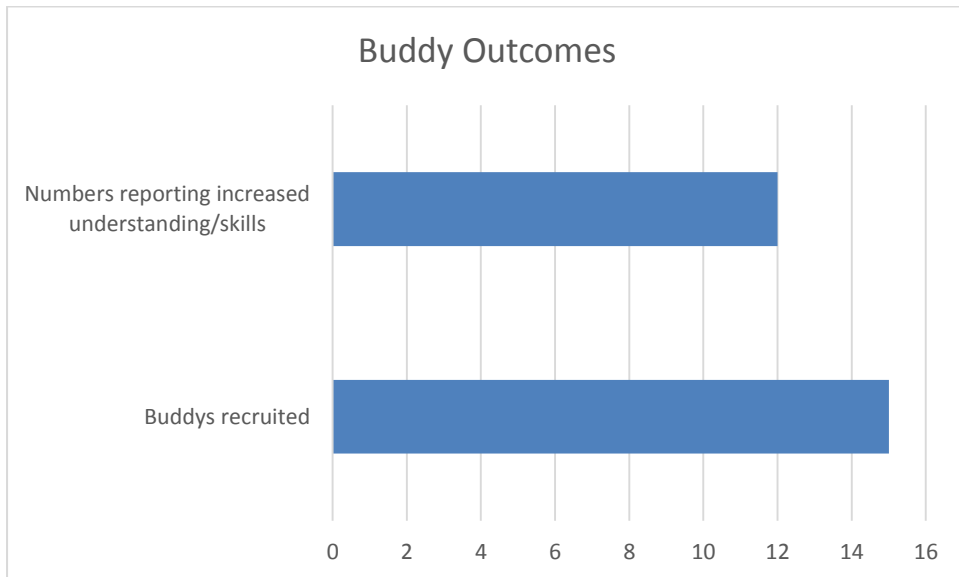
Referral pathways across the project were high for referrals from third sector organisations, in the Vale these were mainly Mind, Llamau, Gwalia and GVS and self-referrals. Interestingly those who self-referred showed a greater commitment to continuing volunteering after accessing the pre volunteer process. The most surprising data was the number of referrals from GP surgeries and PMHSS, targeted marketing of PTW had been undertaken by the PTW project manager and we had hoped for a higher referral figures from these partners.



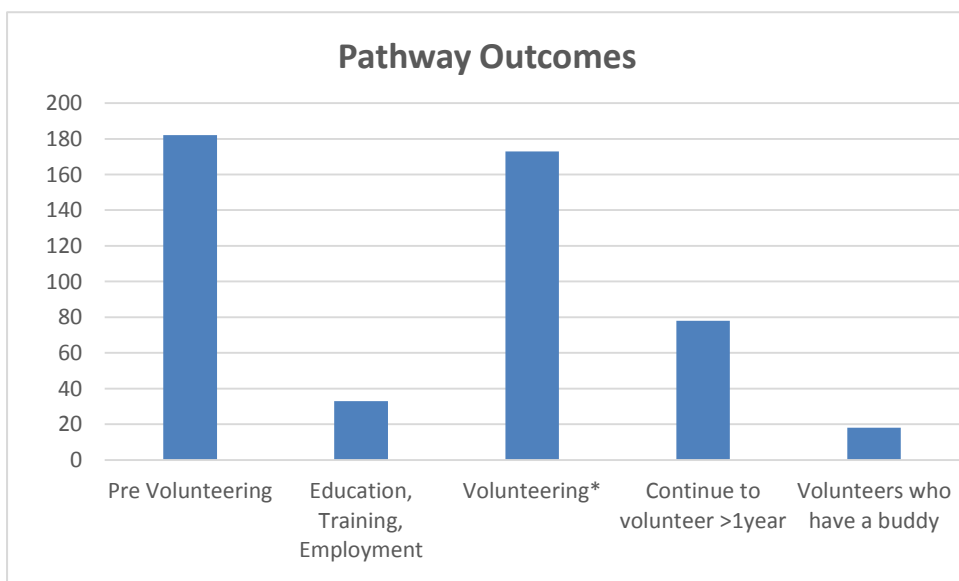
1b) The five pathways to supporting people into volunteering looked very different across Cardiff and the vale. This was due to a number of factors including demographics of the vale and our strong working partnerships already in place from GVS previous supported volunteer projects.

**Small group volunteering** this was a huge success in the vale. We held Small group tasters such as gardening, administration, community paint project and events volunteering. Our partnership with Taith gave us the use of their mini bus which enabled the volunteering to take us across the western vale. Most people who engaged in the small group volunteering moved into volunteering or across to our meet up pre volunteer support sessions.

