



# GAVO THIRD SECTOR REPORT

Quarter 3 October – December 2016

*“For Communities, With Communities”*

Martin Featherstone  
Chief Executive Officer

## Introduction

This report forms part of the reporting process for the work of GAVO in Caerphilly County Borough. It should be read in conjunction with:

- Quarterly Key Performance Indicators
- Six monthly Delivery Plan Report to WCVA
- Quarterly Report to the Public Services Board

## Key Performance Indicators Quarter 1, 2 and 3

Caerphilly	Yearly Target	QTR 1	QTR 2	QTR 3	QTR 4	ANNUAL TOTAL
Volunteers Placed	200	161	186	304		651
Enquiries good practice in managing volunteers	80	94	100	149		343
Website visitors	62000	16019				16019
Enquiries	2500	3067	3878	3895		10840
Trustee Enquiries	150	71	56	58		185
Trustee Events	2	0	2	2		4
Event participants	30	0	180	7		187
Funding advice enquiries	150	82	81	63		226
Funding events	2	0	1	1		2
Event participants	30	0	30	30		60
Funding obtained by groups	£100,000	£33,831	£103,100	£214,541		£351,472
New orgs/social enterprise developed	10	18	16	18		52
Strategic planning groups	20	28	20	14		62
Third Sector Networks / forums	4	5	6	15		26
Membership	100	74	8	4		86

## Section 5 Service Focus and Service Delivery

GAVO published a new Strategic Plan at the National Eisteddfod on 1<sup>st</sup> August which set out its five strategic aims 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

To support these aims in Caerphilly GAVO has worked under the following themes:

### Facilitate a thriving and sustainable third sector

The Community Development Manager for Caerphilly has dealt with 222 enquiries this quarter varying from funding to detailed governance and committee issues. Funding has been quite successful with a total of £574,850 applied for to various funders and £154,201 being awarded to groups worked with for their projects. There have been a total of 10 new projects /organisations engaged with.

The Caerphilly County Borough wide forum held its second meeting on 8th October at Fleur-de-lys Institute where Martin Featherstone gave a sector update and Paul Cooke (CCBC Senior Policy Officer) gave a presentation on the progress of the Future Generations Act Wellbeing assessment. Other guest speakers included Nick Lewis, Director of Umbrella Cymru and Wayne Morgan, Project Development Manager from Carers Trust South East Wales. All speakers were well received and very interesting. The next forum is planned for 16th February 2017 at Tir-y-berth Community Centre.

A Trustee Surgery was held in each county during Trustee week 7th – 11th November with the Newport event coinciding with the GAVO AGM. The surgeries were supported by staff representing all GAVO areas of work. This was a new approach to supporting Trustees Week and proved quite successful. The Caerphilly event was held in Fleur de Lys Institute.

Following the previous loss of funding for the VOLUME Network it has seen a gradual decline. There has been no opportunity in recent years for groups and organisations dealing with young people, families and carers to meet and discuss and share funding opportunities, issues and best practice. Following requests by the sector, GAVO set up a number of task and finish group meetings and ran a consultation event on 5th December to gauge the level of interest in forming a new network. Participants were asked what they required from a network, discussed a draft terms of reference, the frequency of meetings and who should be invited. There was a high level of interest so an initial meeting will be held in the New Year.

Unfortunately, the Sunflower Project application to Lottery for expansion and succession was unsuccessful. The end of project external evaluation has been completed and the teams continue to meet their targets. Smaller funding applications have been made for various expansion elements of the project but the current project will end in February 2017.

Issues are beginning to arise with CCBC owned community centres in relation to closures and the possibility of Community Asset Transfer. Enquiries are being made from groups who are concerned for the future of the buildings and the maintenance/repairs required. Funding is an issue as the opportunities are fewer and the demand increases. Leases can also be a cause of concern as an extra expense to the groups.

Sadly, funding also still remains an issue for SYDIC as their Stage 1 Lottery application was declined. They were given extensive feedback and the Community Development Manager will be supporting them to work on this in the New Year in an effort to resubmit.

Fleur-de-lys Institute were pleased to be awarded Community Regeneration (£17,444) funding in December to enable them to employ a part time Development Manager to

progress the development of the building and projects. They are waiting for results of the match funding bids.

Darren Valley History Group were thrilled to be awarded £6,515 in December from the Community Regeneration Grant after several attempts from other funders failed. This will enable them to complete a memorial for local community members of Deri who lost their lives in WW1 and WW2. They will also be producing a memorial book about their lives.

