

Meeting of:	Voluntary Sector Joint Liaison Committee
Date of Meeting:	Monday, 07 October 2019
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Glamorgan Voluntary Services (GVS) Annual Report 2018/19
Purpose of Report:	To provide the Committee with information of the work of GVS throughout the year April 2018 - March 2019
Report Owner:	Rachel Connor
Responsible Officer:	Rachel Connor
Elected Member and Officer Consultation:	N/A
Policy Framework:	GVS represents the Third Sector on a range of VOGC Partnerships, Board and Joint Working Groups
Executive Summary:	<ul style="list-style-type: none"> The report summarises all areas of GVS activity during 2018/19.

Recommendation

1. That the Committee receive the report for information

Reason for Recommendation

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

1. Background

- 1.1** Glamorgan Voluntary Services (GVS) is the County Voluntary Council (CVC) for the Vale of Glamorgan. We are a new independent charity formed from the merger in 2015 of the Vale Centre for Voluntary Services (the previous CVC) and the Vale Volunteer Bureau.
- 1.2** GVS is the umbrella body for the Vale of Glamorgan's third or voluntary sector and our role is to support, develop and represent third sector organisations and promote volunteering in the Vale of Glamorgan. We have a flourishing membership of some 750 community organisations active in the Vale of Glamorgan. We help to improve the quality of life of people and communities by supporting volunteers, volunteering opportunities and voluntary groups.
- 1.3** Thriving and cohesive communities require active engagement and involvement of local people. There is an increasing role for the third sector in the delivery of services and they have an invaluable role as partners and advocates for local communities. Our expert services help to provide a platform for a vibrant and robust voluntary sector.
- 1.4** Our Vision is of a valued and respected Voluntary Sector, in which GVS serves as a trusted leader, effective strategic partner and model of good practice for the Sector.
- 1.5** Our Mission is that GVS aspires to empower people, inspire excellence and strengthen communities by stimulating and developing voluntary action. Our values determine what we do and the way we do it. GVS is committed to:
 - Working collaboratively with others
 - Being a learning and enabling organisation
 - Conducting our business with integrity in an open, honest, transparent and accountable way
 - Recognising and valuing staff and volunteers as our greatest resource and investing in accordingly
 - Voluntary and community action that is fundamental to the development of a democratic and socially inclusive society.
 - Diversity and equality of opportunity.
 - The value and roles of volunteers and is committed to volunteering.
 - Sustainable development.
 - Valuing its independence and is also committed to working in mutually beneficial partnerships with others for the benefit of its citizens.
 - The achievement of quality standards and services.

2. Key Issues for Consideration

ACHIEVEMENTS AND PERFORMANCE

2.1 This review looks at what we have achieved and the outcomes of our work in the preceding twelve months. The review also helps us ensure our aims, objectives and activities remained focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that we continue our promotion of any charitable purpose for the benefit of the communities in the County Borough of the Vale of Glamorgan and the surrounding areas and in particular, the advancement of education, the furtherance of health, the relief of poverty, distress and sickness.

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

2.2.1 - IT and Website

The GVS website is a major asset to the organisation and the wider Third Sector here in the Vale of Glamorgan. The website contains a range of information including the services we offer, learning opportunities and news updates that impact on the voluntary and community centre.

2.2.2 - 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.

2.2.3 - Digital Platforms

During 18/19 GVS, in partnership with County Voluntary Councils across Wales and Wales Council for Voluntary Action started to use a Wales Wide Customer Relationship Management System (CRM) and a Wales Wide Volunteer Management System.

2.3 Development and Advice Services

2.3.1 - Our offices in Barry (Barry Community Enterprise Centre), complimented by outreach services in various locations across the Vale of Glamorgan, e.g. Cowbridge, Llantwit Major, 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.

2.3.2 - 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.

2.4 Information Service

2.4.1 - 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 continue to produce information leaflets on our services in Welsh. Our information service was accessed 2205 times with members receiving additional information via e-bulletins on a weekly basis.

2.4.2 - "Vista", the GVS quarterly magazine, is published in house four times a year and is distributed to some 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.

2.4.3 - 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.

2.5 Practical Services

2.5.1 - 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.

2.5.2 - Our reprographic services were used 168 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.

2.6 Networks and Fora

2.6.1 - 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:-

2.6.2 - 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 Trustee Automatic Disqualification, the Charity Commission's investigatory powers and the Governance Code of Practice.

2.6.3 - 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 2018/19, the Forum met 4 times.

2.6.4 - 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.

2.6.5 - 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.

2.7 Funding Service

2.7.1 - GVS' funding and information service provided support to 84 groups throughout the year with a reported £204,403 of funding obtained as a direct result of the advice and information given by GVS.

2.7.2 - 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 700 groups.

2.7.3 - 12 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. Some 50 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.

2.7.4 - 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.

2.8 Training Service

2.8.1 - During the year, 31 group training events were delivered, 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
- First Aid

2.8.2 - A total of 320 delegates attended the training courses with 100% rating the training as either good or excellent.

2.8.3 - 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.

2.9 Partnership, Consultation and Joint Working

2.9.1 - 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.

2.9.2 - 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.

