



## VOLUNTARY SECTOR LIAISON COMMITTEE – 2 ND DECEMBER 2015

**SUBJECT: ITEMS OF INTEREST TO THE VOLUNTARY SECTOR**

**REPORT BY: GWENT ASSOCIATION OF VOLUNTARY ORGANISATIONS**

### GAVO QUARTER 2 REPORT

#### 1. KEY DATA FOR APRIL 2015 – SEPTEMBER 2015

| Caerphilly                                     | Yearly Target | Qtr 1   | Qtr 2    |
|--|---------------|---------|----------|
| Volunteers Placed                              | 250           | 82      | 81       |
| Enquiries good practice in managing volunteers | 40            | 32      | 37       |
| Website visitors                               | 62000         | 18399   | 18379    |
| Enquiries                                      | 4000          | 1353    | 1964     |
| Trustee Enquiries                              | 500           | 112     | 71       |
| Trustee Events                                 | 5             | 0       | 0        |
| Event participants                             | 120           | 0       | 0        |
| Funding advice enquiries                       | 300           | 42      | 72       |
| Funding events                                 | 7             | 0       | 4        |
| Event participants                             | 70            | 0       | 16       |
| Funding obtained by groups                     | £250,000      | £76,314 | £925,680 |
| New orgs/social enterprise developed           | 30            | 4       | 8        |
| Strategic planning groups                      | 35            | 10      | 18       |
| Third Sector Networks / forums                 | 10            | 6       | 5        |
| Membership                                     | 370           | 370     | 350      |

#### 2. OVERVIEW

At a national level, Welsh Government, via a working group, have completed a report with recommendations setting out future plans for Welsh Infrastructure organisations (WCVA, CVCs and Volunteer Centres). Welsh Government has made it clear that an increased pace of change re: regional working is required, even if that does not fit with timelines for potential local government reform. GAVO continues to work collaboratively with Torfaen Voluntary Alliance (TVA) to ensure regional service provision for third sector support across Gwent and last year, submitted a Regional plan across the Greater Gwent (Health Board) footprint. We have also increased regional working through training provision and support for Volunteer management through collaborative approaches across the two CVCs.

At local levels, GAVO continues to deliver excellent services for the third sector and is on track with its key performance indicators for Core Delivery in Caerphilly, having exceeded some targets for the second quarter. A programme of Trustee events is planned for Trustee Week (2-9 November).

Internally GAVO has recruited to the ICT Officer and Administrator posts, highlighted as vacant in the last report. Throughout the period, there has been an increased focus on GAVO's Governance frameworks, structures and reporting as well as preparations for training for trustees and Local Committee members with a new GAVO Governance Toolkit developed for Board members. During the quarter a number of GAVO Committee meetings and team meetings took place. GAVO Thematic groups are driving forward key strategic aims under themes of: Marketing; Third Sector Support; Tackling Poverty; Volunteering; Training and Skills; Business Development and Income Generation; Health, Social Care and Wellbeing; Safeguarding; Health and Safety.

Planning is underway for GAVO's Annual General meeting (12 November), at the Christchurch Centre, Newport. This year the AGM is themed 'Building Third Sector Resilience in a changing world' with keynote speeches from ABUHB and Gwent Police; GAVO's Funding Conference will follow in the afternoon.

### **3. STRATEGIC WORKING AND ENGAGEMENT IN POLICY**

GAVO's Community Planning Co-ordinator continues to work as part of the Policy Unit on the LSB / Single Plan / Citizen Engagement work and spends time weekly in Ty Penallta, attending policy unit meetings and other partnership meetings.

Representation of third sector interests at strategic partnerships include Caerphilly LSB, Leads Group and Delivery Group, RDP LAG, Caerphilly Access Forum, Aneurin Bevan University Health Board Partnership, and Greater Gwent Health, Social Care and Wellbeing Partnership. The third sector is also represented through membership of the Wellbeing Integration Network, the 3 Neighbourhood Care Networks and the Social Care Workforce Joint CCB and BG Partnership Board (where third sector providers are well represented through the open forum).

