



VOLUNTARY SECTOR LIAISON COMMITTEE – 18TH MARCH 2015

SUBJECT: ITEMS OF INTEREST TO THE VOLUNTARY SECTOR

REPORT BY: GWENT ASSOCIATION OF VOLUNTARY ORGANISATIONS

1. GAVO QUARTER 3 REPORT

Headline Data for Quarter 3 cumulative reporting (April - December 2014)

219 Volunteers placed
59,309 Website Visitor sessions
3124 enquiries received and responded to
1012 trustee enquiries received and responded to
251 funding advice enquiries received and responded to
13 trustee events held with 63 participants
8 funding events held with 90 participants
21 new organisations / services developed
33 Third Sector Networks / Forum meetings supported

2. OVERVIEW

- 2.1 Quarter 3 proved to be another busy and exciting period, including a number of GAVO teams being relocated as part of GAVO's programme of change as well as a number of key events. Core teams are now based at Ty Derwen, as their main base, and are able to work in an agile way at other outreach and satellite offices.
- 2.2 Local delivery continued to be a priority, and by the end of quarter 3, GAVO's *annual* target for volunteers placed has very nearly been reached - a testament to the outreach work of the Caerphilly Volunteering team at libraries, schools and local venues across the Borough.
- 2.3 Projects including Communities First, Play and Sunflower Teams are based in local community venues. GAVO is continuing to explore other options for satellite office spaces, or community / voluntary sector premises that could be shared. Ideas are being explored for an additional easily accessible location in Caerphilly for Volunteering /Development Teams to become more visible and closer to communities than in previous premises on Duffryn Business Park.

3. STRATEGIC WORKING

- 3.1 Representatives from GAVO's Senior Leadership Team meet with CCBC's Policy Unit on a quarterly basis and GAVO provides representation to the LSB, Leads Group Delivery Group, and other thematic groupings.

- 3.2 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.
- 3.3 Caerphilly Voluntary Sector Representatives continue to meet quarterly, led by GAVO's Vice Chair and Senior Leadership Team.
- 3.4 In the last quarter, a key focus for GAVO's Leadership Team has been engaging the sector in local authority and other public bodies' efficiency programmes, as discussed at the last VSLC meeting in December. Voluntary Sector Representatives feel that in order to develop and test new models of service delivery, they first need to know which areas would be relevant. Once a clearer idea of the type of services where third sector solutions can be explored, GAVO can support third sector organisations to develop solutions. In the meantime, proposals to support service transformation will be developed with individual service managers.

Compact awareness

GAVO's CEO and Deputy CEO made a presentation to CCBC Management Network in December to raise awareness of the Compact, which was well received by attendees. This model can be used to visit other partner organisations to continue to raise awareness of the Compact and its principles.

Caerphilly LSB Standing Conference

During this quarter, planning was underway for the LSB Standing Conference entitled 'Caerphilly without Poverty' which took place on 30th January 2015. The agenda for the day included an introduction by Wayne David MP and

- Keynote speech by Professor Steve Fothergill of Sheffield Hallam University who will present the report on "The Impact of Welfare Reform on the Valleys".
- A presentation by Rhymney Comprehensive School Council on their "Cloud 9" digital inclusion project.
- A choice of four Workshop Sessions focussing on different aspects of work being delivered in the County borough that contributes to tackling disadvantage.
- A collection point for Foodbank donations on the day.

LSB Support – Making the Connections (MtC) Officer

The work of the last quarter has been impacted upon because the project is now in its "winding down" phase. As a result it is difficult to take on new initiatives so continuity and closure have been and will be the key areas of work.

Over the last quarter the MtC Officer has supported the Enterprising Communities Officer in the delivery of a series of workshops addressing some of the central issues that face groups wishing to set up social enterprises, or become involved in procurement to deliver public services. The MtC Officer has represented the third sector on the Anti-Poverty action group a sub-group of the LSB which has been developing the agenda and content of the January Caerphilly Standing Conference and Caerphilly's draft Anti-Poverty strategy.