In October both Libanus Lifestyles CIC and Newbridge Tabernacle Church were awarded Community Regeneration Grants totalling £54,000. The Newbridge project is now almost complete and we are looking forward to the opening celebrations. The committee of Libanus Lifestyles were excited to be awarded the grant and the phase 1 building work started in December.

The GAVO Caerphilly Communities First Officers continue to work within the CCBC Communities First Team in the four identified clusters in the borough. Their focus is working with people in the communities through the CF programme including supporting work clubs. As a result of their community focus they have provided considerable one to one support on personal issues with referral to other agencies as required, including referral to food banks. This is a particular focus of their front office position in Lansbury Park where officers are working with the Lansbury Park Multi Agency Working Group to support residents and attend multi agency meetings. Officers deal with a wide range of issues from members of that community on a one to one basis and support regular CAB sessions and Gwent Police surgeries. They have seen 70 people at the Lansbury Office this quarter.

GAVO CF officers are also supporting a wide variety of community based activities with all age ranges such as Colour Me Happy Sessions, the recently started Time Banking project in Graig y Rhacca, Eat Play and Learn Project in Markham, Broadening Horizons Courses in Phillipstown Community House for women from the URV, and have partnered with GOFAL to develop drop in sessions in Holly Road, Risca.

Development Officers have continued to work with the Parent Network local forums and provided training in First Aid. They are also supporting the Petra II project to produce another book, this time looking at environment and sustainability.

CF Officers have been working with a number of primary schools across the borough on a variety of projects with parents and children including book launches in Greenhill Primary and Tir y Berth Primary Schools, a number of projects with Derwendeg Primary School including accredited training for parents and supported the development of a PTA for Tyn-y-Wern Primary where they are also planning training for 2017. Markham Heritage Project has included the primary school looking at the heritage of Markham Colliery working with a local art group and the Eden education project has focussed on developing better communication between parents and children.

GAVO CF Officers have supported a number of new projects and groups seeking funding including: Fochriw PTA, Phillipstown PTA, New Tredegar Skittle League, Golden Oldies, White Rose Singers, Fochriw Carnival Committee, New Tredegar Partnership, Trethomas Allotments in a bid for Tesco carrier bag funds, Gilfach Community Centre in their successful Gwirvol bid for £600 to deliver a youth club, and a new Rhymney Carnival Committee set up to run a carnival in 2017. They also sourced local funding for the older members of the Gilfach community to have a Christmas Party. They are supporting a

group in Bargoed to develop a splash pad in the local park and a new social enterprise called Party Wheels which aims to deliver roller skating activities across the borough in partnership with leisure.

Officers are supporting a number of established groups in CF areas including St Clares Sheltered Housing Complex with their luncheon and breakfast clubs, Making Space Project, community craft and meditation activities, Neuadd St Catwg Church Hall committee which has struggled in recent months due to a lack of membership, and Phillipstown Community House with their AGM and recruitment of new committee members, 2 of whom are current Broadening Horizons participants. They have started supporting the youth club and social media for the House. The outreach at Rowan Place, Rhymney with the mental health officer has been slow to develop.

Cluster 'Celebrating Success' evening: plans are well underway for the Mid Valleys West annual celebration called 'The Big Book Bash' which this year will focus on the many and varied books that have been written in the area by adults and children.

Community Training: This quarter the CF team has organised 2 safeguarding training courses with 18 attendees from Ael y Bryn table tennis club, Phillipstown Community House, Rhymney Carnival, Rhymney PTFA and Ael y Bryn Management committee. In addition, a trustee training day was held for the trustees of New Tredegar Partnership and Phillipstown Residents and Community Association. Broadening Horizons participants and current Living Room volunteers attended a course on 'Researching in your Community' with Cardiff University and both completed the course, the assignments and the fieldwork.

In November the CF team helped organise and run a consultation event where people could share memories of their community, discuss what they liked about their community and give ideas for things that would improve it for the future. They have also supported the Building Community Trust Development Officer to host meetings within Phillipstown to raise the profile of programme, and the funding available. To help build on the strengths and talents within the community, and take action to make Phillipstown a better place to live. In addition, 2 engagement events have been held within the local community and breakfast with Santa in early December. All paid for via Invest Local Funding.

The Expert Patient Programme now has tutors working in CF areas and the first course saw a high number complete it. Tutors have attended the 50+ event resulting in additional speaking opportunities.

Uncertainty of Communities First in the future has caused significant concern and, in some respects, has been a barrier to delivery this quarter following the Minister's announcement that WG is minded to 'phase out' the programme. Many participants, community groups and residents in general have expressed concerns about the future of the projects we currently run as well as projects planned for the future. An additional worry, in particular for those groups that run and maintain community venues, is the on-going financial support that Communities First provides in hiring their facilities.

