

GAVO Quarter 1 & 2 Report

CAERPHILLY PUBLIC SERVICE BOARD 6/12/16
MARTIN FEATHERSTONE, CHIEF EXECUTIVE OFFICER



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CAERPHILLY PUBLIC SERVICES BOARD – 06/12/2016

SUBJECT: GAVO Quarter 1/2 Report

1. Key data for first & second quarter delivery July – September 2016

Caerphilly	Yearly Target	Qtr 1	Qtr 2
Volunteers Placed	200	161	186
Enquiries good practice in managing volunteers	80	94	100
Website visitors	62000	16019	
Enquiries	2500	3067	3878
Trustee Enquiries	150	71	56
Trustee Events	2	0*	2
Event participants	30	0*	180
Funding advice enquiries	150	82	81
Funding events	2	0*	1
Event participants	30	0*	30
Funding obtained by groups	£100,000	£33,831	£103,100
New orgs/social enterprise developed	10	18	16
Strategic planning groups	20	28	20
Third Sector Networks / forums	4	5	6
Membership	100	74	86

*Trustee and funding events will be held in future quarters including a programme for Trustees week in November.

2. Highlights

GAVO Strategic Plan

Trustees published GAVO's Strategic Plan which sets out five key strategic aims for the organisation as:

1. GAVO will provide strong leadership to voluntary and community organisations and communities to increase their resilience and develop a thriving third sector
2. GAVO will use the principles of co-production to build connectivity, engagement and participation, empowering people and communities
3. GAVO will strengthen third sector voice and influence at a national, regional and local level
4. GAVO will champion volunteering and increase quality opportunities for volunteers.
5. GAVO will continue to operate in a culture of collaboration as a pathway to sustainability

The Plan was officially launched at the Eisteddfod in Abergavenny on 1 August 2016. Copies were available in English and Welsh. GAVO shared an exhibition space with the National Body, WCVA at the Eisteddfod which supported the development of further links and collaboration between the two organisations.

GAVO Website

Work has progressed on the development of a new GAVO website which is accessible and easy to navigate and a platform for publicising the work of other Third Sector Organisations. The feedback from GAVO Staff and Trustees obtained at GAVO's Corporate Training Day held in June 2016 has further informed the development of the GAVO website. The new website was launched at the National Eisteddfod held in Abergavenny from 29 July to 6 Aug 2016 - see www.gavowales.org.uk

GAVO Membership

Since October 2015 when GAVO introduced a new membership offer, 160 third sector organisations from the Caerphilly area have now become GAVO members. In the autumn, GAVO will be undertaking a Membership survey to ascertain the quality of its services delivered and to keep abreast of third sector members' issues across Gwent. Like last year, the Membership Survey will take place at the GAVO AGM and Conference which is scheduled to take place on the 10th November 2016. The Survey will provide an indication of the issues that are presenting challenges and opportunities to the Third Sector.

Caerphilly Forum

The next meeting of the Caerphilly County Borough, Third Sector Area Forum has been arranged for 6th October 2016. The October meeting will be held at the Fleur De Lys Institute and Speakers have been sourced from Caerphilly County Borough Council to provide an update on the Well Being Assessment linked to Well Being of Future Generations Act, GAVO, Umbrella Gwent and the SE Wales Carers Trust. The Caerphilly Forum has been well received and the Forum will continue to be held in a central location in the Borough and on a quarterly basis. The following meeting will be taking place at the end of January 2017.

Caerphilly Children and Young Peoples Forum

This Forum is at a development stage and will be complementary to the Caerphilly Third Sector Forum. This initiative is a response to discussions with representatives of Third Sector Organisations in Caerphilly who see the benefit in strengthening the connectivity and collaboration in the Children and Young Peoples part of the Third Sector in Caerphilly. GAVO has responded pro-actively to this request and a number of pre meetings with key stakeholders are planned for November with a workshop session for interested groups scheduled for the 5th December.

Asset Transfer Workshop

A report has been submitted to Welsh Government, capturing the achievements of the GAVO Community Asset Transfer Pilot. The report is being reviewed by Welsh Government and an announcement is expected shortly, reference the future strategic direction for Community Asset Transfer. The concept of Community Asset Transfer is highlighted in the Programme for Government 2016-21. The pilot was funded until 30 September 2016.

Steps 2 Care Project

GAVO is delivering a new Steps 2 Care Project in Blaenau Gwent and Caerphilly through an ESF funded Active Inclusion Project. The Active Inclusion Fund is operated by the Wales Council for Voluntary Action (WCVA) as an intermediate body for the Wales European Funding Office (WEFO) under Priority 1, Specific Objective 2 of the European Social Fund (ESF): 'to increase the employability of economically inactive and long-term unemployed people, who have complex barriers to employment'. Over 12 months, this project seeks to engage with 90 people in Blaenau Gwent and Caerphilly from non-Communities First areas to develop their confidence, skills and abilities to move closer to or into employment. GAVO will provide

accredited training, work relevant certificates and volunteering opportunities to support those engaged on the project. The project manager is Huw Lewis huw.lewis@gavowales.org.uk who will manage two dedicated Steps 2 Care staff taking up posts on 1 September 2016. Staff will be based at Newtown Community Centre (BG) and Douglas House (Caer). The post that is operational in Caerphilly will be recruited to as soon as possible and the project activity in Caerphilly will be prioritised.