2.9.3 - GVS has continued to represent the sector on the Public Service Board, Regional Partnership 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.

2.9.4 - 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

2.9.5 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

2.9.6 - 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

2.10 Health, Social Care and Well Being

2.10.1 - 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.

2.10.2 - 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 2018-19.

2.10.3 - 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.

2.10.4 - The Cardiff and Vale University Health Board say that the serious health challenges that face our population can only be tackled by taking a long term approach and finding new ways of working. GVS is a key partner in supporting

the Health Board in developing solutions that are responsive to local need.
During 18/19 GVS supported the key strategic principles of the Health Board:-

- i. Empower the person
- ii. Home first
- iii. Outcomes that matter to people
- iv. Avoid harm, waste and variation

Funding and funding bids included

- Intermediate Care Fund (ICF)
- Cardiff and Vale University Health Charity
- Capital Investment Fund

2.11 Volunteering

2.11.1 - GVS' 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.

2.11.2 - 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.

2.11.3 - The highlights of our Volunteering Development work in 2018/19 include:

2.11.4 - Pave the Way

- Funded by the Big Lottery Fund to support people, with lived experience of mental ill health, into volunteering to achieve wellbeing concluded in December 2018.
- In the project's final year, 234 (target 240) volunteers had taken part and 173 (144) progressed into volunteering.
- The number of people with mental health issues who report reduced isolation, wider social networks or feeling more a part of the community was 126 (120)
- Following the success of Pave the Way, GVS were successful in obtaining a grant from The National Lottery Community Fund Wales for a Vale specific 2 year project, ReBUILD, delivering a service to the same client group, beginning April 2019.

2.11.5 - 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 18/19 to four successful youth projects:

- Barry & District Cricket Club

- Colwinston Village Hall Youth Club
- Penarth & District Scout Council
- Barry Tennis Club

2.11.6 - Continuation of Mini Volunteering Events in Cowbridge, Penarth and Llantwit Major – attended by 163 members of the public in 2018/19 who visited over 47 different organisations promoting their volunteering opportunities.

2.11.7 - Increase in attendance at our Drop-In Service at Barry Library – 116 members of the public given advice and support on volunteering.

2.11.8 - Big Volunteering Fayre – another huge success that helped widen the opportunities for volunteering to both organisations and to the general public. With 65 organisations attending with their stalls, 210 visitors, 857 enquiries and 156 ‘sign ups’ on the day.

2.11.9 - Despite cuts in volunteering funding, our general activity has met with huge success. With 1,451 general enquiries; 73 enquiries from young people with 41 young people supported into volunteering placements and 223 Good Practice Checks carried out – all far exceeding our agreed targets.

2.12 GVS’ Environmental Impact

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.

2.13 Efficiency Savings

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.

2.14 Projects

2.14.1 - Pave The Way (See above)

2.14.2 - 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.

2.14.3 - 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 helped foster individual and community resilience.

The Network 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.

2.14.4 - Dewis

Funded by the Vale of Glamorgan Council, this project aims to encourage Vale based Third Sector organisations to enter their details about their services onto the DEWIS portal – www.dewis.wales

The project focused on:

- i. Scoping Vale based organisations already on DEWIS and identify target organisations to encourage to enter data and/or update existing entry

- ii. Providing 1-2-1 and group support to identified organisations regarding data entry, updating information
- iii. Arranging for marketing of DEWIS through GVS and other appropriate websites, social media networks and e-bulletins
- iv. Attending appropriate Third Sector meetings and events to promote DEWIS
- v. Acting as editor; receive email updates when entries are going out of date (at 6 months), work with organisations which haven't updated, approve updated entries and check accuracy of information
- vi. Attending the editorial group

2.15 Future Plans

2.15.1 - Glamorgan Voluntary Services is well placed to serve and support the third sector and the communities of the Vale of Glamorgan and surrounding area. The sector as a whole is operating within a constrained economic environment and GVS is no different. 4.2

2.15.2 - 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.

2.15.3 - 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.

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

2.15.5 - 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.

2.15.6 - To this end we negotiated a 99 year lease on the former Llantwit Major Youth Centre in order to consolidate and further develop our income streams. The Llantwit Major Youth Centre will undergo updating and renovation. It has been rebranded as the CF61 Centre.

2.15.7 - CF61 is a community space that is available to rent for a multitude of activities - from fitness classes, children's parties, to art exhibitions and AGMs. We are able to provide flexible spaces to meet your needs at an affordable rate.

2.15.8 - Our vision sees the CF61 Centre at the heart of the community of Llantwit Major providing a sustainable, secure and accessible space that is valued and supported by the people of Llantwit Major and the surrounding area.

2.15.9 - In addition we are also in the process of a obtaining another building on a long lease via Community Asset Transfer (CAT) from the Local Authority. Our research has shown that the building, with appropriate development and management, would provide the sort of additional income that would greatly assist GVS' financial wellbeing.

2.15.10 - 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.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 GVS aligns it works to the objectives of the Vale of Glamorgan Council

4. Resources and Legal Considerations

Financial

4.1 GVS receives core funding from VOGC.

Employment

4.2 GVS employs 16 people (as at April 2019)

Legal (Including Equalities)

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

5. Background Papers

None