In a number of recent case studies submitted to Welsh Government by Communities First, our work in particular was complimented by participants and community group representatives, as follows:

*“We would have been lost without GAVO’s support and help. Not only has GAVO helped in sourcing funding, but they have helped me with the running and administration of the hall. Without their support I may have given up” – Sue Harper, Tir y Berth Village Hall*

*“Communities First has had a major impact on my life. I am now a lot more confident using a computer, which I use for job searches. I have also really enjoyed the CATWG project, which has given me the opportunity to learn new skills and work in a team” – Trevor Fennell, project participant.*

Third sector providers are engaged with legislative developments via networks, presentations and implementation updates are on the agenda of the Caerphilly Health and Social Care Alliance. Information provided includes updates on the Social Services and Wellbeing Wales Act, Regulation and Inspection Wales Act and the Wellbeing of Future Generation Act.

The third sector providers are able to access training in relation to social care developments through the Social Care Workforce Training forum and the Health and Social Care Coordinator represents the sector on the Joint Workforce Development Partnership. Organisations are also able to engage in developments around social care through Care Council and Social Care Wales events and are aware of and able to access resources hosted on Care Council learning hub ‘Getting in on the Act’.

Information on accessing primary care funding through the GP cluster networks has also been circulated and guidance provided on the small grants scheme. This helps organisations understand how they can contribute to primary care priorities. GP’s and partners are made aware of new service development via updates by the Health and Social Care Coordinator and presentations to partners provide opportunities to raise awareness of what the third sector has to offer in the borough.

### [Increase third sector engagement across the Caerphilly County Borough](#)

This quarter the Adventure Play team delivered 57 sessions to 652 individual children in Graig y Rhacca, Rhymney, Phillipstown and Ty Sign x 2. The Inclusive Play team have received 12 referrals and worked with 43 individuals (family members) this quarter. Each family/referral receives a home visit to determine whether our service is appropriate to meet their needs before support can begin. The team have also provided 159 support sessions for disabled children during the quarter.

If a family is referred into the project for support via Supporting Family Change (SFC), we are expected to attend, and contribute to, the Action Plan meetings for each child. The Senior Play Officer is also working with one family as their Lead Professional. Although the SFC Manager has asked for members of the voluntary sector to undertake the role, GAVO has been the only organisation to respond.

The Welsh Government recently sent out a request for expressions of interest to develop Children’s Zones to prevent and protect children from Adverse Childhood Experiences (ACE) and their impact. The Senior Play Officer and the Children Young People and Families Team Manager, have met with representatives from Llancaiach Fawr (Caerphilly) and the RSPB (Newport) to discuss the possibility of partnership working. More information

will be gathered from a workshop at the Welsh Government offices on the 19<sup>th</sup> December and will be reported back next quarter.

Unfortunately, neither of the play teams have been included in future Families First tenders. This means that, after 31<sup>st</sup> March, 2017, we have no confirmed funding. It has, however, given us the opportunity to look at developing new ways of delivery for both teams and funding applications have been submitted which will enable us to continue providing quality play sessions throughout the borough and also support disabled children and young people in group settings.

The Holiday Scheme Coordinator, funded by CCBC, has continued to work with children and young people's projects across the county borough to provide quality holiday activities.

The Office organised and delivered an October half term activity week in the Lower Sirhowy Valley in partnership with the town council and funded from the Holiday Scheme Coordinator budget. The Officer also released £6,000 of funding to a further six projects that supported holiday activities for children and young people across Caerphilly County Borough including facilitating and delivering a family engagement event in Cwmfelinfach Community Centre with Communities First, the town council, Creazione Dance and Fitness Company and the GAVO Pop in and Play teams, for 32 children.

The officer distributed one hundred and sixty pumpkins to voluntary groups across Caerphilly in order to support Halloween diversionary activities; Caerphilly Scouts; Caerphilly People First; Tri-Nant Mother and Toddler; SYDIC; and various family events. She was also in discussion with various supermarkets across Caerphilly in order to acquire selection boxes to distribute to voluntary groups for Christmas.

The Officer has been working closely with a youth group in Blackwood, The Zone, updating policies, sign-posting to training, new DBS. She has also helped secure funding for eight young people to complete their Peer Mentor Training.

The Good Practice Toolkit has been revisited and updated and condensed into a new 'How To Guide' which will be discussed with a new steering group at the beginning of January. There has been some difficulty with communication and partnership working with both local policing teams and local fire service.