GAVO: Third Sector Support

GAVO's Third Sector Development Manager in Caerphilly continues to work with third sector organisations across the borough on a wide range of topics. From 2017 she will be identifying community venues to run regular outreach sessions to support engagement of Third Sector Groups with this Core role in GAVO and will be issuing 3 month work schedules, highlighting the dates, times and locations.

GAVO AGM and Conference

The GAVO 2016 AGM and conference, scheduled for the 10th November, is themed around 'Leadership for Future Generations' with speakers sourced from the Office of the Future Generations Commissioner and WCVA. The conference, coinciding with Trustees week also includes workshops on a number of topics for trustees of third sector organisations.

3. Strategic working and engagement in policy

Representation of third sector interests at strategic partnerships include Caerphilly PSB, Leads Group and Delivery Group, RDP LAG, Armed Forces Forum, 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 three 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).

Third Sector Shape Your Future events

Third Sector Support Wales is a network made up of WCVA and the 19 County Voluntary Councils (including GAVO) across Wales. Third Sector Support Wales' joint strategic review is underway to help create a new common vision and set of priorities for our work over the coming 5 years.

A key challenge facing third sector groups is to build our resilience and to make ourselves fit for the future. WCVA hosted a futures exercise that's designed to help address questions including:

- What will drive the changes that matter most to the third sector in Wales?
- What future do we want, or want to avoid and why is this important to our work today?

The futures exercise was designed to help organisations:

- Prepare for the Wellbeing of Future Generations Act
- Learn more about tools and techniques to support long term thinking
- Plan ahead in the face of greater uncertainty and complexity
- Understand the drivers of change that are likely to impact on their work

- Actively shape a positive future for individual groups and the third sector overall
- Rethink current activity, based on a better understanding of the future

WCVA organised two workshop sessions which sought to:

- Identify the key drivers for change for the third sector in Wales over the coming 10 years
- Explore potential futures and what we can all do to shape a positive future

WCVA also ran a series of online polls through mid-June to mid-July which will support and feed into the two futures events.

Outcomes of these exercises and the Third Sector Support Wales Strategic Review will be fed back to PSB members.

Public Services Board Support

GAVO's Community Planning Co-ordinator provides support to CCBC's Policy Unit and the PSB. During the Quarter 2 reporting period, there has been increased activity surrounding the Wellbeing of Future Generations (Wales) Act including a series of public engagement events.

The officer provides administrative support to the PSB which held its first meeting in June, and was addressed by the Future Generations Commissioner at its second meeting in September. The officer supports the delivery mechanisms through the leads and delivery group and future generations planning group working within the Corporate Policy unit. Much of the focus this quarter has been on the wellbeing assessment for the FG Act and the development of and support for citizen and community engagement opportunities throughout the Summer. The officer has also been involved in the planning and organisation of the Standing Conference taking place on 14th October 2017.

5. 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

Caerphilly Development:

The level of general enquiries remains high and continue to be varied and complex. 427 enquiries were dealt with from April to September from 35 groups and organisations including 16 new projects/groups. Funding applications were submitted amounting to £563,874 and groups were successful in obtaining a total of £103,100.

All four One Beat Roadshows were completed in April and the evaluation is now complete. This has resulted in the future format to comprise of two per year in March and June. They will be held in venues in the east and west of the borough.

The new Caerphilly County Borough wide forum will take place four times a year and attendees will decide the topics they wish to discuss and the particular format of the day. The next one will be held in October 2016.

The Sunflower Project application to Lottery for expansion and succession was submitted in July and the outcome should be known by December. The end of project external evaluation

has been commissioned and will be completed by November. The need for the project has been recognised by all stakeholders and further applications for elements of the project are being developed. The teams continue to meet their targets. Requests and suggestions have been made by various health board departments and project staff for the progression of the service which are being developed. The team attended the ABuHB Volunteer Recognition Event on 9th June and the project was runner up in one of the categories. Allison and Donna attended a course and are now Dementia Champions.

The first of the Caerphilly borough wide forums was held on 13th May at the Ebenezer Church, Pengam. It was well attended and presentations and workshops on the Well Being of Future Generations Act were part of the event. These events will be held quarterly the second one being held in October in Fleur de Lys Institute.

The merger of Caerphilly and Blaenau Gwent Care and Repairs is progressing well although quite slowly due to the complexity of the pension issues. The staff structure has been agreed depending on funding levels and the new organisation should be registered by the end of the financial year. It has been very time consuming but a good learning experience for possible future organisational mergers.

Attended the GAVO/TVA Volunteer Network on 8th June at Pontypool Leisure Centre.

Attended the PSB Delivery Group and the RDP Partnership on behalf of the voluntary sector and GAVO.

Third Sector Development Officer visited Citizen Advice Bureau in Bargoed with the Investors in Volunteers Assessor to discuss the renewal of their Investors In Volunteering award which has now been achieved. A number of other organisations are currently being supported to work towards IIV.

Capacity continues to remain an issue as enquires remain high and more complex. Many groups are taking the option of registering as a Charitable Incorporated Organisation (CIO) as their level of income is not considered and they can register immediately after signing their governing document but this can be very time consuming. Organisations' committees in the borough are not engaging in training or funding surgeries in any number, possibly due to the high level of meetings they have been asked to attend.

Many organisations are experiencing difficulties with appointing trustees possibly due to the fear of the level of commitment and the responsibilities involved.

Active and Involved Citizens

Community Voice Projects:

GAVO is funded by the Big Lottery to manage the Valley Voices Portfolio. The Portfolio consists of 9 projects and covers Blaenau Gwent and **Caerphilly**. The aim is to provide opportunities for Welsh communities to get their voice heard by connecting them with local and national decision makers.

