

Third Sector Partnership Agreement

2016/17 individual delivery plan

Name of CVC/volunteer centre

GAVO - Monmouthshire

Active and involved citizens

What results do we want to achieve?

- More people in Wales benefiting from their volunteer involvement
- More communities benefiting from volunteers
- More organisations providing quality volunteering opportunities
- People and communities engaging in co-production of public services

How we will achieve the results

(for each heading, provide a bulleted list of your key services activities - your "offer" to the sector)

Information and advice

We will provide the following:

- Up to date and current volunteering opportunities via the Volunteering Wales website
- Provide volunteering information sheets in response to enquiries (in addition to the website)
- Database of local organisations and volunteering opportunities
- Disseminate volunteering information via Local Forums, Network Events and relevant third sector and public meetings, locally and regionally
- Marketing volunteering as requested. E.g. at local authority, public and staff events, Communities First activities, College Open Days, Job Centre Fayres
- Provide information on the Millennium Volunteer Programme at local Comprehensive Schools and Colleges;
- A range of methods for one-to-one interviews (e.g. face to face, telephone or electronically)
- A community outreach service to meet with potential volunteers in local, accessible venues such as local libraries, community centres and cafes.
- Volunteering Information Days in communities
- Facebook page for Volunteering Centres, extended to cover Gwent-wide
- Develop regional networking for volunteering organisations to share experience and good practice across Greater Gwent footprint
- Attend meetings of the volunteering Service Operational Network and assist with updating of information sheets via participation in SON sub-groups
- Advice on GwirVol led grants for young people's projects

- The Mental Health Development Officer organises and facilitates local and Pan Gwent Forums for service users and carers where consultations take place and other topics are discussed a report is forwarded to the Aneurin Bevan Health Board.

Volunteer recruitment and placement

We will provide the following:

- Network of appropriate organisations and opportunities with better linkage between GAVO and Torfaen to increase numbers of quality placements and to co-ordinate and share regional placements.
- Promotion through a variety of activities and means
- Advice, guidance and support to both individuals and organisations
- Promote the benefits of volunteers to statutory, private and third sector organisations to develop high quality new placement opportunities
- Provide quality volunteer placements within our own organisation and projects that we manage/facilitate
- One-to-one interviews with prospective volunteers and host organisations
- Specific advice, guidance and support to organisations on volunteering policies and procedures
- Work alongside other projects, such as Communities First and work clubs to promote volunteering to improve individual skills to support job prospects
- Co-ordinate employer supported volunteering activities by Colleges and Businesses with the Voluntary Sector and community projects
- Co-ordinate annual Volunteers' Week activities

Training

Volunteer management and support

We will provide the following:

- Signpost volunteering organisations to GAVO Training Department or other external partners for appropriate training as identified
- Liaising with the GAVO Training Department to develop and implement bespoke training on volunteer management and support for organisations on our database
- Regular meetings with registered organisations to provide information and support on managing and supporting placed volunteers.
- Updating and disseminating information on training opportunities via voluntary sector forums and networks
- Training for volunteers on Child Protection and POVA and, where possible, according to need
- Mental Health First Aid Training

Improving quality of volunteer management through best practice advice and Investing in Volunteers (IIV) and/or other relevant standards

We will provide the following:

- Promote Grants that support the development of volunteering and volunteer management

- Develop a Gwent-wide volunteer handbook to support the monitoring and evaluation of the volunteer's journey in partnership with TVA
- Management of volunteers within the organisation according to IIV standards whilst working towards GAVO's own IIV accreditation
- Promote Investing in Volunteers (IIV) UK quality standard for good practice in volunteer management and support Voluntary Organisations in their quest for IIV status in partnership with GAVO's Development Officers
- Assist volunteer involving organisations to improve policies and practice and to provide appropriate volunteering experiences
- Promoting relevant Volunteer Management training via GAVO and external partners
- General advice and assistance on best practice in Volunteer Management
- Signpost to other sources of information, support and advice such as the WCVA
- Networking opportunities for organisations to discuss volunteering issues

Raising the profile of volunteering

Events, media, awards

We will provide the following:

