

# **GWENT ASSOCIATION OF VOLUNTARY ORGANISATIONS**

*For Communities, With Communities*

# **ANNUAL IMPACT REPORT 2015-2016**

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**Cymdeithas  
Mudiadau  
Gwirfoddol  
Gwent**



**Gwent  
Association of  
Voluntary  
Organisations**

# About Us

GAVO was established in 1927 and is now the longest-standing and largest County Voluntary Council in Wales. GAVO represents the Third Sector at the national Third Sector Partnership Council, at four Public Service Boards across Gwent (in Blaenau Gwent, Caerphilly, Monmouthshire and Newport) and is the lead umbrella infrastructure body for the Third Sector in Gwent. We have many years of experience in community and project development, volunteering, training and building capacity in communities.

## Our Vision

A society where communities, individuals, partner organisations and the Third Sector work together in a culture of equality, shared ownership, responsibility and support to build a sustainable future.

## Our Mission

To improve the lives and opportunities of communities through partnership and collaboration.

## Our Values

Respect  
Innovation  
Optimism  
Culture  
Impact  
Transparency  
Compassion  
Competence



# Contents

Foreword by the Chair	4
Chief Executive Officer’s Report	5
Annual Accounts 2015-16	6
Children, Young People & Families	8
Health, Social Care & Wellbeing	11
Volunteering	14
Tackling Poverty	17
Community & Third Sector Support	21
Policy & Engagement	24
Training	27



**GAVO’s Bankers:**

National Westminster Bank,  
High Street,  
Newport  
NP20 1GG

**GAVO’s Auditors:**

Walter Hunter and Co,  
24 Bridge Street  
Newport  
NP20 4SF

**GAVO’s Solicitors**

Morgan, Denton & Jones,  
Haywood House North  
Cardiff  
CF10 3GA

# Foreword by the Chair

Michael J Harbinson

## Welcome to the GAVO Annual Report for 2015/16

It is my privilege to present this Year's Annual Report of the activities of the Gwent Association of Voluntary Organisations.

The year 2015/16 has once again resulted in difficult and demanding times for the Association and for all the communities in the area. In conjunction with Torfaen Voluntary Alliance (TVA), we have continued to outline areas of collaboration to support the provision of a resource efficient infrastructure to the Third Sector across the Greater Gwent Region.

During the next few years the Third Sector is going to continue to receive reduced financial support from the Statutory Sector and it will be important that we can continue to ensure that we work as efficiently and effectively in the strategic actions necessary, in conjunction with the Statutory Sector to recognise our strengths and weaknesses and ensure that duplication of action does not exist.

We are fortunate in Gwent that we have a very good working relationship with the Welsh Government, Aneurin Bevan University Health Board, the Office of the Police and Crime Commissioner and the Unitary Local Authorities. Good relationships are no accident and we certainly owe much to the support and guidance of the Statutory Bodies and the Welsh Government for supporting voluntary action.

For me, the past year has a different conclusion in that I have decided not to stand for re-election. I have greatly enjoyed being part of GAVO, being a Trustee for 20 years of which 16 has been as Chairman, the decision was not easy or lightly



reached and I will certainly follow the actions of the Third Sector with interest and support. On looking at the Balance Sheets I noted that in 1996 the total income resources to GAVO was £530,874.00 and that had changed to total resources expended in 2015 of £5,064,371.00.

I would like to express my thanks to the individuals and organisations I have been involved with in periods of change and development. I have been fortunate in working with two Presidents. Our present President, Sir Simon Boyle KCVO, who will be considering his future with GAVO at the Annual General meeting, is first class in his support and guidance, for which I thank him.

I must give my immeasurable appreciation to all the staff, past and present who have been hard working, with unfailing loyalty and constant cheerfulness, even at times when things have been difficult.

I must also express my appreciation for the working relationships I have been able to establish with the two Chief Officers over the period of 20 years, Mrs Jennifer Render and Mr Martin Featherstone, who have led and encouraged us all in good and bad times.