Issues: The prospect of a new and revised Children, families and young people's (VOLUME) forum which will increase the opportunities for partnership working between the Holiday Scheme Co-ordinator and third sector organisations across Caerphilly is welcomed. However, the prospect of a decreasing play team as of March 2017 will reduce the provision of play opportunities. There is some uncertainty of the Holiday Scheme Co-ordinator funding post March 2017 at present.

### Encourage active and involved citizens

The placement of volunteers into organisations continues to increase through the Adult Volunteering Officer in Caerphilly. This increase has been as a result of more robust follow up of referrals with organisations, linked to the work being done via organisational liaison

visits. This process includes regular requests on updates and progress from both the volunteer and the organisation for every referral.

In addition to this, the nature of the volunteering opportunity is reviewed with the organisations, to ensure that appropriate, quality placements are being offered. Once such review process is the analysis of the actual advert, which may contain more than one role. By breaking this down into separate roles, the volunteer has a clearer vision of what is required and is more likely to engage.

This quarter saw the annual Volunteer Achievement Awards, held in collaboration with Caerphilly County Borough Council. The event was again held at the Blackwood Miners Institute and was very well attended. There was an increase in nominations, up from 74 last year to 98 this. The format of the event was reviewed and changes made to the presentation, encouraging the sponsors to become more involved by announcing the winner. In addition, for the first time ever, the Winners and Runners Up were presented with an accolade, where previously only Winners were called to the stage. This enabled the evening to identify and recognise even more of those in our communities that give their time to help others.

The Volunteer Recognition Scheme continues to develop, with 131 individuals registered in this reporting year, 2016-17, to date. Added to the 100 individuals from the previous year, the benefits of the scheme continue to grow. In all some 256 certificates have been issued to date.

The organisation liaison visit schedule has continued, concentrating on those organisations based outside of Caerphilly Borough, predominantly in Cardiff. This has given the opportunity to raise the visibility and support of GAVO, reviewing all that we offer. In addition, such items as membership, recognition schemes, opportunities, Policies and procedures are discussed commensurate to the needs of the organisation visited. This has had numerous benefits and assisted in identifying where we, as a Volunteering Team can enhance our delivery. The predominance of liaison with organisations has directly lead to the improved level of those placed, but also in a true reflection of the number of individuals who do not engage with organisations following referral.

With the advent of detailed journeys likely to come to the fore in the near future the Adult Volunteering Officer for Caerphilly has been working on a project with one organisation as to how the Journey of a volunteer can be more easily captured, with better detail. Whilst this is very much work in progress, if a system can be identified then it will be shared as best practice across the whole sector. However, one simple solution is the analysis of the Volunteer Achievement Awards nominations. The documentation submitted by the nominators provides the basis of a great deal of Journey reports and this may actually be the best way for all organisations to capture these details, whether via Awards such as ours or their own internal recognition systems.

Earlier this year Mrs Keri Williams retired and her position has not been replaced to date. This has not impacted on the overall performance and productivity of the Caerphilly Volunteering centre due to good time management and forward planning linked to constant review of practices and procedures, identifying smarter ways to work.



During the 3rd Qtr of 2016-17 reporting period Caerphilly Youth Volunteering registered 122 individuals making enquiries into volunteering and interviewed 82 young people. A total of 31 individuals were placed, together with 21 of those registering on the Millennium Volunteering Programme. The MVP is continuing to be a successful tool in recruiting young volunteers and providing them with meaningful volunteering activities to become involved with.

Student volunteer interviews have been carried out at Blackwood Comprehensive School, and Cross Keys College, with a presentation carried out to the Sports Department and Health and Social Care Students at Cross Keys College followed by interviews leading to enrolment with the MVP and referral to the Sunflower Project. The very strong working relationship with Blackwood Comprehensive School provides an opportunity to continually visit the school to interview and provide volunteering information to all students from year 10 onwards.

The Youth Volunteering Officer continues to 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.

The officer has attended community events at The Care Leavers Event, held at St James Primary School, whereby 5 young people were signed up to volunteering, and has also attended the DWP Partner/Provider Event at Caerphilly Job Centre and provided information and advice on available opportunities within the Caerphilly area. GAVO will be planning on returning our support to the DWP and Careers Wales in the New Year.

Problems have arisen with Health and Safety concerns from CCBC in regards to student volunteering during school hours. We are in the process of attempting to resolve these issues so that the projects can be rolled out to all schools across the borough. These problems are still ongoing and interfering with the progress of student volunteering within the borough, as a number of schools are keen to get going on his project.