**Buddied volunteering** in the Vale didn't go as well as anticipated, main reason was the right people didn't come forward out of the recruitment at project start. Two buddies were recruited and one actively supported an individual into volunteering.



**Volunteer officer supported volunteering** – the volunteer officer based in the Vale had 4 years' experience in supported volunteering with GVS, hence strong links to volunteer involving organisations (VIO's) and the volunteer coordinators, people journeying through this pathway was high and was actually the most successful route into volunteering for individuals.



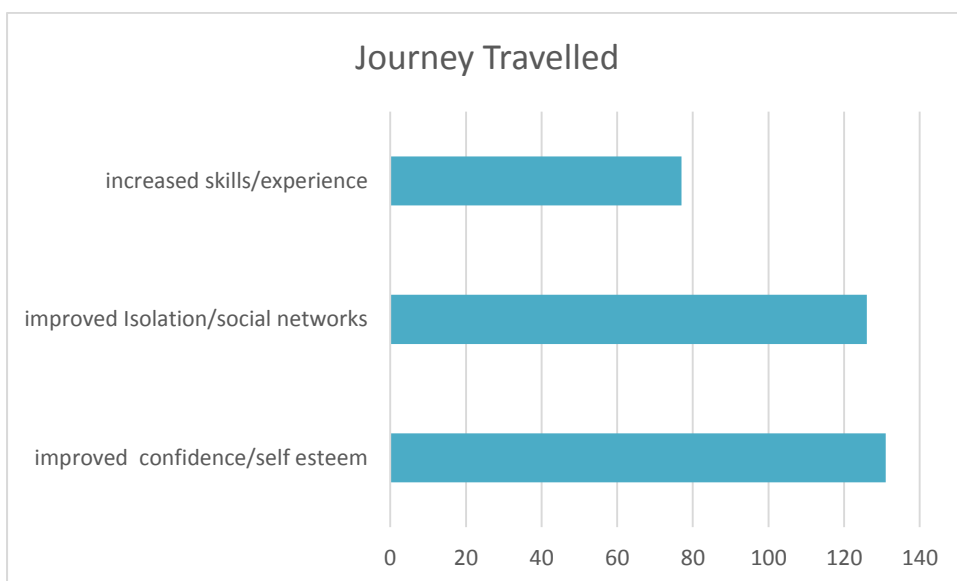
**Pre volunteering Support** took the form of meet ups at Golau Caredig, this fantastic partnership with Hafod Housing offered us free use of space in a central location and for them we provided volunteers to support residents and Art attack group. The meet ups offered a safe place for people to come to meet with volunteer officer to discuss volunteering opportunities, to meet others people with mental ill health and to share experiences, and to enjoy a cuppa in a supportive and understanding environment. Also the meet up partnered with Out of Work Service a Newlink wales and Gofal project to deliver bitesize training on a variety of themes, including confidence building, resilience, saying no and communication skills. The meet up took on a life of its own and many of the PTW volunteers continued to come even when they were placed in a volunteer opportunity. This developed into us creating a volunteer role (similar to the buddy role ) called a volunteer champion, the volunteer champion would attend meet ups greet people and talk about their experience of volunteering, they would take people along to their volunteering for a taster and more often than not the individual would begin volunteering at that organisation. It was at the meet ups we held thank you event and celebrations of achievement. The meet up now have a core group who have become friends and will continue to meet informally.

**Work Placement** - In the Vale working partnerships were set up with Communities for work, Out of work services and local job centres. As part of their work with individuals work placement opportunities are an option. If people referred onto the project wanted to access a work placement opportunity they were referred to the above organisations, this proved a valuable partnership and moved a number of PTW participants into employment, education and or training.



1c) Developing the tools to track journey travelled of volunteers took longer than anticipated, in the interim GVS developed a system to make sure something was captured until a system was in place from the project lead. Seeing the importance of a system across the project Paul Warren developed the tool to capture data across the project.

The result were very encouraging seeing the majority of participants with improved confidence/ self-esteem and improved isolation/ networks.