Recent work has now been recognised by Welsh Government with the MtC Officer being asked to write case studies on "GAVO Connections" and "Cloud9" projects reported on previously.

The MtC Officer continues to work with the Caerphilly Credit Unions and has recently helped to write a business plan and support the movement of the credit union service into Blaenau Gwent. Smart money Credit union has agreed to become a tenant of Aneurin Bevan House and is committed to deliver the credit union service from there. Smart Money Cymru has also appointed a dedicated Officer for the area. The MtC Officer recently delivered a presentation

to Ystrad Ysbyty Fawr Heads of Department, who have committed themselves to advancing the CU within the hospital as a major employee benefit. This will become an example for Gwent.

The MtC Officer has also supported third sector organisations to adopt and develop policies to establish EMS and Diversity and Engagement systems. The MtC Officer has recently worked with a group to adopt a robust be-spoke legal structure and governance document which will allow the group to tender to deliver service.

Intelligence and data gathering

The “GAVO Connections” project set out to create a robust conditional database of third sector organisations and to identify organisations ready to deliver public services and those that need targeted training and support. GAVO’s Making the Connections Officer worked jointly with Caerphilly County Borough Council (CCBC) to appoint an additional short-term Data Entry Officer. Following a presentation by the MtC Officer to CCBC Policy and Research Manager the council identified the impact that the tool could have. In particular in identifying organisations that could be engaged with, to deliver, procure public services. CCBC Policy Unit helpfully offered an additional £2,000 to extend this project and ensure robust data is captured across the Borough. GAVO has appointed to the short term post which will provide intensive data cleansing and capture for 8 weeks.

The MtC Officer has also written a “draft” case study on the “GavoConnections” data base project which will be used to support and illustrate the impact of the MtC project and has supported and attended national MtC meetings to establish if it would be possible to develop a Wales wide data-base of organisations that are capable of delivering public services and their needs; It is hoped that this will become a legacy project.

4. GOVERNANCE

4.1 GAVO held its AGM in November; GAVO’s Governance timetable for the year was set in January to include:

- Local Committee meetings
- Executive Committee meetings
- Sub- Committees of the Board (such as Health & Safety / Finance & personnel)
- Thematic groups – to take forward elements of GAVO’s Business Plan with staff and trustees (such as Health, Social Care and Wellbeing; Volunteering; Business Development and Income Generation).

5. CONTRIBUTION TO SIP

5.1 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:

6. PROSPEROUS

6.1 Building Capacity for future delivery and working with CCBC Procurement

As reported previously, on the direction of the CCBC Corporate Management Team, work has been undertaken by the Council’s Policy Unit to support GAVO to develop the capacity of the local third sector, and gain a clearer picture of the capacity of the sector to take on large scale projects. From November to December GAVO organised a number of bitesize seminars on social enterprise and procurement support for third sector organisations in the borough covering:

1. What are Social Enterprises
2. How to develop a business plan for Social Enterprise start up
3. How to manage risk with Social Enterprise
4. Legal Structures for Social Enterprises with the Community Interest Company (CIC) answering questions relating to CIC's
5. VAT Matters
6. Tendering with CCBC
7. Difference between grants/contracts/service level agreements.

30 individuals representing 17 organisations attended and an Evaluation report has been compiled to inform the planning of future events.

Planning is now underway for a larger culmination event – a *Third Sector Provider Fair* to be held at Ty Penallta on 23rd March 2015. The aim of the Provider fair will be to bring CCBC / Aneurin Bevan University Health Board/ oPCC commissioners and procurement leads, together with local third sector organisations to look at how the third sector can support the delivery of public services and specific outcomes, once budgets and key service areas for commissioning are known. A meeting was held with CCBC Procurement officers to explore how opportunities for third sector organisations to deliver services can be defined and communicated.