Valley Voices projects continue to work with service users to inform and empower them to speak out about the services they receive.

Case Study:

See it My Way at Caerphilly Library

Sight Cymru's project works to support people with visual impairment have their voice heard in relation to the services they receive. There was a recent issue in Caerphilly Library which presented a barrier to sight impaired people accessing this service.

"If it hadn't been for the See it My Way project I wouldn't have known who to speak to, nor would I have been able to meet with library officers. I am really happy with the outcome, more than grateful, and have had no trouble renewing my talking books since. It has been brilliant." Sight Impaired beneficiary

GAVO
is

continuing to work as a partner in the 'Caerphilly You Want' future generations engagement initiative, led by Caerphilly Borough Council. The current focus of the group is to support the consultation of citizens in order develop the new well-being assessment.

Valley Voices Portfolio – Draethen, Waterloo & Rudry Community Rural Road Safety Project. This project aims to bring the three villages of Draethen, Waterloo and Rudry together with one voice to tackle the rural road safety problems and in so doing rekindle community spirit.

The project members worked with statutory agencies on the road safety concerns, which included a 20 mph limit around Rudry School. In the spirit of true partnership, a joint action plan was agreed with the Leader and Deputy Leader of Caerphilly Council, Highways Cabinet Member and Officers, Gwent Police and Staff and Pupils of Rhydri Primary School.



Thanks to the joint effort and collective working the 20 mph limit around Rudry School has been agreed.

Volunteering

135 young people made an enquiry for volunteering and 81 young people were interviewed. A total of 36 individuals were placed, together with 30 of those registering on the Millennium Volunteering Programme.

School presentations have been carried out at Blackwood Comprehensive School, Rhymney Comprehensive School, Ysgol Cwm Rhymni and Cross Keys College.

o Voice Projects:

Officer attended a Freshers Fayre at Cross Keys College. Meetings have taken place with teachers supporting potential NEETS at Heolddu Comprehensive School, Oakdale School, Rhymney Comprehensive and Ysgol Cwm Rhymni. The officer is in the process of securing volunteering opportunities for the students at these schools.

The Officer continues to regularly attend the Youth Progression and Engagement Panel meetings, hosted by the CCBC. This has proven to be a fruitful partnership with the local authority, training and employment support organisations, Careers Wales, local youth workers in schools and colleges and other voluntary organisations providing youth support.

Together with the Caerphilly Volunteering Team the Youth Volunteering Officer has been visiting the organisations based in Caerphilly borough, we have been aware of the number of organisations not registered on the GAVO Membership list so we have been able to provide them with information and signpost them to the GAVO Web Site and/or Admin Team for inclusion so increasing the GAVO Membership. This is now taking place at organisations based outside our borough, but who provide their services within the borough.

Attendance at the National Eisteddfod helping to man the GAVO stand, enabled the team to make good contacts with other organisations – especially the Circuit of Wales who will be happy to work together with regards volunteers for the venue.

Attended Fresher's Fayre in Learning Zone to promote volunteering with students

Caerphilly Over 25's Volunteering Officer:

In the first two quarters of 2016 Caerphilly Volunteer Centre continued to register individuals who wished to engage in volunteering. To date 266 of these individuals have been placed into volunteering. In addition 45 individuals from Q4 2015-16 have now also engaged in volunteering. This is a marked increase in 2015-16. This increase is the second year in a row that the number of individuals placed into volunteering has increased across the Borough.

The Volunteer Recognition scheme continues to be a success. In line with the under 25's age group, volunteers register for recognition of their hours, with certificates being awarded for 50, 100, 200 and 1000 hours. In this reporting year to date, eighteen 50 hour certificates, twelve 100 hour certificates and three 200 hour certificates have been awarded. A number of volunteers are well on their way to 1000 hour certificates.

The policy of engagement and working with Organisations providing opportunities across the Caerphilly Borough continues to be supported and implemented. It was agreed within the team that those organisations actually based within the Borough would be visited first, rolling the programme out to those outside at a later date. Of the 107 registered organisations based within the Borough 95 of them have been visited in the last four months.

- Caerphilly Highlights:

Over 25's Volunteering:

This engagement programme has further enhanced the working relationships between GAVO and the organisations and also raised the visibility across the Borough of the Volunteering Centre and GAVO as a whole.

The third Gwent Wide Third Sector Networking meeting was held on 8th June 2016. Again this meeting was very well attended with in the region on 80-90 separate organisations being represented from across the whole of Gwent. This forum is increasing in reputation and it is envisaged that it will continue to grow. The forum enables organisations of all sizes to come together and share information on improving the volunteering experience for all involved.

The use of technology continues to increase. Electronic systems are utilized to capture data from all aspects of the Caerphilly Volunteering Centre and the use of paper has been reduced by approximately 95%, being virtually paper free. Included in this is the use of Social Media to promote not only GAVO but also assisting our partner organisations in promoting events and recruiting volunteers for specific projects.

The number of referrals made from the JCP's has continued to decline. However, those that are referred, tend to be more likely to engage in volunteering. This reduction in referrals is possibly linked to the drop in the unemployed and also the changes in reporting structures within DWP.