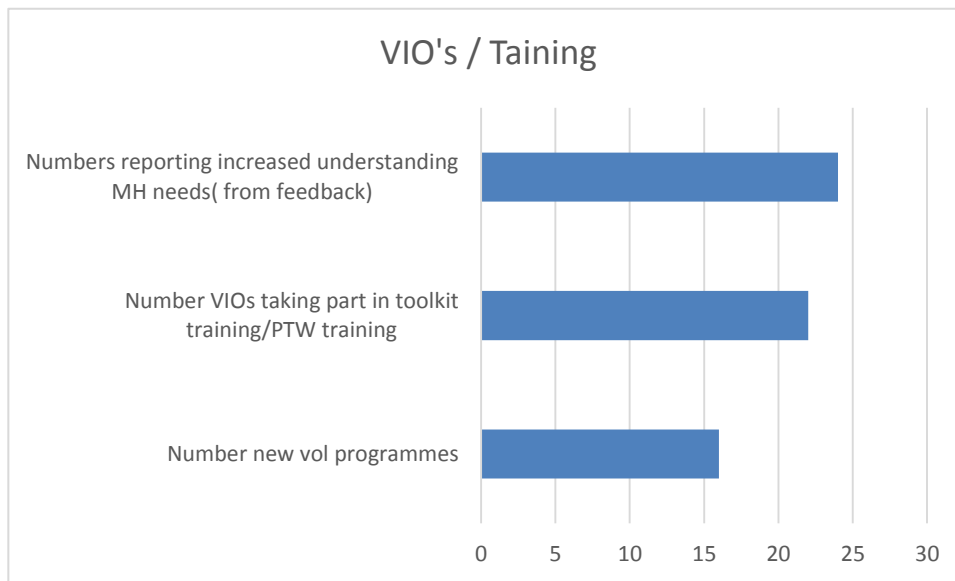


*Please see appendix 3 for more details*

2a) Set up Pave the Way Volunteer Coordinator Network – this did not take place.

2b) Develop Pave the Way training – The project lead CAVAMH led on developing and delivering this. A small amount of the Vale VIO's took part in the training and found it beneficial. Many others mentioned they would have liked to have taken part but no further sessions were being rolled out.

2c) Develop a Pave the Way Toolkit – the project lead CAVAMH led on developing the toolkit, we contributed with case studies and videos, the tool kit will be live by the end of the project in December 2019.



3a) Liaise with university bodies for Buddies – discussions with the university were started in project conception, talks continued once PTW started and volunteers fed into the Cardiff to become buddies, this was successful in Cardiff. However, although we spoke about university students coming over to the vale, out of pocket expenses and time to travel were big barriers.

3b) Recruit, train and support Volunteer Buddies – The volunteer officers across Cardiff and the vale developed the training for the PTW buddies. Due to the lack of volunteer buddies the training in vale was one to one.

4a) Ensure good communication with stakeholders and between consortium partners – Please see lessons learnt

4b) Undertake project marketing – Marketing of PTW way across the Vale used the established communications set up by GVS and the staff, these included Gem, Bro radio, Bulletins, Connecting with partners and presentations to appropriate partners and volunteer organisations. The project was oversubscribed and at times we had to stop referrals.

4c) Organise monitoring and evaluation – Please see lessons learnt

## **CASE STUDIES**

See separate document with case studies, pictures and tales of our PTW journey.

## **ADDITIONAL OUTCOMES and SUCCESS**

- As part of the pre volunteering a group called knitting and wellbeing grew. It was based in Golau Caredig where a couple of the residents from PTW lived. The group met for people with mental ill health to gain confidence to go onto volunteering opportunities. What happened was the group began to knit to fundraise for various charities e.g. Welsh air ambulance. They also took part in Centre for Clinical interventions modules helping them deal with anxiety and depression. This group will continue after PTW finishes. It will be held at Golau Caredig and Yarn and Yarns in Penarth.
- PTW has made strong links with the local peer support group called Cwtch Cymru, this has been a wonderful partnership using the group to support individuals on PTW.
- GVS had an opportunity from Bro radio to have its own monthly radio show hosted by Clare Humphreys. Pave the Way volunteers have been involved in the development and over the last year taken part in telling their story on volunteering and living with mental ill health.
- PTW also linked in with the Vale of Glamorgan time credit scheme open for Vale housing tenants who volunteer. Pave the Way is now a time credit administrator. This scheme captured the imagination of 10 PTW volunteers and has given them opportunity to take on exercise and visits to the cinema. This has added value to the volunteering experience and helps to fill people evenings and weekends which previously have been quite lonely times.
- The meet ups have proved to be a life line for people, providing a safe place and friendships that will continue after the project finishes.

## LESSONS LEARNED

### Working in partnership in the future

- Ensure strong partnership working and good communication from the offset and clear expectation of each partner.
- To have had a team building day would have helped to solidify the team in moving forward.
- To have had regular PTW team meetings would have helped to strengthen partnership work.
- Clear implementation of monitoring and data capturing tools.