GAVO facilitated the Caerphilly Voluntary Sector Representatives nomination process in the last quarter according to the Terms of Reference; as nominations did not exceed vacancies, voting was not required and new members have now been elected. GAVO continues to facilitate Voluntary Sector Representatives meetings which capture third sector issues and feed into full Liaison Committee meetings on a quarterly basis.

Third Sector representations continue to be made to offer support to the local authority, particularly looking for new solutions to third sector delivery of public services. It is difficult to obtain a definitive list of services to be discussed, as, understandably, this information can be politically sensitive. A keen focus currently is community centres and leisure services, and whether there is scope for new models of delivery in these areas. Discussions are scheduled at Liaison Committee in December. Additionally, GAVO's CEO and Deputy CEO will be meeting with the Leader and CEO of the local authority to discuss financial implications for the sector given likely budget cuts ahead.

Asset Transfer is moving up the agenda, with Welsh Government's consultation on Protecting Community Assets closing during the period (11 Sep); GAVO facilitated a number of consultation workshops to feed into the exercise. GAVO's Deputy Chief Executive has been invited to a Welsh Government led External Advisory Group on Asset Transfer (first meeting due October 2015). GAVO's Regional Community Asset Transfer Support Officer (CATSO), continues to work with representatives of the local authority, particularly on the adoption of best practice policy, procedure and process for Community Asset Transfer, which is being taken forward for ratification through internal processes. As raised previously, there are potentially 42 community centres in Caerphilly which could be transferred to third sector ownership. Additionally, there is a cultural shift in viewing assets as not simply buildings, but also the services attached to those building; therefore, part of the dialogue re: third sector service delivery links very closely with potential CATs.

GAVO's Deputy CEO and TVA's Senior Officer met with Caerphilly Procurement Team to explore options to support third sector organisations to tender for and deliver services in Caerphilly and on a wider Gwent footprint. Agreement was reached that we need to seek opportunities for third sector providers to influence service design at an early stage, rather than tendering for a service that is already specified and limited. CCBC's Head of Procurement is very open and willing to make the process as easy and attractive as possible to encourage third sector providers; the challenge now is to find a real case study / example to demonstrate this commitment and best practice.

#### **4. CONTRIBUTION TO SIP**

GAVO undertakes a range of core and project work which contributes to the outcomes of Caerphilly's Single Integrated Plan as reported below under each theme:

##### **Prosperous**

##### **Core Development work**

GAVO's core Third Sector Support service continues to offer governance and funding advice and one to one support to third sector organisations. In the reporting period, 71 trustee enquiries were received and responded to and 8 new groups established. A fantastic funding outcome was achieved this quarter, with a total of £925,680 confirmed for third sector groups – most of which coming from a large bid to Welsh Government for Newbridge Tabernacle Baptist Church building refurbishment which has required extensive support from Caerphilly's Third Sector Development Manager. A range of community, allotment and church groups have received support in the period, a notable number of which are run by older people. These include groups such as Cwmcarn OAP's, Risca OAP's, Bedwas over 50's, Crosskeys Community Group, and Libanus Lifestyles. A number of community groups have also been developing luncheon clubs and a number of the allotment groups have been focussing on developing relationships with primary schools with the aim of passing on skills to children.

GAVO's newly defined Membership offer will be live from 1 October 2015 (Qtr 3). This will be a huge piece of work in order to ensure all members reaffirm their membership through new forms and processes. It is likely that next quarter will therefore see a decrease in membership for every area of GAVO, whilst forms are being completed and collated and out of date information removed from databases; progress and initial numbers will be reported in Qtr 3.

The newly formatted One Beat Roadshow programme has begun with support from CCBC Communications Team; the first event in Blackwood on 11 July and the second in Rhymney on 7 October. Between the two events, over 60 third sector stalls were booked and 80+ public attended.

Further to the last quarter report, the "Are you on the Radar" Event was held on 23rd July for all Voluntary Sector Forum participants/members to provide networking, information and revitalise the Forum structure. The consultation workshop aimed at ensuring the forum meets the needs of third sector organisations in the borough and encourages a more diverse range to get involved in providing representation to the Liaison committee and other engagement structures. Discussion groups commented on where, when and how often forums should be held. Initial findings suggest appetite for a single Caerphilly wide Forum; this has since been followed up with an online survey open for 6 weeks, to gather views from those unable to attend the event. Following analysis of results, added to the outcomes from the event, it is hoped GAVO will be able to announce the consensus for future direction of the forums towards the end of November.