- An annual Volunteer Achievement Awards Event that involves key partners in the community, including local authority, health, housing associations, police, local AMs, MPs, businesses and all volunteer involving organisations in the area
- a Greater Gwent wide event to take place during volunteers week
- Make use of Social Media, Facebook, Twitter and GAVO website
- Use GAVO's Voluntary Voice magazine, networks, local newspapers/publications to highlight the contribution that volunteers make in the community
- Develop innovative ways of promoting volunteering in partnership with the organisers of local public events to enable us to promote volunteering to new audiences (e.g. on a Gwent wide basis)
- Work in partnership with the Universities and colleges to look at student volunteering opportunities and make regular presentations on the benefits of volunteering to young people
- Approach local businesses to promote volunteering
- Promote Millennium Volunteers Programme and issuing of GwirVol certificates
- Promote and support where appropriate other organisations and groups volunteer recognition events

Support for people and communities to engage more effectively with public bodies

We will provide the following:

- Support local forums and networks to engage with strategic policy and planning groups such as the Public Service Board and Single Plan / Wellbeing Plan delivery structure, through networks and forums and the third sector representatives committees

- Building on existing Compact relationships, develop opportunities for people and communities to engage in local authority efficiency programmes and to deliver public services
- Ensure representation on partnership strategic planning groups
- Signposting to relevant statutory programmes and local initiatives - Single Integrated Plan and associated strategies
- Encourage and facilitate links to Families First projects and other local programmes to enable people to be more aware of the opportunities to engage and influence the delivery and accessibility of these services
- Continue the development of the Big Lottery funded Community Voice Portfolios linking with the volunteering team and strategic partners to develop engagement processes
- Improve opportunities for those with particular communication needs and other marginalised groups in the community to fully participate in various forums, networks and strategic working groups via Community Voice projects.
- Disseminate information to local forums/networks that have links to local strategic service providers e.g. Health and Social Care Network, Carers Strategy Group and Social Care Workforce Development partnership and Integrated Youth Offer Group.

A thriving and sustainable third sector

What results do we want to achieve?

- Trustees are confident about leading their organisations and maintaining high standards of governance
- Third sector personnel have the knowledge and skills they need to enable their organisations to operate sustainably, fairly, legally and safely
- Organisations secure and generate the resources they need to survive and grow
- New organisations or services are established to meet identified needs

How we will achieve the results

(for each heading, provide a bulleted list of your key services activities - your "offer" to the sector)

Information and advice

Website, information, publications, governance, funding and fundraising, tendering, trading, loans, income generation, management, fiscal, legal, governing documents

We will provide the following:

Website, information & publications

- Ensure that the GAVO website is regularly updated and contains information relevant to the sector. Commitment to using the website, other web based communication media, and social media to promote events, training, funding opportunities etc
- Information framework/ information sheets available on GAVO website with links to WCVA site and common and comprehensive set of regularly updated regional and local information sheets
- Current information about local and regional issues, information from partners and compilation of bespoke information depending on local need
- Respond to general enquiries by telephone, email, post, face-to-face and referrals from WCVA Helpdesk
- Use of local authority and partners' intranet and websites for general and specific messages e.g. Families First/Flying Start activities

- Publish regular Gwent wide and local newsletters e.g. GAVO Voluntary Voice

Funding, fundraising, tendering, trading, loans, income generation:

Provide a comprehensive local funding advice service to include for example:

- Information on local and national funding sources
- Produce information sheets on local funding sources
- Information regarding up to date funding information via website, Email alerts / regular e-bulletins on potential funding opportunities
- Referring groups and individuals for specialist advice and support internally or with TVA (or the wider SE region of CVCs) and signposting to other organisations including training and information on alternative forms of funding
- One-to-one support to organisations that are looking for funding for various aspects of project/service delivery. Help with project plans, budgets, financial management of grants, general income & expenditure, submission of annual accounts
- Promoting sustainability by working with groups to identify achievement of short, medium and long term goals and forward planning
- Support and advise organisations on diversification of income streams
- Offer advice on the importance of sound financial planning when applying for funding or charging for services and using a Full Cost Recovery model
- Organise funding workshops / events/ surgeries throughout the year to raise awareness of funding opportunities and enabling organisations to meet funders face-to-face
- General advice and support on various methods of fundraising including use of Institute of Fundraising website and Code of Fundraising Practice national guidelines
- Circulate information on sources of European Funding programmes and promote opportunities to attend any relevant briefing sessions
- Sign posting to training on preparing your organisation for tendering. Circulate information on tendering opportunities at an appropriate level
- Encourage/facilitate consortium bids to ensure that smaller Third Sector organisations are able to tender for provision of services where possible
- Signposting to organisations that can support business development. Provide advice on appropriate legal structures and governing documents for non-for-profit community based businesses.
- Raise awareness of alternative sources of funding such as grants and loans
- Provide one-to-one support or signposting services to organisations on all aspects of managing organisations
- Help with interpretation of guidance from Charity Commission and, when appropriate, referral to WCVA's Legal Advisor
- Provide one-to-one support and advice on appropriate governing documents and signposting to standard documents available via Charity Commission

Training

Courses for Communities and other learning opportunities

We will provide the following (if relevant, differentiate between accredited and non-accredited learning)

- An affordable training programme to include the national training framework courses at local level
- Contribution to reviewing the training framework courses, evaluating and monitoring their effectiveness and developing new courses
- Training in response to identified learning needs and TNA
- The writing and delivery of bespoke training courses for Third Sector organisations
- Development and delivery of training with partner organisations

- Deliver Child Protection training on behalf of the SEWSCB and POVA training as a partner organisation with GWASB
- EPP health and wellbeing courses in conjunction with Agored Cymru
- Developing a suite of Health and Safety accredited courses at Level 2

Supporting implementation of quality assurance systems

We will provide the following:

- Promote the adoption of recognised quality assurance systems such as IIP, PQASSO, etc to improve the management of organisations
- Protect GAVO's Investors in People (IIP) qualification
- Work towards Investors in Volunteers (IIV) UK within GAVO
- Promote IIV and assist organisations to obtain IIV accreditation
- Advice on good practice in volunteer management
- Assist volunteer involving organisations to improve policies and practice and to provide appropriate volunteering experience
- Signposting to GAVO website for current legislation and policy information
- Assist the third sector to develop high quality, safe services in line with current legislation and regulatory frameworks
- Assurance that any direct services provided by GAVO comply with relevant legislation eg: EPP Cymru adheres to Public Health Wales quality assurance systems and regularly updates their standard operating procedures regionally and nationally

Raising the profile of the sector

Events, media, awards

We will provide the following:

- Facilitation of local Third Sector forums
- Promote Annual Third Sector Awards Cymru
- Presentations to other agencies/sectors
- Annual Volunteer Achievement Awards and celebrating Millennium Volunteer Programme
- Information stands and speakers at AGM
- Local/regional funding events - programme of local funding events
- Local/regional trustee events - specialist training and up skilling for trustees, signposting to GAVO trustee training and other trustee events
- Utilising various media opportunities e.g.: Local press, GAVO, national and local partner websites, social media and Voluntary Voice
- Local/regional awards - Gwent Best Kept Village Award and Annual and
- Annually support Carers Week and Carers Rights Day in conjunction with Monmouthshire County Council and Aneurin Bevan University Health Board

Safeguarding advice

We will provide the following:

- Broker access to POVA and other relevant training for third sector health and social care organisations

- Assist the third sector to develop high quality, safe services in line with current legislation and regulatory frameworks
- Support the sector to comply with standards and to audit their compliance
- Maintain representation on GAVO wide and local Safeguarding groups
- Maintain a local Safeguarding Officer as a point of contact
- Maintain representation on the Gwent-wide Adult and Children's Safeguarding Boards and Sub groups
- Advice and signposting to DBS checks and other relevant up-to-date information
- Provide safeguarding training information
- Signpost to Safeguarding Boards issues of abuse or exploitation of vulnerable people
- Disseminate advice on professional duty of care
- Disseminate advice on professional duty to report child abuse and appropriate pathways

Access to practical services and benefits

We will provide the following:

- signposting to locally or regionally negotiated discounted services (WCVA E-Bulletin)
- Payroll
- Room hire
- Office space /hot desk facilities
- Equipment loan/hire (e.g. display stands)
- Design /Print /photocopying
- Mediation services
- Small group accounts inspection/checking
- Event support and facilitation
- Information dissemination
- Assistance in starting up new groups to include policy and procedure advice, forwarding sample policies, awareness of available training and funding opportunities, signposting to other services as appropriate, networking, one-to-one visits
- Health and wellbeing information at health and community related events
- Signposting to appropriate support organisations and other statutory services
- Arrange for carers to access transport and respite opportunities in order to attend carers events

Access to funding

Grants, loans, contracts

We will provide the following funding schemes:

- Gwirvol - Youth led Cash 4 U Grant (if agreed for 2016-17)

We will also:

- Work with partners to increase participation/success in other local grant schemes
- Participate in grant panels
- Rural Development Plan funding opportunities
- Participation in national funding initiatives to support third sector funding
- BIG Lottery Community Voice programme

- Provide information regarding up to date funding information funding via website
- Raise awareness within the third sector of engagement and collaborative opportunities with significant WG and other strategic funding programmes

Supporting new initiatives and service delivery models

We will provide the following:

- Work with partners and third sector to identify and develop new and innovative working in the context of commissioning, tendering and procurement.
- Work with public sector commissioning and procurement unit and third sector organisations to identify and develop new and innovative working in the context of the Single Integrated Plan / move to Wellbeing plans and regional commissioning developments

Work with partners and third sector to identify and develop new and innovative working to address unmet need

- Support carers initiatives through the carers project and input into the development of Monmouthshire Carers Strategy
- Supporting the Integrated Youth Offer Group through attendance at all levels and chairing a number of sub-groups
- EPP Cymru, through GAVO, will support, promote and deliver specific health courses with ABHB professionals i.e.: COPD, diabetes etc

Public service delivery

Support the transition to Public Service Boards and maximise third sector engagement. Offer advice, support or signposting to:

- Collaboration and mergers / consortia development
- Community Asset Transfer
- Commissioning, procurement and grants
- User participation
- Demonstrating added value and community benefits
- Support local service provider networks
- Facilitate links between local and regional commissioners, procurers and providers
- Carers issues
- Free Health and Well Being Courses
- Mental Health Services
- Help organisations and communities develop new and expanded services - through development officers and other specialist officers working with voluntary organisations
- Identify and facilitate local and regional opportunities for third sector development

Development

- Help organisations and communities develop new and expanded services - through development officers and other specialist officers working with voluntary organisations

- Identify and facilitate local and regional opportunities for third sector development

Strategic information about the third sector and wider environment, now and in future

- Collect information on third sector organisations and feed in to develop GAVO Connections
- Research and publish facts and figures about the local sector - take part in WCVA on-line surveys, contribute to PSB partners' research
- Provide intelligence about notable third sector practice
- Maintain Carers database
- Maintain EPP Cymru National database
- Collaborate in the strategic planning process at a local, regional and national level.

Effective engagement in policy

What results do we want to achieve?

- The sector can contribute effectively to policy at all levels
- The sector is recognised as a vital route to participation and engagement including with minority and disadvantaged groups
- The sector plays an effective role in planning, delivering and scrutinising public services

How we will achieve the results

(for each heading, provide a bulleted list of your key services activities - your "offer" to the sector)

Policy information, advice and engagement

We will provide the following:

- Web based information via GAVO website, provide current information on local and regional policy and consultation issues, WCVA Trustee newsletter
- Respond to referrals from WCVA helpdesk on local policy and referral to helpdesk
- Support the involvement of third sector organisations in the development of local policy through engagement structures, Single Integrated Plan and move to Wellbeing Plans
- Direct work with MCC Partnerships and Engagement Team on refreshing Monmouthshire Compact and development of annual report and action planning
- Support for third sector forums eg: Children and Young People, Monmouthshire Community Network, Health and Social Care and Carers.