Capturing Journey travelled can be a huge part of the volunteer journey and help to guide future project. Systems were not in place from the offset and I believe we lost valuable information because of this, which could have contributed to the individual's progression as well as funding applications.

Developing roles with New VIO's (volunteering involving organisations) – a resistance existed because of the stigma of mental ill health in a large amount of organisations we had not previously worked with. Rolling out the mental health and volunteering training at the beginning of establishing new VIOs would have been beneficial.

The referrals criteria into the project was too wide and a lot of people referred into the project were not ready to engage. This meant people that were ready were not given the support required. It has become apparent that having a detailed criteria for Pave the Way referrals would have benefited hugely. Benefits would have been a more even flow of people through the project and people would be closer to being volunteer ready. Also more time to dedicate to developing VIOs in areas such as catering, animals, performing arts and evening volunteering.

Volunteering opportunities that we did not fulfil for individuals were those that took place in evenings and weekends. These are time where people felt the most isolated.

Project outcomes	Project benefits	Numbers
<p>1. People with mental health issues will learn about volunteering, take part in volunteering and as a result improve their health and wellbeing, gain confidence, feel less isolated and improve their social networks</p>	<p>The number of people with mental health issues take part in the project each year</p> <p>The number of people take up a volunteering opportunity each year</p> <p>The number of people with mental health issues who report health and wellbeing benefits including increased self-confidence and self-esteem</p> <p>The number of people with mental health issues who report reduced isolation, wider social networks or feeling more a part of the community</p>	<p>120 each year</p> <p>72 each year</p> <p>60 each year</p> <p>50 each year</p>
<p>2. People with mental health issues will gain valuable skills and experience and go on to access opportunities such as training, education, employment</p>	<p>The number of people with mental health issues who report they have gained new skills or experience</p> <p>The number of people with mental health issues who continue to volunteer long-term with the project</p> <p>The number of people with mental health issues who progress to education, training, employment</p>	<p>60 people each year</p> <p>50 people volunteer for over a year each year</p> <p>A total of 10 people progress to new opportunities ( 4 in year 1; 6 in year 2)</p>

<p>3. More Volunteer Involving Organisations will be better prepared and willing to support people with mental health issues to volunteer</p>	<p>Number of volunteering programmes that are developed for people with mental health issues</p> <p>Number of VIOs that take part in Pave the Way training</p> <p>Number of VIOs that report increased understanding of the needs of people with mental health issues</p>	<p>18 new programmes in total</p> <p>30 VIOs take part in Toolkit Training in total</p> <p>28 VIOs report increased understanding in total</p>
<p>4. More people volunteer (i.e., Buddies) to support those with mental health issues, which contributes to them increasing their understanding and skills in relation to this group</p>	<p>Number of Buddies who are recruited to Pave the Way</p> <p>Number of Buddies who report increased understanding and enhanced skills</p>	<p>12 Buddies each year</p>

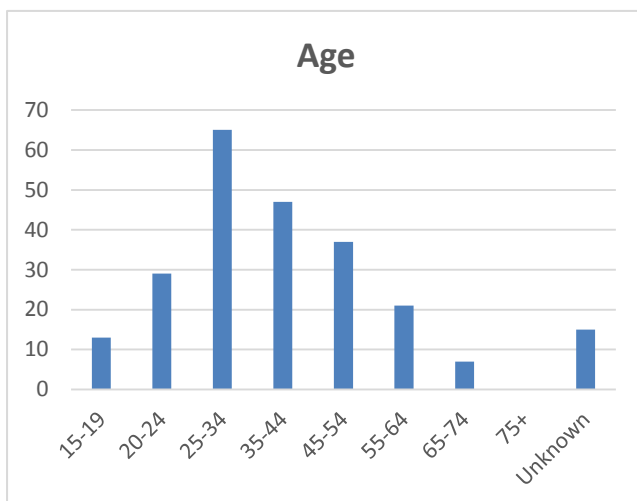
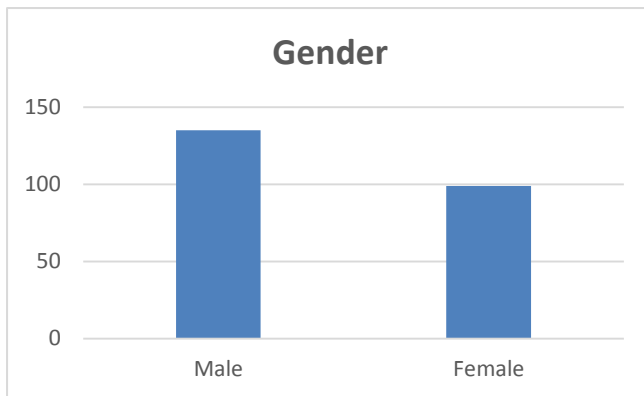
## Summary