Closer working has been made with the DWP 10000 project. This project offers the services of DWP staff to assist in group activities. Several projects have been supported or are due to be supported in the coming months. An example of the impact that this liaison has had is in respect of the Taraggan Project, a community allotment scheme in Bargoed. The project secured funding to expand the site by 100%. With the assistance of DWP staff the deadline for the official opening of the developed site has been achieved.

An example of best practice:

A meeting was recently held at Hafod Deg, Rhymney involving representatives from Caerphilly County Borough Council, Department for Work and Pensions, Communities First Upper Rhymney Valley, Growing Spaces and the Volunteering Centre. The discussions were in respect of the Growing Spaces Project.

The Project supports individuals with mild or moderate mental health issues with a view to the individual regaining their confidence and ultimately gaining employment. At present the participants have no structures in place for them to move on once they are ready. This discussion group developed a simple plan that will result in referral to the likes of Department for Work and Pensions for work experience or Volunteering for new challenges at the appropriate stage of the individual's development.

- Caerphilly Highlights:

Over 25's Volunteering:

Growing Spaces are also developing new projects in other areas in the borough, where these new principles will be adopted. Ultimately the objective is to improve employability and reduce the impact of mental health issues across the communities.

GAVO Communities First Activity

Caerphilly Communities First:

Mid Valleys West:

CF and CAB team-building session: we led a very positive session with our delivery partners in the Citizens' Advice Bureau alongside Mid Valleys East officers. The afternoon comprised of a number of presentations of each of the projects we offer followed by an overview of CAB services and support. There was widespread agreement that we are largely working with the same client base under the same principles and so our cross-referral rate has the potential to be high. The afternoon was considered a great success by all that attended and we will look to hold similar such sessions with other delivery partners e.g. Flying Start.

St Gwladys' Church Hall Volunteer Evening: we were delighted to be invited to represent GAVO and Communities First at the Volunteer Evening held on 6 June. This was a fantastic opportunity to engage with local residents as well as showcasing GAVO's Volunteer Recognition scheme. Ross was compere for the evening.

Men's Sheds: this is a project that we hope will be a great success in the coming months. An initial opening event was held at Aberbargoed Grasslands Centre to gauge interest in officially setting up a Men's Shed group (the first in Caerphilly County). We will look to work closely with those who have expressed an interest in a variety of activities with a view to providing them with a governance framework and on-going support.

CATWG: we have begun delivering our first CATWG project of the new financial year at Tir y Berth Village Hall with the eager participation of the local Parent Network group. This particular project will focus on horticulture and will provide the Hall with a number of external hanging baskets. There are small areas of the car park that will also be improved with children's play equipment made from recycled tyres.

Parent Network (PETRA) book-writing: we continue with our strong relationship with PETRA, and are currently working on two books. At TARAGGAN, families have linked closely with the Committee to base a book on a hedgehog with the subliminal message focusing on environmental sustainability and encouraging an interesting in the

- Caerphilly Highlights:

CF Activity

allotments. We secured £2K from internal regeneration budgets to fund the publishing and printing costs. At Tir y Berth Primary School, members of staff and stakeholders undertook training in gender identity to help underpin the ethos of their book – equality. The first couple of sessions with families were well attended and well-received.

Gilfach Fargoed Community Centre: the Technical Assistance grant that was awarded has been carried through by external contractors, with a specification for the kitchen now drawn up, ready to go out to tender. We are hopeful of a refit in the coming quarter and are in the process of building a relationship with the Authority's WHQS contractor, with a view to enlisting their support via their 'community benefit' packages and possibly providing significant assistance in the refit as a good will gesture.

Communities First Caerphilly Basin:

Lansbury Matters: we have continued in supporting Lansbury Matters in delivering their projects and helping them to identify funding and training.

Parent Network: We are working in partnership with the Parent Network we supported St James Parent Network with the book launch (Dream Upon A Rainbow) which took place on Saturday 11th June at Caerphilly Library, this was very well attended. We have also supported the groups in credited training.

GDAS: Drug and Alcohol Support are now doing a drop in session on a weekly basis in the Communities First office.

Gwent Police: Gwent Police have continued to carry out their monthly surgery within the Communities First Office. We have been working in partnership with the PCSO's to promote their surgeries.

Families and School Together (FAST) Cwm Ifor Primary School FASTWORKS is still continuing to meet up on a monthly basis to carry out activities with families within their local school. In May the group organised the Dinosaur Educational workshop, this gave the children the opportunity to meet Ronnie the Dinosaur and learn all about his background. In 2015 they did a taster session in Roller Skating, Two members of the group are keen to set this up as a social enterprise project, to run regular roller skating sessions across the borough, discussions are currently taking place on how to move this project forward.

Cwm Ifor Primary School PTA: We have continued to support the PTA in helping out with their events and helping them to identify training.

Us Girls Project: This project is a sports charity offering sports and volunteering opportunities to young people in disadvantaged communities, with the support from Communities First the Us Girls will be running weekly session in Plas Y Felin Primary School. We have identified two volunteers from Lansbury Park who will help out with these sessions. The Van Centre in Lansbury Park also hold a weekly session that is well attended

Little Stars: Little Stars is a physical activity group that takes place in St James School on a weekly basis, aged 5-10yrs. Up to 20 to 30 children attend on a regular basis. Two volunteers from Lansbury Park deliver these sessions, we are working closely with the volunteers ensuring that they receive training and have the relevant paper work in place such as policies and procedures,

St James Primary School / St Martins School: A successful planning day took place in St Martins School. The planning day was all about family learning we are going to be providing family learning opportunities to year 6 and year 7s.