The Health and Social Care Coordinator has been working with the Alzheimer's Society, the Museum of Wales and Cardiff University to arrange a visit to the Oakdale Workmen's Institute, relocated to St. Fagan's Living History Museum. A group of 16 people with dementia and their carers were engaged in assessing the opportunities to improve the visitor experience for people with dementia, including "test-driving" activities and voicing their opinions on the activities and tools to make the Institute more dementia friendly.

The Officer supported Carers Rights Day in collaboration with the Care Coordinator in CCBC, held at Maes Manor, Blackwood. Third sector providers exhibited information for carers and young carers and carers performed songs, dance and poetry at the event with over 100 carers in attendance.

The Bevan Commission was established in 2008 to advise the Minister for Health and Social Services on taking forward health service improvement in Wales. Bevan advocates support this work and are members of the public, patients, carers and volunteers who offer their unique perspective on services, health, wellbeing and illness. ABUHB are expected to

recruit and support advocates in Gwent and the Coordinator is in discussions about how this can be achieved.

The EPP coordinator has spoken at a Bevan Conference and has become a Bevan Advocate. She has also been part of a panel at the Public Health Wales Conference promoting EPP.

### Ensure effective engagement in policy

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.

The Draethen, Waterloo and Rudry (DWR) Community Safety project came to the end of its delivery period December 2016. The success of this project was highlighted in the previous July – September 2016 report. Valley Voices projects continue to work with service users to inform and empower them to speak out about the services they receive.

GAVO is continuing to work as a partner in the ‘Caerphilly You Want’ initiative, led by Caerphilly Borough Council. The current focus is to support the engagement with citizens in order to develop the new Well-being Plan following the well-being assessment.

The projects each produced a short film showing their achievements which were premiered at the Community Voice Showcase Event. The event was well received and attended by PSB members from across Gwent including the Leader/PSB Chair for Caerphilly Cllr Keith Reynolds.

Impact statement from Kath Peters, Caerphilly Council Policy Manager who addressed the attendees at the event:



“People want cohesive, well connected communities and Valley Voices has certainly achieved that well done!”

The Health and Social Care Coordinator (Caerphilly) represents the third sector on the Gwent Provider Forum and contributed to the planning of 2 workshops with a focus on Wellbeing outcomes, Safeguarding, Population Needs Assessments and Information Advice and Assistance (IAA) and the development of the web resource Dewis Cymru. The Health and Social Care Coordination represents the third sector on both the regional and the nation Dewis groups and is an editor for third sector resources. Presentations and

guidance on registering and adding resources are circulated to the third sector and support provided where appropriate. Third sector providers are contributing to the development of priorities through a series of workshops and community events held in the borough as part of the consultation on implementing the Wellbeing of Future Generations Act.

Organisations are able to contribute views to ABUHB initiatives such as 'Care Closer to Home' through partnership working between GAVO and ABUHB. Providers recently attended a workshop lead by ABUHB directorate lead to contribute information on service provision to support the initiative. Third sector organisations provide service information and updates which are collated by the Health and Social Care Coordinator to present to the 3 x NCN's network meetings. Third sector organisations have made presentations directly to the NCN's with the support of the Health and Social Care Coordinator e.g. Stroke Association and the new Dementia Support Service.

The Officer facilitated engagement of third sector providers with the Wellbeing of Future Generations Act Consultation workshops held by CCBC at Ty Penallta and out in the Community and also participated in the Standing Conference and assisted with facilitation of workshops to identify key priorities around the Healthier theme. She arranged meetings with the regional lead for the Age Cymru Golden Thread Commissioning Advocacy Programme and brokered introductions with the Greater Gwent Transformation Theme leads and arranged for the regional lead to attend the Gwent Provider Forum that supports the Greater Gwent Transformation Partnership. Regional Lead to attend the December meeting.

#### [GAVO continues to maintain its effective working relationship with the Council](#)

The Future Generations Act and Caerphilly We Want will be a standard item on the Caerphilly Third Sector Forum agenda for the quarterly meetings to ensure the third sector feeds into the engagement processes.

The Community Planning Coordinator continues to work with the Policy Unit with the focus this quarter on the development of the PSB website, supporting the Delivery, Leads and PSB meetings and an additional PSB meeting to discuss the changes to CF with officers from Welsh Government. She supported the Standing Conference in October which looked at the emerging themes for the Future Generations wellbeing assessment engagement work over the Summer.

GAVO continues to support the Voluntary Sector Representatives Committee and Liaison Sub Committee and is pleased to have recruited Michelle Jones of the Parent Network as the new Chair, replacing Bob Cooke who retired in the Autumn 2016.

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