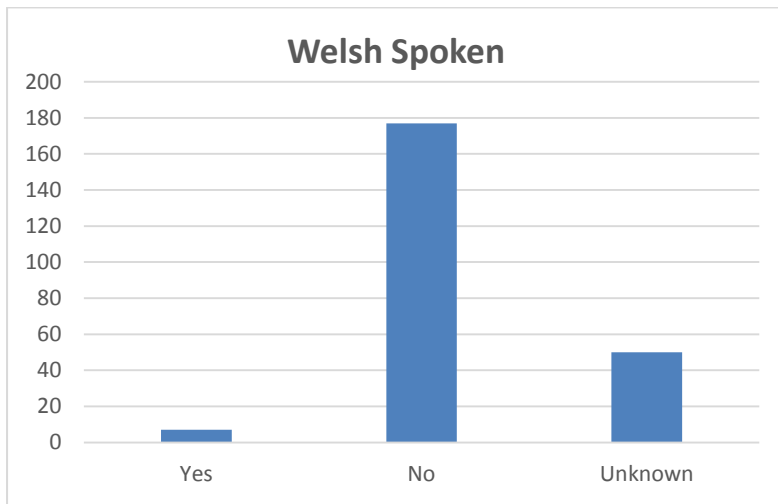
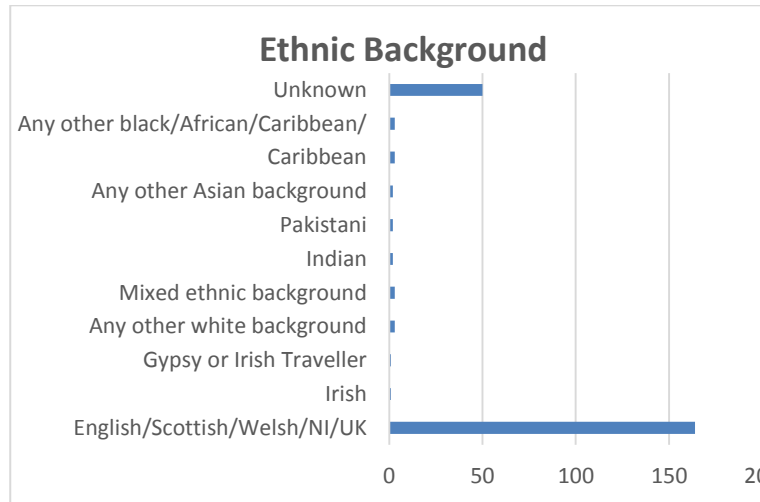
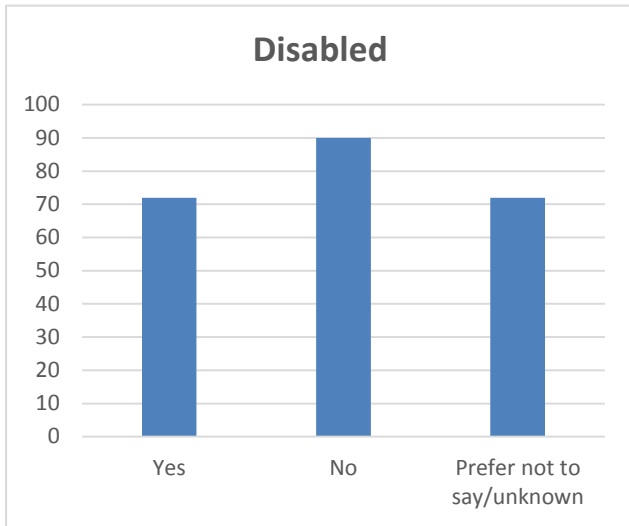
The Pave the Way project was a successful demonstration of consortium working. The strength of the Vale based element of the project was due to its placement within the local county voluntary council (GVS) which has a wide range of existing partners and knowledge of the third sector across the Vale and the credibility of work undertaken previously by the GVS volunteer development staff.

Trust already existed in the Vale with GVS to move this project forward with maximum impact on people with lived experience of mental ill health.