Communities First Mid Valleys East:

Together project : This project was originally due to start last Thursday 9th June with families from Britannia however due to a lack of families and our largest family drop out we have decided to pull this project from running in this area and source additional families from a new area which will now start on June 23. This project is based loosely around a FAST model but will take place in our horticultural site in Pontllanfraith and will address family skills and confidence.

Family history project : This project is due to start Wednesday 15th June at Markham primary school linking with the centenary project in a build up to the launch of their website as a route into engagement with local families .

Waunfawr park mini play day: Plans are underway for the mini play day at Waunfawr park in partnership with a number of organisations, at this point we are looking at providing a range of activities at the event such as den building, giant jenga, water tubes and health based activities .

Adult Education project : Adult education project is progressing well with Q1 targets being met, accreditation ranges from OCN in horticulture through to food hygiene and first aid. As well as the accredited courses we are currently offering child protection and POVA as a recommended course that participants attend.

Argoed Baptist Church : Official acceptance letter from CFAP has now been signed with in excess of £500,000 of grant funding being awarded for Phase 3 of the building project and also the night shelter project. The works should start in August and last for 8 months.

Group support : Support continues for a number of community groups in the cluster with support ranging from governance advice through to funding and development of larger projects. We have been involved with Panside PART and the P.T.A. to support the delivery of their activities and allow us further engagement opportunities.

Communities First Upper Rhymney Valley:

Broadening Horizons: For our third Broadening Horizons project we had 4 participants from Phillipstown and one volunteer (who had previously been a participant). The project had good outcomes- all participants noticed an improvement in their positivity and mental wellbeing, all commented on how the experience had improved their confidence, and 2 participants have now taken regular local volunteering opportunities. We also carried out our first community asset mapping exercise with the group (see attached case study). The Fourth Broadening Horizons project commenced in June with 4 participants from Rhymney and Pontlottyn. 2 of the participants are male. Discussions have taken place with Abertysswg Flying Start to possibly roll out Broadening Horizons within their setting in September.

New Streetgames in Phillipstown: After a group of community members approached us about setting up a new activity for children we were able to connect them with the Streetgames team. We had several positive discussions and were able to arrange Safeguarding Training for 10 volunteers. 2 very successful taster sessions were advertised and run with over 40 local children attending. Streetgames now runs every Friday from the community centre with a pool

of volunteers. We are working with the Community Centre Committee to put in for a Community Chest grant for some new sports equipment.

Walking Group: We now have 2 successful walking groups running from Rhymney and New Tredegar once a week. The walks are used as a way of engaging with community members and helping signpost/refer them onto new services or organisations as a result of relationship and conversation. Positive outcomes include: a new foodbank volunteer, a new Broadening Horizons participant, a referral onto the physical activity officer, and a meeting with a walking group member and RDP to discuss a potential new business idea.

Fochriw Allotment Project: After an initial setback on this project because of the site being vandalised, we are now working in partnership with Groundwork for a 6 week family gardening project. One of the parents has taken the initiative to organise a community collection for plants for the school playground, and after discussion with her and the headteacher, she has taken on the role of volunteer project assistant. After the initial 6 week planting project we will work with her to gather a local group of parents to keep the maintenance of the garden going and continue the project.

The 'Making Space' Project: We are giving heavy support to St Dingats 'Making Space' Project in way of Community Engagement advice and Grant Support. The project has raised funds already of over £500,000. Continuing support given in way of grants research and supporting the team.

Things not working so well:

Welsh language translation (All clusters): this has been a considerable barrier of late, as each piece of marketing for Communities First requires full translation. There has been a back-log internally in the local authority, although this is improving.

Brunch Club URV: although there have been some good referrals made from Brunch Club (eg employment, mental health team, green doctor, health officer etc) we are finding that it is the same 10-15 people who come each week, and some are just coming for their brunch!

Therefore we are in discussion with our mental health officer about making a new connection and putting on a new service joining Brunch club in regards to the poor mental health in Phillipstown.

Case Study Natasha Evans:

Natasha is 33 years of age and has two children, she lives in the Lansbury Park area of Caerphilly. When Natasha had her children she came out of employment, to look after her children full time. About 12 months ago, Natasha joined a local community group and was volunteering with helping to organise community events with the support of Communities First. When the Communities First development officers first met Natasha, Communities First discussed with her what they could do to help her, to further her opportunities in work experience. In 2015 an Us Girls project started in Lansbury Park, this project encourages the participation of young women to take part in sports activities. Natasha showed a great interest in volunteering within this project, she started working alongside the facilitator and helped to organise the weekly sessions by booking rooms, taking registers and facilitating sessions. While Natasha was volunteering, Communities First identified training for her in Child Protection Level 1, First Aid level 2, Committee Skills and Dance Leadership level 1. Since this training has been completed, Natasha has decided to develop her own group called little stars, which is for children between the age of 6 to 11 and can be used as part of a stepping stone to be referred onto Us Girls if they so wish. She delivers two sessions a week in St James Primary School, where 20 to 30 children attend and take part in physical activity sessions. Natasha is continuing to receive support from Communities First Development workers and will soon be going on a Sports Development training programme in level 2, which will broaden her teaching skills.

Feedback from Natasha:

"I would just like to say a massive thank you to Communities First as they have funded all of my training and helped me with childcare. Without their support and encouragement I would

have not got this far in the last 12 months. This has given me all my confidence back and given me the encouragement to continue to create a portfolio on my development and achievements. This will allow me to continue to look for employment. I would very much like to pursue a career working with young people, this is an area of work which I have so much passion for”.