6.2 Enterprising Communities

GAVO's Community Economic Development Officer is now in project closure stage, due to European funding ending on 31.03.15. In the last quarter a range of meetings have been held to:

- organise Bitesize seminars
- develop a South East Wales Social Enterprise Directory
- Participate in a very successful Enterprising Communities Audit
- Plan the Third Sector Providers fair

Organisations Supported throughout the period include:

Trinant Café: with trustees and CCBC to discuss setting up a private company limited by guarantee.

Churches in Action: to discuss what social enterprises are and the organisations ideas for developing one.

Simply Volunteering: to discuss social enterprise idea and discuss legal structures for his venture.

Everyone can be Einstein: to discuss a social enterprise idea. Also discussed legal structures, governance and possible sources of finance and help were given to develop a constitution suited toward the needs of her enterprise.

Gaynor Oliver: Numerous telephone conversations supporting Gaynor and trustees identify a Feasibility Study for their proposed Social Enterprise Community Centre.

Sugar Academy: to discuss ideas for developing a social enterprise gym within New Tredegar area. Discussed the business plan and signposted onto Caerphilly based business advisors.

Simply Do: to discuss ideas for developing a social enterprise focused around developing entrepreneurs wishing to start up their own businesses. Discussed the business idea and signposted to GAVO's Grant Finder and GAVO's Bitesize seminar around VAT Matters.

Bedwellty and New Tredegar Parish: discussed ideas for a social enterprise co-operative, within the New Tredegar area.

Core Development work

GAVO's Senior Development Officer supported 33 groups throughout the reporting period which included funding advice and applications, mediation, governance and trustee issues amongst others.

A key highlight was the completion of the CFAP application and Business Plan for Newbridge

Tabernacle Church which amounts to £500,000.

The last quarter has proved to be challenging and enquiries have become complex as funding streams have diminished. Most funders require a business or project plan which causes organisations (particularly the smaller ones) difficulty and they require extra help. Charity applications are also causing groups difficulty due to the "on line only" process.

Community Voice Programme

The Community Voice Portfolio projects continue to work with strategic partners to develop engagement processes which include minority and disadvantaged groups (listed in previous reports). The programme has provided support and guidance to projects facing challenges within the portfolio in Caerphilly such as guidance and assistance with the recruitment and induction of new project officers.

Communities First

Development Officers continue to work within the local community, promoting all CF projects on a regular basis when meeting with community groups and at local functions.

The Mid Valleys West officers have relocated their main base from Duffryn Business Park to Bargoed Library which is central to the Cluster area. They continue to be located at our other centres, including Neaudd St Catwg Church Hall in Gelligaer and the Youth Centre in Cefn Hengoed. It is anticipated that an office will be acquired in the new Tir y Berth Community Centre when it is opened in Spring 2015.

A variety of events took place in the last quarter including:

- Lewis School, Pengam engagement event, 23 October '14
- Pumpkin carving workshop, Gilfach Fargod Community Centre, 29 October '14
- Craft event, Gilfach Fargod Primary School, 10 November '14
- Bargoed Christmas market, Bargoed, 29 November '14
- Petra Book Launch, 12 December '14 (see below)

Work with emerging and existing community groups continues as well as support for partnerships. 15 groups have been assisted with varying needs, be it with funding, constitutional advice, forward-planning, community engagement or linking with Communities First projects.

Cascade Methodist Church was helped in their funding application to the Coalfields Regeneration Trust for a new heating system and were awarded £5,800. *Bargoed Gardening Club* was assisted in their application to Awards for All (National Lottery) and were successful in securing £4,800. *Cefn Hengoed Youth Centre's* committee is currently reviewing options on their existing building; we have helped enlist the support of a local developer and surveyor to assist in the decision-making process. Their options include a revamp of the current building or potentially a complete re-build. We are advising on how best to engage with the community in order that the Committee can secure grant funding for which ever option they pursue.