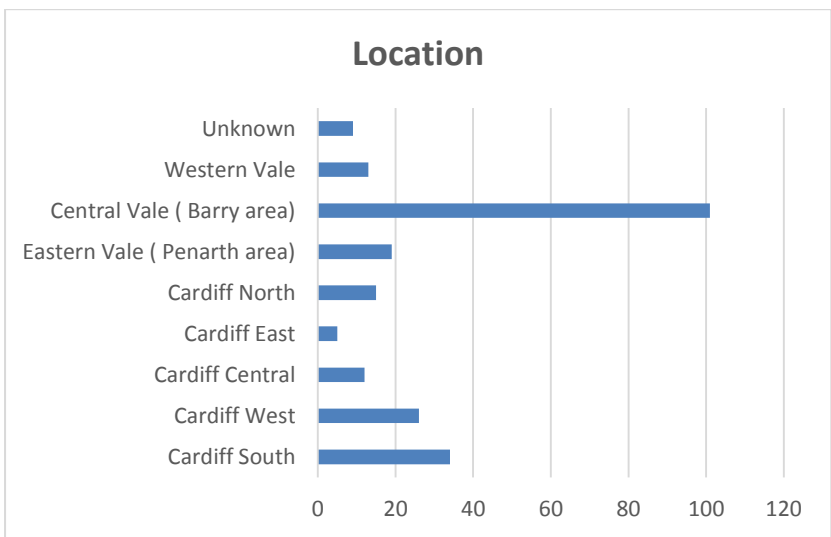
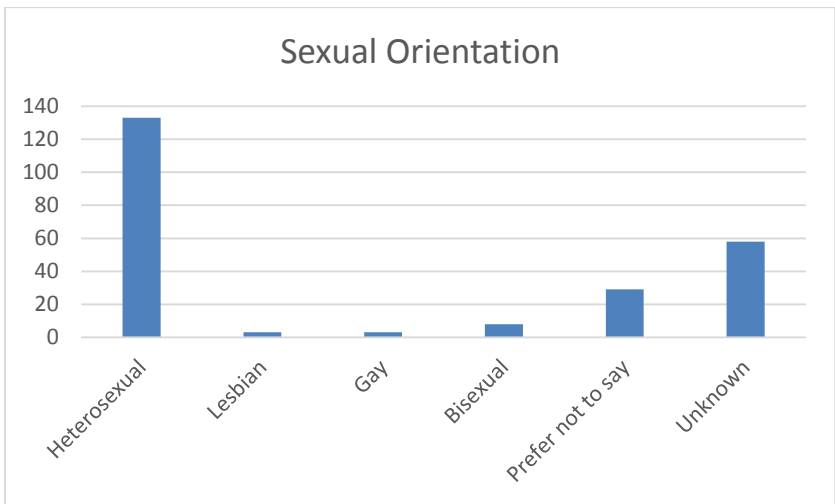
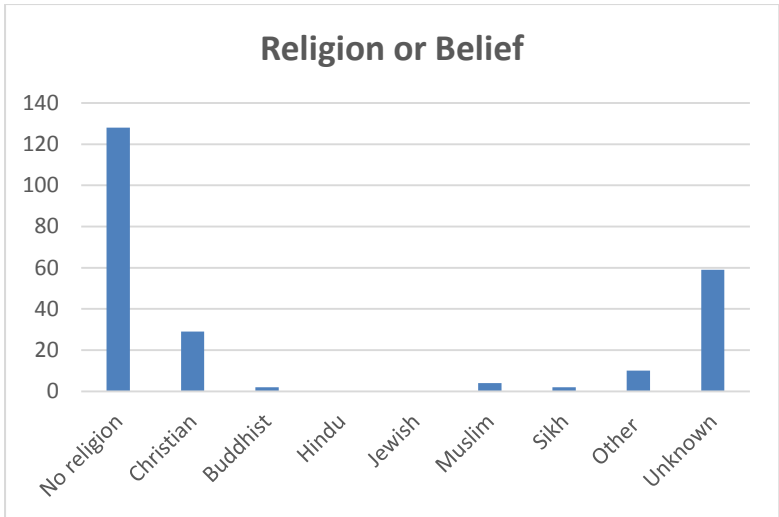
Sadly the two year period of operation came swiftly to an end and despite the excellent evidenced results the consortium was unable to attract further funding for the continuation of the project.

GVS (in its own right) submitted a speculative bid to Big Lottery for the development of a spin off project that will focus on delivering a similar service across the Vale but with a particular focus on Llantwit Major and the Western Vale. This project is for two years and is due to commence in April 2019.