*‘Community Asset Mapping’ Exercise- A Case Study
By URV Community Development Team*

The aim of the session was to support a group of community members to identify a community event that would have a positive impact on their local community, Phillipstown, by exploring the current views of Phillipstown residents.

The session was an exciting departure from typical community engagement practice; instead of a professional consultation, we supported the Broadening Horizons participants to run a mini consultation exercise themselves.

The thinking being that, even in this short exercise, local residents would bring a higher degree of trust when encountering their own peers, opening- up more readily about the realities of life in the community and identifying assets to be protected and concerns to be tackled. When local residents have the role of the engagement workers it also gives an inspiring example of the community’s ability to discover its own assets.

The session initially started by us explaining to the group that next week they would be in charge of running a small community event/project that would benefit their local community in some way.

Part One - Community Mapping Exercise

As all the participants were residents of Phillipstown we decided to focus on their area. After printing a large OS map of the area we asked the participants to write their name on their home- this gave them a frame of reference. We then used 3 different colour post it notes:

Green - on these we asked the group to write positive things about Phillipstown- its assets and strengths- and put them on the map. This could be buildings, organisations, provisions or community groups. We also discussed how people themselves are assets- for example, someone who is a good community organiser, someone who can fix cars, a next door neighbour who is particularly good gardener. After giving a few examples we let the group write their positives down- here are a few of many they came up with : Sports Day, Volunteers at the Community House, great teachers at the school, someone who is handy for odds and ends, someone who is good at organising trips and holidays, Santa rounds, street parties, positive memories, a local MP.

Pink- on pink post-its we asked them to write down things that worried or concerned them about their community. This could be a lack of services, buildings in disrepair, rubbish, noisy neighbours or anti-social behaviour. Interestingly these are a few things they came up with: road needs streetlights, nothing for men, lack of children’s activities, old people moaning, school needs brightening up, fish shop has closed down, no fresh fruit or veg available, the shops are too expensive, community conflict between different families and streets.

Yellow- finally on these we asked them to write ideas for positive change in Phillipstown. This could be celebrating the positives and focusing on assets or strengths, or it could relate to the pink post it notes, about having a positive change on something that worries them. They came

up with several ideas- here are some: revamp the community centre, get a fruit and veg van, new children's activities, craft clubs, phone box, village sports teams, village café.

The group all really engaged with this exercise- proving that people do care about their own area and like giving their opinion when asked! By starting with the positives it meant that the group enjoyed sharing what they like about their community, but also gave space to voice their concerns. By ending with the ideas for positive change, this encouraged positive discussions over do-able and realistic things that they realised people in the community (like themselves) could do to improve the area.

Part Two - Gathering other opinions

We then discussed as a group how the opinions from part one were their own opinions and how other people in Phillipstown might have different opinions. The group decided it would be important to ask other people in Phillipstown these 3 simply questions:

- 1) What do you love most about Phillipstown?
- 2) What concerns you most about Phillipstown?
- 3) Do you have any ideas for positive change?

We split the group into 2 teams and gave them 45 minutes to talk to as many people as possible. All participants fully engaged in the activity and were very keen to get out and gather peoples opinion. They didn't need encouraging at all! One of the quieter group members decided that she would immediately put up a Facebook post asking people for their opinion. Others in the group who had seemed a little shy, ran straight off to the post office and Flying Start buildings, stopping community members with enthusiasm and asking questions. The positivity and keenness for the exercise was infectious and all of the participants engaged fully in the exercise and between the 4 of them in 45 minutes gathered the views of over 60 people!!

Part Three - Discussion

After all the running around we gathered back together and sat down to discuss the exercise and how the participants had found it- the feedback was that they really enjoyed it! Each of the participants collated the responses and had the role of writing them out again on big bits of paper. They then all fed back to the group on the responses they got from community members and how those responses compared to their own. This was a big moment as two of the group members did not like speaking in front of the group, but with this task they both grew in confidence in feeding back the responses.

Part Four - Planning and Organising a Community Event

We then reminded the group that the sessions next week have been put aside for them to run a community event/project of their choosing. As facilitators we tried to step back as much as possible and just see how the conversation developed. Initially there were lots of ideas- suggestions from the community for change, positives in the community that could be celebrated, or concerns that could start to be tackled. They then narrowed them down to things they could realistically achieve in a couple of days, and events that they would enjoy running themselves. From their own opinions and the opinions gathered from the community the group came up with 3 options of events that would have a positive impact on their community. For this they encompassed not only their opinions but also those gathered from the community,

taking into account what different people thought. The options were: putting on a healthy day with some healthy cooking and organising for a local fruit and veg van to come up; putting on a craft day for both older and younger people to bring people together; running a pilot for a messy playgroup. They decided to go for option 2- running a craft day. This is because many people in the community had commented on the lack of activities for younger children during the day, and also the concerning tensions between older and younger people in the community. They therefore decided to try and put on a craft event for children and for adults- with activities for both- to try and encourage the community to come together and create something positive.

We then supported them to plan the day, what they would need, who would be involved and what would need doing. The participants divided up the roles, booked out a community venue, decided what craft activities would need buying, designed a poster and distributed it throughout the area.

Part Five- Reflections

As a Community Development Team this was a really interesting exercise to pilot with the Broadening Horizons participants. We were all hugely encouraged at how all the participants fully engaged with positivity and enthusiasm. Also for those who were quieter and withdrawn, a project focusing on their local community gave them increased confidence at interviewing community members and feeding back to the group.