Caerphilly Basin Communities First Development officers have continued to support the Communities First Partnerships by attending their monthly meetings and supporting them with their community events. A community engagement event took place in Graig Y Rhacca. Despite the bad weather this was very well attended by 64 people including adults, young people and children. From this event some people were referred onto Communities First Projects.

Development officers have continued to work towards the volunteering targets in partnership with the Communities First Employment Officers with regards to volunteering opportunities; 5 people were referred onto GAVO in this quarter.

Development Officers worked with local groups, in helping them to identify funding and training including Graig Y Rhacca Resource, Coal Industry Social Welfare Organisation (CISWO) and Van Camera Club.

In this quarter development officers attended the multi-agency Lansbury Park Multi Agency Working Group. At the meetings the group are provided with information on what services/projects and activities take place within Lansbury Park. It was also discussed with the group the setting up of a Lansbury Facebook page. Development officers have identified a volunteer who lives in Lansbury, who is willing to manage the page once they have completed training, which will take place in January 2015.

6.3 Healthier

Sunflower Hospital Volunteering Project

Following on from the recent success of the project winning an award at ABuHB's Nursing and Midwifery Conference, the project has now been nominated for an NHS award.

From October to December, the project at Ysbyty Ystrad Fawr has had 30 active volunteers and there are a further 24 on a waiting list with the next recruitment drive planned for January. A few of the volunteers were accepted to take up places at University for courses within Health and Social Care – directly as a result of their volunteering experience with the project. 3 volunteers have been placed onto a Parkinson's Awareness scheme at the hospital – they have been involved in assisting with collating information packs which will be distributed across the wards in the New Year. During the quarter, there were 1320 instances of patients being befriended by the Sunflower volunteers with 282 of these receiving pampering and 265 involved in group activities. The project was praised at a Benefits Realisation workshop held in November and it is becoming even clearer that the project is having a very positive impact on patients.

Health and Social Care Facilitator (HSCF)

In this quarter, the HSCF Assisted the Health Board's Carer Coordinator to organise the conference for carers and professional to raise awareness of carers issues under the Carers Measure. This included designing the conference materials and information packs with members of Newport Carers Forum and facilitating workshops at the conference on life after caring. Contributed to the report to the Carers board through the evaluation and feedback.

A number of consultations have been contributed to and promoted:-

- Gwent Money Advice Project survey of how people access advice
- Gwent Police and Crime Commissioners consultation 'Getting it Right' on policing priorities and resource allocation
- ABUHB listening events
- Gofal's survey on users experiences with primary care services
- WG survey of the take up of flu vaccinations by third sector
- Supporting the Gwent data collection for the Social Services and Wellbeing Act in relation to information advice and assistance
- Caerphilly County Borough Council's recent public consultation on proposed budget cuts.
- The third sector advocacy organisations contributed to a Gwent Advocacy Directory and a local Caerphilly advocacy guide. This was circulated during the ABUHB Carers Conference and sent on request to the ABUHB Director Lead for 'Putting Things Right' Complaints and concerns.

Further work has been undertaken to ensure that Third sector personnel have the knowledge and skills to operate sustainably fairly, legally including:

- Designed and delivered an e procurement seminar for the third sector to promote an understanding of e procurement and the software systems used by Caerphilly County Borough Council;
- Attended an Information Sharing Protocol WASPI event organised by Caerphilly County Borough Council. Arranging the ISP lead to present at the Caerphilly Health and Social Care Alliance;
- Continued to contribute to the social care workforce joint partnership between Caerphilly and Blaenau Gwent councils and represent the third sector in Caerphilly on the Executive Management Board. Third sector organisations are able to access the forum and training through the partnership. Recent training days for forum members include updates to supporting and working with people with Dementia and engagement with the information days on the Social Care and Wellbeing Act delivered by the regional SE Wales Partnership in partnership with Cardiff University.
- Brokered access to commissioners regarding tenancy support pilots where funding was successfully secured for 4 tenancy support officers. Indications from commissioners are that this funding is likely to be extended because of the successful delivery of the pilots for at least a further year.