##### **Grant administration**

GAVO continues to administer Caerphilly's Health Social Care and Wellbeing grant and Gwirvol Cash for you Grant, equally across the GAVO footprint. In the last quarter, GAVO has agreed to deliver a community benefit grant scheme of £18,000 on behalf of Lightsource Renewable Energy.

## **Active and Involved Citizens**

Another fantastic Volunteer Achievement Awards evening was held, this year in Blackwood Miner's Institute which proved to be a great venue. The event was a success due to the strong partnership work and support of CCBC's Communication and Policy teams. A new format was introduced this year, where guests invited to present awards, also read out the details of the volunteer's achievements which worked very well. GAVO's Volunteering Officer gave a passionate speech on the power and value of volunteering. Alison Palmer compered the evening faultlessly and all who attended commented that the event ran very smoothly and was a great celebration of volunteering in the borough. The Supreme Volunteer was Bryn Pontin from Cwmfelinfach, nominated by the Forester Walk Club, Cwmfelinfach Community Centre Management Committee and Cwmfelinfach Residents Association for his work in the community. The Supreme Volunteer award was presented to Bryn by Sir Simon Boyle, Lord-Lieutenant for Gwent and President of GAVO.

Since the last report, GAVO's Volunteering Team has launched a new Certificate Scheme to recognise the number of hours volunteered by adults (in the same vein as the young people's Millennium Volunteering Scheme). This has already proved extremely popular and a number of certificates have already been signed by GAVO Board members and Senior Management Team.

Welsh Government's Volunteering policy was launched at the Eisteddfod in late summer and throughout this period GAVO redrafted its own Volunteering Policy, not only to reflect best practice set out by Welsh Government, but also to ensure that its policy was up to date and meaningful. This will be ratified through policy approval frameworks within GAVO's Governance structure next quarter.

Caerphilly Volunteering Team has continued to engage at a local level with various organisations, to maintain the visibility of Caerphilly Volunteering and increase the awareness of volunteering opportunities across the borough. Volunteering Officers support organisations with best practice in terms of recruitment and management of volunteers, placing 81 volunteers and answering 37 best practice enquiries - an increase on last quarter best practice enquiries, and reaching the annual target already.

## **Healthier**

Caerphilly Health and Social Care Alliance continues to support the facilitation of a thriving and sustainable third sector in Caerphilly through keeping abreast of Health and Social Care policy issues, attendance at Neighbourhood Care Networks, responding to policy consultations and feeding information into other partnerships. GAVO continues to support the local authority and local health board partners in implementing the Social Services and Wellbeing Act by:

- Representation at Greater Gwent Health, Social Care and Wellbeing Partnership (at both Leadership group and Partnership Forum);
- Health and Social Care Facilitator role brokering partnerships;
- Facilitating consultation events with providers;
- Submitting responses to consultation on particular elements of the Act;
- Regular communication with third sector organisations re: mapping services (supporting the Information Advice and Assistance element of the Act);
- Updating third sector networks and forums on the legislation and opportunities for third sector involvement;
- Promoting development of social enterprises or other third sector structures through Core Development Teams;
- Training Community Health Champions;
- Delivery of EPP Programme.

Caerphilly County Borough and partners including GAVO are leading the way on developing a Dementia Friendly Community, with piloting a new approach to supporting people living with dementia and their carers. Caerphilly Borough has recently been awarded the 'working towards a dementia friendly community 2015/16' by the Alzheimer's Society and an action plan will develop the initiative across the borough. GAVO is a member of the steering group taking this forward and producing an action plan for Caerphilly. The Health and Social Care Facilitator was also invited to a panel discussion on Dementia at the National Assembly in Cardiff providing an opportunity to share best practice from Caerphilly Borough in relation to the development of the Dementia Friendly Communities Initiative.