## Appendix 3 Year 1

VALE	Qtr 1	Qtr 2	Qtr 3	Qtr 4	VALE TOTALS
<b>Pre Volunteering</b>					
<i>Number who were assessed</i>	22	1	9	10	<b>42</b>
Experiencing Low Confidence & Self Esteem	15	15	15	15	<b>60</b>
Experiencing Isolation	11	11	11	11	<b>44</b>
Experiencing Poor Social Networks	11	11	11	11	<b>44</b>
Experiencing Low Skills	3	3	3	3	<b>12</b>
<b>Progression</b>					
<i>Number who were later assessed</i>	20	1	9	10	<b>40</b>
Improved Confidence & Self Esteem	15	1	6	8	<b>30</b>
Improval on Isolation	11	1	5	8	<b>25</b>
Improved Social Networks	11	1	6	3	<b>21</b>
Increased Skills	3	1	3	5	<b>12</b>
Good Experience of Pave the Way	16	1	7	9	<b>33</b>

Cardiff & Vale TOTALS	%	TARGETS
<b>64</b>		<b>120</b>
<b>80</b>		
<b>58</b>		
<b>52</b>		
<b>23</b>		
<b>62</b>		<b>72</b>
<b>50</b>	<b>63</b>	<b>60%</b>
<b>39</b>	<b>67</b>	<b>50%</b>
<b>29</b>		
<b>23</b>	<b>100</b>	<b>60%</b>
<b>55</b>		

**Year 2**

<b>VALE</b>	<b>Qtr 5</b>	<b>Qtr 6</b>	<b>Qtr 7</b>	<b>Qtr 8</b>	<b>Qtr 9</b>	<b>VALE TOTALS</b>
<b>Pre Volunteering</b>						
<i>Number who were assessed</i>	14	23	6	22	0	<b>65</b>
Experiencing Low Confidence & Self Esteem	11	12	5	15	0	<b>43</b>
Experiencing Isolation	11	14	5	18	0	<b>48</b>
Experiencing Poor Social Networks	9	13	5	17	0	<b>44</b>
Experiencing Low Skills	7	11	5	16	0	<b>39</b>
<b>Progression</b>						
<i>Number who were later assessed</i>	13	17	4	22	0	<b>56</b>
Improved Confidence & Self Esteem	11	12	5	15	0	<b>43</b>
Improval on Isolation	11	14	5	18	0	<b>48</b>
Improved Social Networks	9	13	5	17	0	<b>44</b>
Increased Skills	7	11	5	16	0	<b>39</b>
Good Experience of Pave the Way	13	17	6	22	0	<b>58</b>

<b>Cardiff &amp; Vale TOTALS</b>	<b>%</b>	<b>TARGETS</b>
<b>78</b>		<b>120</b>
<b>44</b>		
<b>49</b>		
<b>45</b>		
<b>39</b>		
<b>57</b>		<b>72</b>
<b>43</b>	<b>98</b>	<b>60%</b>
<b>48</b>	<b>98</b>	<b>50%</b>
<b>44</b>		
<b>39</b>	<b>100</b>	<b>60%</b>
<b>58</b>		



# Pave The Way



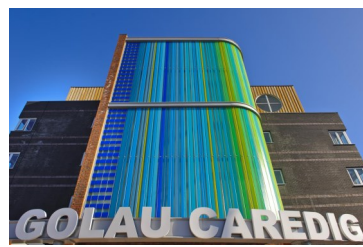
Gweithredu dros iechyd Meddwl Caerdydd a'r Fro  
Cardiff and Vale Action for Mental Health



ARIENNIR GAN Y LOTERI  
LOTTERY FUNDED

# Pave the Way

## Meet ups in the Vale



**“The meet ups feel like I am sitting in my lounge, its comfy”.**

Our Meet Ups are set up in a café style at Golau Caredig, A residential home in Barry. We run every other week for a couple of hours on a drop in basis. People can come alone, supported with friend, worker or even dog! Clare and the team welcome everyone who wants to find out more about volunteering. We have speakers, training, activities, discussions and music. All these things are targeted at building peoples confidence and self esteem enough to take part in taster, buddy supported, group or individual volunteering.



**“Its been nice getting to know all the people at the meet ups”.**



**My confidence has increased by coming along to the meet ups**



Our bite size training sessions have been brought about by our partnership with Newlink Wales and Gofal Out of Work Service. This Service helps people who have experienced mental health or substance misuse issues to move on in life, providing individuals with personalised opportunities and mentoring support. Session themes have included Assertiveness, Confidence building and self awareness.

**“I can meet others who are struggling with mental health”**



Working in Partnership with St Johns ambulance we were able to offer First Aid training to our Pave the Way volunteers.