The HSCF also contributes to effective engagement in Policy such as:

- Aneurin Bevan Stakeholder Reference Group continue to represent the third sector in Caerphilly borough and the Caerphilly Health and Social Care Alliance. Recently participated and contributed to the development of the ABUHB's 3 Year Plan, Annual Report and the recruitment and interview process for the new Chief Executive Officer.
- Developed in partnership with the Health Improvement Lead Caerphilly Borough a 5 Ways to Wellbeing Training Module delivered by a local third sector organisation, Caerphilly Borough Mind. The pilot was presented at a showcase event held by the Gwent Public Health Team and well received. Organisations are in discussions with Caerphilly Borough Mind on collaborations to deliver the module for their respective client groups.
- Contributed through workshop sessions to the South East Wales Social Care Partnerships action plan with regard to preparing the workforce delivering social care to fully understand the implications to practice of the Social Services and Wellbeing Act.
- Organising third sector data collection in relation to the Information, advice and assistance section of the Social Care and Wellbeing Act in cooperation with the thematic leads for the Gwent partnership. The mapping of level and range of service will support the report to Welsh Government.

A key part of the HSCF is to ensure that the sector is seen as a vital route to participation and engagement including with minority and disadvantaged groups, achieved through:

- Connecting with the ABUHB Primary Mental Health team to engage the third sector with the Mental Health Measure. The chair of the south NCN cluster is interested in joining the discussions to understand what the third sector has to offer in terms of range and level of service at Tier 1 and 2. Further meetings arranged in the next quarter.
- Continue to promote third sector support available in the community through the 3 Neighbourhood Care Networks attended by the GP's, practice managers, district nursing and allied professional. Caerphilly Third sector Health and Social Care Alliance continues to provide representation in planning e.g. Caerphilly Voluntary Sector Liaison Group/Compact group.

6.4 Learning

GAVO's Training Team delivered the following courses during the quarter to a total of 44 participants:

- Monitoring & Evaluation
- Community Health Champions – Train the Trainer
- Roles & Responsibilities of Committee Members/Trustees
- POVA Awareness
- Mental Health First Aid (Adult)

Pop in and Play

A number of volunteers have been inducted and positive DBS achieved. One volunteer used to be a parent within the project and now wants to access training and gain experience through the project.

Creative Play were successful with a Big Lottery Awards for a bid to purchase books and home packs for families within Families First Pop in and Play groups as well as being successful in securing additional Families First funding to purchase resources for groups and publicity materials to promote groups.

The role of Pop in and Play has adapted to develop a smooth transition for children moving onto childcare in Flying Start. A pilot project started, based in Graig y Rhacca with seven families having attended.

Intergenerational work has been discussed with the Winding House this quarter through how the older generation used to play and how we can involve more children 0-3years into the museum. This will be taken forward in Quarter 4. Playday planning for 2015 has also started this month with the initial meeting of the steering group.

Feedback from Communities First surveys carried out on National Play Day (August 2014) suggested that a bespoke Parent & Child First Aid session was needed which will be delivered in Quarter 4 by the Communities First team.

Communities First

Cartref Luncheon Club have asked for support in training their volunteers in food safety; we anticipate a training date in Quarter 4.

Fourteen GAVO Family Play sessions have taken place over the last quarter. On average, with 34 families and 44 children attending. We continue to investigate ways in which we can better engage with the parents in order to increase participation in these sessions and bring about awareness of CF projects in the area.

Over the quarter, 24 Communities First work surgeries were held in Gelligaer and Bargoed have been supported. We continue to actively promote our volunteering scheme and assist the Employment Officers wherever needed. We have also supported one-to-one employment referrals.

The Work Club has now moved to the Caerphilly Library and since the move, numbers have increased. We continue to help clients with job search, completing applications and updating their C.Vs. From the work club 3 people were referred onto GAVO for volunteering opportunities.