Represent and champion the third sector support and contribution to the Health, Social Care & Wellbeing agenda, at a policy, strategic and operational level through:

- Neighbourhood Care Networks
- ABUHB Stakeholder Reference Group (potential for regional working)
- Carers Measure Sub Group (potential for regional working)
- Carers Strategy Group
- SCDWP Management Board
- The Mental Health Development Officer contributes to mental health policies such as the Gwent Mental Health Strategy, Together for Mental Health,

Mental Health Measure and the Code of Practise for the Mental Health Act 1983.

Responses to consultations

We will provide the following:

- Explore options to develop a Greater Gwent regional approach to responding to consultations and gathering data and evidence.
- Active engagement with third sector organisations via forums, and networks to gather views and feedback
- Responding to consultations on planning reviews, WG policy consultations regional consultations on strategy and policy.
- Arranging consultation workshops through forums and networks
- Support the third sector to contribute to ongoing needs assessments and data gathering to support the SIP and new Wellbeing Assessments
- Respond and collate responses to local, regional and national policy and strategy consultations.
- Support local access to WCVA, consultations, surveys, calls for evidence, through events workshops etc.
- Promote and facilitate the third sectors role in identifying need and unmet need.
- Consult with carers to develop services to meet the needs of carers in Monmouthshire
- Consultations take place at Pan Gwent Service User/carers Forum.

Facilitating the sector's engagement through regional structures, local service boards, compacts with local government and health, and other partnership mechanisms

We will provide the following:

- Participate in national arrangements such as WCVC, WCVA SONs, regional briefings, Third Sector Partnership Council to represent the interests of local organisations
- Disseminate and provide feedback on Welsh Government issues affecting the sector through regional and local networks and structures
- Represent the third sector at senior level at Public Service Boards and Single Plan / Wellbeing Plan Delivery structures
- Attendance at Neighbourhood Care Networks
- Facilitate a local network of third sector members with links to statutory services

Regional and Local public bodies

We will endeavour to:

- Enhance effectiveness of relationships with public bodies - including revising the Compact / Local Third Sector Scheme with new partners, including the development of an annual action plan and reporting mechanism
- Recruit induct and support third sector representatives involved in strategic partnerships and planning groups
- Facilitate sector's engagement with and representation on local authority partnerships, Public Service Board, local health boards and regional footprint

structures such as Safer Gwent, Strategic Commissioning Board, Greater Gwent HSCWB Leadership group,

- Respond to the change from Single Integrated Planning to Wellbeing Plan development and create opportunities to engage in Wellbeing assessments
- Support organisations and networks (including those from minority and disadvantaged groups) to contribute a third sector voice to partnership arrangements - Specifically through the Community Voice Programme, Health and Social Care Network
- Identify and propose “third sector solutions” that contribute to service development and re-design - through mechanisms listed above and via other means when opportunities arise

Scrutiny and campaigning

We will provide the following:

Information and advice

- By disseminating information about scrutiny development and other related news and information
- By working with MCC scrutiny officers and Policy Unit to develop stronger and more transparent mechanisms for recruitment of third sector organisations to scrutiny
- Use legislation such as Wellbeing of Future Generations Wales Act to campaign for an enhanced role for third sector organisations in partnership scrutiny.

Proposed Key Performance Indicators

	2016/17
Active and involved citizens	
Number of volunteers placed (all ages)	150
Number of enquiries on good practice in managing volunteers	40
A thriving and sustainable third sector	
Number of website visitor sessions	62,000
Number of enquiries received and responded to	2500
Number of magazines/newsletters published	4
Number of recipients	200
Number of trustee enquiries received and responded to	150
Number of trustee events	2
Number of event participants	30
Number of funding advice enquiries received and responded to	150
Number of funding events	2
Number of participants	30
Amount of funding obtained by groups advised as notified during the reporting period	100,000
Number of training courses arranged	25
Number of training course participants	200
Number of new organisations/social enterprises or new services developed	10
Amount of funding provided through grants/loan schemes	4,000
Effective engagement in policy	
Number of strategic planning/working groups involving third sector membership	20
Number of third sector forums or networks supported	4

Other

Other information

Plans to increase your membership

- Market an attractive and strategically relevant membership offer and keep under review through Members discussion at AGM
- GAVO's Marketing, membership and communications Thematic group to drive forward this work stream (staff and trustees)
- Ensure all staff promote and increase membership of GAVO by targeting non-members and new organisations.
- Look to develop a web based membership registration process
- Review membership annually and new collection of membership fees
- Regular promotion of benefit to organisations in GAVO's Voluntary Voice
- Further develop GAVO Connections to identify potential member organisations in the county borough and relationships built during project to encourage sign up

How do your trustees plan and monitor the work of your organisation?