### **Sunflower Hospital Volunteering Project (Ysbyty Ystrad Fawr)**

Volunteers continue to be referred from the Volunteer Centre but this period has also seen an influx of new volunteers who study health and social care programmes at the local college. There are limited hospital befriending schemes in the area so local students take up the opportunity to volunteer with the Sunflower Project to undertake the experiential volunteering hours required of their curriculum. These have either learned of the project through word of mouth or have been signposted by the college. From April to September, 46 people were interviewed and there were up to 35 active volunteers.

The project has an embedded Parkinson's Awareness volunteering scheme which allows the Aneurin Bevan University Health Board to raise awareness across the wards about the disease. The volunteers promote the aim of ensuring that such patients receive their medication on time.

There is more reliance on the project staff and volunteers assisting the Health Board with distributing and completing patient experience questionnaires. Additionally, project staff have recently received training to support ward staff with a mealtime companion scheme for patients which is scheduled to start shortly. Assistance in these areas alleviates some pressures on ward staff.

Over the last 6 month period, there were 3719 instances of patient befriending with 281 people receiving pampering sessions and 521 involved in group activities.

### **Learning**

GAVO provides a range of training as part of its infrastructure support to the third sector. GAVO is a member of the POVA trainers network with the Workforce Development team and the Safeguarding Boards' Training Group's for both Children and Adults, as well as contributing to the content for delivery. There has been a significant uptake of training in Caerphilly in the quarter (which is often in the case in September). GAVO delivered 23 courses to 199 participants. A range of activities have been planned for Trustees Week 2-6th November across GAVO, including training and events for trustees on good governance, finance and the roles and responsibilities of trustees in Caerphilly county borough.

Two of the Community Voice Projects in CCB have got together, Menter Iaith and RVS Care to Listen, Listen to Care, and have been arranging for children from Welsh language schools to visit care homes to sing and meet the residents. It has proved very successful with Welsh speaking/learning young people getting to talk to residents whose first language may have been Welsh and residents enjoying the opportunity to join in with familiar songs.

### **Safer**

The Regional OPCC Third Sector Development Officer has had a busy second quarter, preparing for a large scale Gwent wide Provider Fair. This event follows on the mapping exercise reported on in the last quarter, to raise awareness of Third Sector service provision across Gwent, of which organisations are delivering services that match the priorities of the Police and Crime Plan. The event planned for Quarter 3 aims to bring together Third Sector

organisations and Commissioners to explore new ways for designing and delivering services effectively across Gwent, under the police and crime priorities. The Development Officer attends meetings of the Safer Caerphilly Delivery group and GAVO and Torfaen Voluntary Alliance (TVA) are members of Safer Gwent meetings.

### **Community Voice Programme Case Study**

GAVO is funded by the Big Lottery to manage the Valley Voices portfolio. The aim is to provide opportunities for Welsh communities to get their voice heard by connecting them with Local and National decision makers. The Valley Voices Portfolio consists of 9 projects and covers Caerphilly and Blaenau Gwent. The following success story is from Draethen, Waterloo & Rudry (DWR) Community Council - 'One Voice for a Safer Community'.

DWR One Voice for a Safer Community – was developed to tackle the road safety issues that impact on the villages of Draethen, Waterloo and Rudry on a daily basis. The villages are situated in the green belt area between Caerphilly, Newport and Cardiff and as a result the country lanes are used as a rat-run for commuters. Community spirit has declined as residents no longer feel safe walking along the country lanes so local people have taken a number of actions to address local issues including meetings with local authority officers, setting up a working group, developing a shared action plan and undertaking surveys. The DWR Working Group undertook the Door to Door Engagement Survey and produced a questionnaire and information leaflet to hand out to every resident they interviewed. The survey aimed to get 150 replies for an effective survey and managed to get 185 replies.

### **Traffic Survey**

On the 4th June from 7.00am until 7.00pm fifty six volunteers participated in a traffic survey that covered ten points around Draethen, Waterloo and Rudry. Up to that date, 95 people had signed up to the project, 53 of whom were members of the DWR Timebank. On the day a further 17 people signed up to the Timebank. The day went without a single hitch. A minibus transported volunteers to the different traffic points. Refreshments were available throughout the day at Rudry Parish Hall or HQ as it affectionately became known.

## **5. CONTACTS**

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