Communities First Development Officers delivered the FAST programme for 8 weeks in Cwm Ifor Primary School. This is an award-winning early-intervention programme which supports children's learning at home, to help them fulfill their potential at school by asking parents and children to take part in activities together. Following on from the 8 week programme, the

parents will continue with FASTWORKS, a continuation stage of the FAST programme, which is led by the parents following FAST graduation and can continue for two years or more. In this component, FAST families will gather monthly for activities chosen by the parents. During November 57 attended and in December, 52 attended which included adults and children.

Mid Valleys East Communities First has recently met with the new Head of Markham Primary to discuss the potential of joint working to develop CF projects in 2015. This was a very positive meeting and the team were invited to attend Christmas concerts to engage with parents; links were made and we will continue to attend the school during key times to promote CF projects.

Communities First staff continue to support the Employment officers to develop and deliver routes into employment programmes the next project is being delivered around a hygiene and cleaning theme. There has also been discussions to start an environmental project with the team in the Panside area where clients will be trained in brush cutting, first aid, manual handling and health and safety. Work clubs continue to be held in Cefn Fforest, Trinant, Panside and Ty-Sign, Risca with some people have found both full and part time employment.

6.5 Greener

The CATWG Project (Community Activities Together within Gardens), which began in Quarter 2, ended in October. A presentation event was held on 23 October to celebrate the re-launch of the garden and to recognise the achievement of the eight volunteers who participated. Four of the volunteers progressed to a brush-cutting course with a recognised qualification. In this quarter, 48 volunteer hours were used in this project.

TARAGGAN allotment group are reviewing their options for expansion. CF Officers have brokered a meeting with the relevant officers in the local authority to discuss their expansion plans and their needs going forward, including identifying the most suitable land nearest their existing plot. The local authority is expected to make a decision (and potentially an offer of land) early in 2015.

Communities First Development officers have continued to work in partnership with the Community Regeneration Coordinator to improve Lansbury Stretch. A Graffiti workshop / consultation took place on Friday 3rd October 2014. 72 adults and children attended the event. This was to give the residents the opportunity to put their ideas forward on how they would like to see the new shop fronts to look

Ongoing Development support is still continuing for Trethomas Allotment. In this quarter the group were supported in completing their paperwork for the grant they received from the Renewal & Development Key Fund.

Risca Play and Learn group have continued to meet and discuss the development of the land in Ty-Sign. They have had discussions over the development of a multi-use games area on the site of the kickwall and improvements to the skateboard site and the play park. CF Team has assisted them with the Technical Assistance Fund grant, sources of funding and fundraising advice.

Argoed Baptist Church is continuing to make progress on the findings from the building condition survey which highlights that a large amount of work is needed on the Grade 2 listed building; the group recently submitted an expression of interest form to CFAP for £200,000 and have now been invited to submit a full application to this fund. The group have also been supported by Communities First Team to submit a CRF application which will allow them to address the removal of the pews and installation of a new heating system.

6.6 Safer

During this quarter, proposals have been developed with the Office of the Police and Crime Commissioner for a Third Sector Engagement post, to maximise the contribution of the sector to the Police and Crime Plan for Gwent. This is a joint proposal between GAVO and TVA (Torfaen Voluntary Alliance) to develop a closer relationship with between the oPCC and third sector service delivery and to develop GAVO's broker role in setting up consortia or other delivery models.

Gwent Police conduct a monthly surgery within the Lansbury office. Since the Caerphilly Basin Communities First Development Officers have moved into Lansbury office, officers will be attending twice a week for an hour. This is to encourage a closer working relationship with the community and will help to address the Anti-Social Behaviour.

Mid Valleys East Communities First Officers have been involved with the Risca Crime Prevention Panel, showing a drug awareness film to primary school parents. Having been funded with £1000 from the Gwent Police and Crime Commissioner they intend to show this film early in 2015. This is intended to be a pilot project which may be able to be rolled out throughout Gwent depending on local success.

GAVO's Deputy CEO will be attending the Safer Delivery Group in Quarter 4.

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