- Local Management Committee elected annually and meeting quarterly to receive staff reports and monitor activity
- KPIs and monitoring reports presented at six-monthly meetings
- Receive collated and presented narrative reports from all staff members and staff presentation at selected meetings
- Further scrutiny of work through questions at meeting or on forms supplied for afterthoughts.
- Annual health and safety audits carried out by trustees
- Four of each local committee are elected to represent the area on the GAVO Gwent wide Executive Committee
- Trustees regularly visit offices, invited to attend all events e.g. Volunteering Awards, Voluntary Sector network meetings.
- Trustees attend a range of Thematic groups which take forward GAVO's strategic aims
- Four of each local committee are elected to be part of the GAVO Gwent-wide Executive Committee
- Executive Committee meets quarterly and in sub groups which deal with specific business e.g. personnel, finance etc.
- Annual training event for trustees to enable their participation in organisational planning
- Trustee PQASSO champion identified to progress work towards Quality Mark

Details of any other significant services/activities outside the core services framework

- Gwent-wide participation in Gwent-wide Adult Safeguarding Board, Regional Children's Safeguarding Board, and associated training activities
- Community Voice programme across Blaenau Gwent/Caerphilly and Newport/Monmouthshire to facilitate citizen engagement in service delivery and design

- Coordination of the Community Health Champions Programme across Aneurin Bevan Health Board area including Torfaen
- EPP co-ordination and delivery across 5 counties of Gwent. Tutor support sessions, one to one interviews, support and manage volunteer tutors.
- Gwent wide delivery of Mental Health Development Service and Service User Involvement.
- Facilitation of Gwent Mental Health Alliance - Third Sector service delivery partnership; Mental Health Development Officer organises and facilitates 4 Pan Gwent Service User Forums for service users and carers approximately 50 people attend. There are also local service user and carer forums in Newport and Monmouthshire.
- Monmouthshire Carers Co-ordinator works as part of team in County with MCC and ABHB. Produce a Carers newsletter 3 times per annum to 2,400 carers and delivers training courses three times per annum. Manage Leisure Pass scheme and St Pierre Leisure Facilities.
- Co-ordination and delivery of Community Health Champions Programme across Aneurin Bevan University Health Board area, including Torfaen will continue. Working in partnership with a range of agencies to further develop the Agored accredited programme.
- Resource Centre in Abergavenny North - previously Communities First
- Administer and organise annual Best Kept Village Competition across all 5 counties of Greater Gwent in rural communities and villages

Please ensure you also complete the financial information on the excel spreadsheet provided with this delivery plan

Declaration

I declare that I am authorised to submit both this delivery plan and the financial information on behalf of the organisation, and that all information provided is correct.

Signature	_____		
Name	_____		
Position in organisation	_____	Date	_____

Data Protection Act 1998

Information may be used to provide a report to the Welsh Government (our funder) on the progress of your service and to publicise the Wales Third Sector Infrastructure Services programme through the media, our publications and website. By sending this information we are assuming that consent is given to use your material for the activities mentioned above. If any of your information contains sensitive personal data that should not be used for promotion then please notify me. Details will not be disclosed to any third parties other than for the activities mentioned, without prior consent

Please sign to show that you agree to WCVA using your data in this way

Signature _____

Name _____

Position in organisation _____ Date _____

**Please forward an electronic signed to
Kathryn Thomas, WCVA, Baltic House, Mount Stuart Square, Cardiff CF10 5FH
✉ kthomas@wcva.org.uk
no later than **5 February 2016****