## **Unexpected outcome**

As a result of the high amount of people attending meet ups, we saw a need to recruit Pave the Way meet up Volunteers, these are people with lived experience of poor mental health coming onto Pave the Way had potential to become future buddy's. / volunteer champions. As meet up volunteer they are gaining more confidence by supporting others.

# Group Volunteering



Pave the way Group volunteering offers people a chance to try new things in the safety of a small group. The group will have got to know each other at the meet ups and been offered a selection of volunteering ideas to choose from. These are normally short term opportunities, such as beach clean, litter picking, painting.



**“I was so proud of myself, introducing my son to volunteering has been a good thing for me to do as a mum, he loved it.. Especially the chips and certificate which he took to school to show the teacher”.**



**“I enjoyed having time to think and chat with others”.**



**“I feel like it (pave the Way) has gotten me outside more and I have gotten used to being out with new people”.**

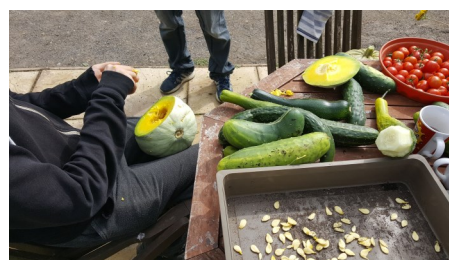


## Taster Sessions

Pave the way also offer taster sessions for individuals, these maybe 2/3 hour voluntary opportunities or small taster courses / activities. People have taken part in hair and beauty and pottery tasters at local adult community learning, also helping at fundraising coffee mornings and upcycling workshops. The aim of these is to increase people confidence.



**“I feel more confident now to start volunteering on my own”.**



**“I have learnt some new skills”.**



# Pave the Way Partnerships



## **GOLAU CAREDIG**

Pave the Way have formed a strong working partnership with Golau Caredig , Hafod Care residential home.

Pave the way hold bi monthly meet ups and weekly knitting and wellbeing sessions.

All groups are open to residents and visitors to Golau Caredig who identify with having poor mental health.

Pave the Way volunteers also attend walks and art planned by Hafod Care.

In exchange for use of space pave the way have plans to develop volunteer opportunities within the setting.



## **Vale of Glamorgan Adult Community Learning**

Strong links have been made with Adult community learning, many pave the way volunteers take part in the confidence building course and the pottery course a newly added course has been a great pre volunteer option for individuals. Men in sheds based at the centre has started to involve Pave the way volunteers.

We are also discussing more accessible volunteer opportunities for Pave the Way volunteers.



## **Other partnerships**

**Barry Community Gardens , Flying Start, Amy Evans, Mind Barry and the Vale , Llamau , Gofal, Gwalia, Cardiff and the Vale College, Communities for Work, Barry Communities First, Job Centre, Vale of Glamorgan Council,**



## Volunteering and my Wellbeing



When I met Clare I was a mess, I knew I wanted things to change but didn't know how. I heard about the project and decided to give it a go. I am now a Pave the Way meet up volunteer, an Art Attack volunteer at Golau and take part in the group and taster volunteering. I have gained lots self awareness and now I'm doing a counselling course.



I am definitely more confident since starting pave the Way.



It wasn't long ago that I had nothing to do, now I do loads of things, even getting on the tele in December. I feel much better about myself and my ticker is working better now as well.



Pave the Way has been a real eye opener for me, the breadth of volunteering opportunities exposed to me has illuminated contributory path forward with the deftest of touches. I feel motivated by the insight offered and the meet ups have been fun, casual, sociable and warm. I believe my mental state is improved as a direct result of the Pave the Way timetable and my recovery journey more thoughtfully laid out with hopeful realistic steps, more than I alone ever could have envisaged.



## Volunteering is making me so happy

I get worried about new situations and people. I get really nervous and anxious. This has stopped me from doing volunteering for a long time.

I met with Clare from GVS Pave the Way in February, I was nervous and didn't think I'd like her. She talked about volunteering ideas and offered to help me find a place that would work for me. I felt happy about that.

After trying a few volunteering ideas, I found a nice place in Barry to volunteer. Its' been really good for me, helping me and get me making friends. Clare has been helpful to me and she told me about time credits.

If you're a Vale housing tenant you can volunteer and earn a time credit that you can spend in lots of different places. They have helped make me more active after I finish volunteering. I've been to the Gym, and Cinema and also I can treat my friends and family to night out to the cinema with my time credits.

I'm a young lady who should be out and about having fun and time credits have helped me do that.

My relationship with my mum has got better too since volunteering, she doesn't worry about me and sees I have a life of my own.

I'm really happy now.