It helped cement the fact that the best and most effective consultation work in the community is conducted by the community members themselves. As Community Development Officers I doubt we could get 60 honest answers from community members in under an hour! This comes with the trust of being a peer, and we saw this in this exercise. It also reinforced the point that the communities are the experts themselves- they are the ones that know their community best and are the best ones to implement positive community development. As a team it was difficult at times to step back and let the participants lead the project and event, and we recognised the importance of the facilitative/trainer role.

As usual for a Broadening Horizons session we took positivity and wellbeing scores at the start and end of the sessions, and witness an increase in the participants' average wellbeing. All of the participants fed back that they enjoyed the exercise, felt more empowered and that their aspirations were raised. Through opening up conversation about assets that already exist in their community and realistic changes that could be made they all felt more optimistic, and confident enough to plan a community event which would impact their local community in a positive way.

Healthier

Engaged 3rd Sector organisations with the CCBC consultation process on implementing the Future Generations and Wellbeing Wales Act, including local workshops and promoting the use of an online survey. Briefings on the Act provided to organisations participating in the Caerphilly Health and Social Care Alliance Network.

Working in partnership with the local authority, Health Board and 3rd sector organisations to make Caerphilly Borough a Dementia Friendly Borough examples: arranging an opportunity for Alzheimers Society to promote being Dementia aware at a parents events at Derwendeg Primary School Hengoed; working with the Museum Wales and Cardiff University researchers to engage people with Dementia and their Carers with an initiative to make the Oakdale

Institute (moved to St Fagans) a dementia friendly environment. A visit is planned before the Christmas period.

Collaborating with the ABUHB lead to plan and deliver the Bevan Commission's Bevan Advocates initiative .

Sunflower project

Sunflower Project (Ysbyty Ystrad Fawr) Quarterly Report, July to September 2016

General Information

From July to September, 9 people were interviewed for volunteering opportunities and there were up to 25 active volunteers. For the same period, there were 1835 instances of patient befriending with 139 receiving pampering and 446 involved in activities.

Some former volunteers have been undertaking placements for their University nursing courses on the wards at Ysbyty Ystrad Fawr.

What is going well

The mobile hairdresser visits the hospital twice a week and the service is proving very popular. As well as assisting with a weekly physiotherapy class with patients, project staff and volunteers have undertaken Communication (Speech Therapy) training and are signposted to patients to help them communicate.

The project team has negotiated more free performances from Music in Hospitals. The project was runner up for the 'Enhancing Patient Experience' category at the ABUHB Volunteering Recognition Awards.

There was a re-launch of the Parkinson's Awareness scheme after having revised and simplified the procedure with the Parkinson's Nurse – the new process now only involves patients on the Elderly Frailty Unit and has involved 18 patients.

Project staff undertook Dementia Champions training and have consequently delivered Dementia Friends training to 13 volunteers.

What is not going so well

None of the current volunteers have the capacity to assist with mealtime support so this is being undertaken by project staff each week.

There has been a lull in volunteer recruitment over the summer months, which is anticipated to improve in the autumn.

There have been some issues with volunteer retention and commitment but measures have been put in place to improve these.

Learning

GAVO's training programme for the Spring/Summer period was produced and distributed for circulation in February.

This period, GAVO delivered 10 courses to 93 learners. The target for the 2016/17 period is 20 courses and 200 learners. Forecast for the delivery to meet targets is likely to be more for the year end. Planned training across the county has received interest from community groups and organisations within the area. The relationship with the CF teams in Caerphilly is really good with much interest in the delivery of training for the July to August period. We were targeted with delivering a mixture of accredited and non-accredited training. Of the training mentioned above, there were 3 x accredited courses with 34 participants attending.

These courses have included CIEH paediatric first aid Level 3 and 2 EPP Agored registered courses. Other courses delivered in Caerphilly have included committee skills, several Child Protection Awareness courses, basic first aid and POVA Awareness. This success is due to the close working arrangements with the development team in GAVO and that the training officers attend network events and forums within the Caerphilly County area. The team also attend on a regular basis the Education & Training Forum which involves other agencies and organisations across the training sector and are now involved in the ESF Strategic Steering Group.

GAVO's Training Team attend the POVA Trainers Network event that has been developed by the Caerphilly Workforce Development Officers. Both members of the Training Team are PQASSO Mentors and have attended a follow up trainers meeting in North Wales to work through some of the issues faced with the allocated groups during the training days with these groups.

The training team represent GAVO at the Social Services Training network events and are members of the SEWCSB and GWASB training sub-groups. All training content for delivery has recently been reviewed and both DH and JB are had input to ensure that the training content is also relevant to Third Sector organisations. Recently, the team have met with other training providers with the purpose of joint and collaborative work in readiness for future tenders. It is hoped that the team will be successful in bids for work and that they will then take the lead and sub-contract work out as and when the need arises.

Play Team 0-3's

Caerphilly Play Team:

Play Delivery Officer posts are undertaking an ILM level 5 in leadership and management which is enhancing their practices within the Creative Play team and throughout the GAVO organisation offering standardised middle management.

Within this first quarter three volunteers have been through the induction process to volunteer within the Pop in and Play groups and are due to start once their references and DBS checks are in place.

Staff within Creative Play completed a speech and language course over an 8 week period which has had a huge impact on their work practices. They have applied their learning into their communication with children in their settings and have advised parents and even used their new skills and confidence to make referrals where needed for additional support.

What has not worked so well:

Some of the Pop in and Play group numbers have decreased over the past few months for a number of reasons. Some of the communities who are hard to engage have been a challenge and at one point no one was attending. Staff have been given mini projects within their role to increase the capacity and participation in particular community areas. Their roles will be to ensure we are offering our services in the right place and time, what other services are available in the area and to contact parents directly to break down barriers and build up trust. We have already seen a rise in numbers at some of the setting and will be acting on the research results from staff by Oct 2016.

In all of the groups we have noticed that the children's speech and language has developed since the introduction of a Tap Tap box while singing. A lot of the parents have also commented that they have made a Tap Tap box at home for their child because they love it so much. This shows the impact of the group for children at home.

Comments from parents:-

"C loves coming to group, it is developing her social skills"

"O is very sociable in PIAP but not when she is in other places. She loves coming to the group"

"P is loving the group and so am I, we both love the interaction"

"We have made our own tap tap box at home because they kept saying tap tap on table at home"

"We now sing the hello song to the whole family when we are together"

Case Studies

- M has been attending the group for about a year and a half. We have noticed such a difference in him recently. He would be so clingy, shy and would cry if anyone new would talk to him. Now he is a very confident little boy. He talks and plays with everyone and even tells jokes to the staff. We have witnessed a big change in his personality and speech and language skills.
- In our barged group we have been keeping an eye on a particular child who is very quiet and we feel has a bit of speech delay. After learning the owling technique in our recent learning language and loving it training, we have been implementing this with the child and have seen a difference in her responding to us. She is now at the stage where she will respond and follow instruction and we feel happy with her progress.
- In our Pontllynn group we have been speaking to parents about our learning from our training in learning, language and loving. From our discussions, two parents have approached us with concerns about their child's speech which we are referring to the speech and language team.

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Senior Play Officer and Teams:

Adventure Play team delivered 62 sessions to 640 individual children. The Inclusive Play team received 7 referrals and have worked with 45 individuals (family members). Each family/referral has received a home visit to determine whether our service is appropriate to meet their needs before support can begin. The team have provided 188 support sessions for disabled children throughout the quarter.

Twenty additional play sessions were delivered during the summer holidays for the Lower Sirhowy Partnership. This was a combined effort between the Holiday Scheme Co-ordinator, Senior Play Office and playworkers. During the five week period, 167 registered with the playscheme.

Play Team:

- This years, National Play day proved to be a great success despite the wet weather. Over 3000 children and families attended and took part in the many activities on offer from over 30 partners and organisations from around Caerphilly Borough.
- This year we held 4 new play in the parks summers sessions throughout Caerphilly leading up to our National Play Day event. These were run in partnership with the 4 poverty programmes Flying Start, Communities first, Families First and Supporting People these were a great success and saw over 500 parents and children engage in these sessions
- We have 8 Volunteers currently volunteering within our pop in and play sessions.



Concerns:

The team were hoping to re tender for both the families first and flying start aspects of the project. On release of the tenders the Flying Start tender provided an opportunity for Pop in and Play to re-render, unfortunately there were no opportunities with Families First for either Adventure Play or Inclusive Play. Officers are looking for other funding but there is a possibility these projects will finish in March 2017.

Case Study:

A Parent who had recently moved to the area from Russia started to attend our pop in and play group with her 1-year child. She spoke very limited English, was very shy and lacking in confidence and felt very isolated not knowing anyone in the area.

The staff have worked with mum and her child to build a relationship with them, encouraging them to keep coming to the group and take part in the activities. They have translated key phrases that are relevant to the running of the session so that this parent knows what is coming next etc. and feels included within the sessions and have also given mum copies of the nurse rhymes so that she can use them at home with her child.

Over time Mum is now much more confident within the group and has made friends with some others parents from the area who also attend. Her English has improved greatly and she fully participates in the singing, activities and story time. The staff have also seen her using more English within the group when interacting with her child and her child's speech has improved greatly.

Mum often says to the staff how this group has had such an impact on her and her child. She felt very isolated before not leaving the house, having no friends and how it was important to her that she could



speak to her child in English etc. Now she happily goes out into the community feeling much more comfortable. She has also commented that from attending the group she is able to communicate in English to her child singing songs, simple stories etc. and this was something she desperately wanted to be able to do.

Holiday Scheme Co-ordinator

Three family engagement events, one in partnership with Communities First and supported by United Welsh and the Us Girls Project in Lansbury Park with 90 attending and two events with Bargoed Town Council. One was on Gilfach Estate with approx.80 children attending, this was supported by Sport Caerphilly, Gilfach Community Centre and Tarragon. The second was held in Bargoed town centre and was supported by Caerphilly Adventure Group.

Funding allocated from HSC budget to five organisations in order to run activities for children and young people during holiday periods. Funding also allocated to the National Play Day event and support given to the mini play events that were held throughout Caerphilly.

On-going support to local youth and play organisations

Lack of communication and response from Police and Fire Departments.

Due to funding cuts and contracted hours there is a lack of staff who are able to support events. This could have an impact on income generation.

Changes in CSSIW regulations, and qualification criteria, in order to deliver playschemes has prevented some from running this year.

GAVO's Play Development Officer, was made redundant at the end of September. This will have a massive impact on the Play Service as a whole not only because of the wealth of knowledge and expertise that Rachel had, but also because of the quality training she delivered. This will also have implications on any income generation plans for the future.

6. Contacts

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