Thank you each and every one.

**Michael J Harbinson**  
Chairman

# Chief Executive Officer's Report

Martin Featherstone



**This report provides us with the opportunity to reflect on the challenges associated with diminishing budgets and to highlight the positive impact GAVO has made this year.**

The implementation of change management programmes during the financial years 2013/14 and 2014/15 has strategically positioned GAVO to continue to support the Third Sector and deliver public benefit and the organisations Strategic Aims and Objectives. The change management programmes have additionally supported the financial sustainability of the organisation and GAVO is able to report a surplus position for the financial period 2015/16.

The period 2015/16 continues to be defined by a strategic context characterised by change and uncertainty. The fiscal period 2015/16 has demanded that GAVO applies innovative approaches in order to maximise opportunities and make further progress towards its Vision and Mission in a resource constrained environment.

Examples of innovation in action at GAVO include, delivery of the Welsh Government funded Community Asset Transfer pilot in Gwent, the Third Sector Development Officer role funded by the Office of the Police and Crime Commissioner and shaping the future direction of Third Sector Schemes (formerly known as Compacts) and the engagement of the Third Sector in Safeguarding Boards through participation in Welsh Government Task groups.

Through participation in four Local Service Boards (now Public Service Boards) across Gwent, GAVO is at the forefront of the implementation of the Well Being and Future Generations Act. Through the Regional Partnership Board and the Greater Gwent Health and Social Care Leadership Group, GAVO is

supporting the implementation of the Social Services and Well Being Act in Gwent. For both these pivotal pieces of legislation, GAVO continues to work towards maximising the participation and engagement of the Third Sector in emerging opportunities linked to the Acts.

The breadth of GAVO's activity defined in this Report is a credit to the commitment of the staff team at GAVO, and I would endorse the statement in the Chair's Foreword, recognising the support and contribution of our Partners at a National, Regional and Local level.

I would like to conclude by expressing my appreciation for the support and leadership provided by the GAVO President, Sir Simon Boyle KCVO, the GAVO Chair and Vice Chair; the wider GAVO Executive Committee and Local Committee members and the GAVO staff who collectively through their knowledge, skills, experience and commitment support significant and continued progress towards GAVO's mission of:

'Improving the lives and opportunities of communities through partnership and collaboration.'

**Martin Featherstone**  
**Chief Executive Officer**

# Annual Accounts 2015-16

## GWENT ASSOCIATION OF VOLUNTARY ORGANISATIONS COMPANY LIMITED BY GUARANTEE

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2016

	Unrestricted Funds £	Restricted Funds £	Unrestricted Pension Deficit Recovery Funds £	Total Funds 2016 £	Total Funds 2015 (as restated) £
<b>INCOME AND ENDOWMENTS</b>					
Donations and legacies	616	10,708	–	11,324	11,186
Income from charitable activities	782,500	3,988,364	–	4,770,864	4,812,704
Other trading activities	39,162	6,817	–	45,979	61,556
Investment income	699	–	–	699	1,490
<b>TOTAL INCOME</b>	<b>822,977</b>	<b>4,005,889</b>	<b>–</b>	<b>4,828,866</b>	<b>4,886,936</b>
<b>EXPENDITURE</b>					
Expenditure on charitable activities	(736,410)	(4,029,078)	(22,000)	(4,787,488)	(5,084,437)
Exceptional costs of charitable activities	–	–	–	–	(93,934)
<b>TOTAL EXPENDITURE</b>	<b>(736,410)</b>	<b>(4,029,078)</b>	<b>(22,000)</b>	<b>(4,787,488)</b>	<b>(5,178,371)</b>
<b>NET INCOME/ (EXPENDITURE) AND NET MOVEMENT IN FUNDS FOR THE YEAR</b>					
	86,567	(23,189)	(22,000)	41,378	(291,435)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward	(76,583)	374,156	(114,000)	183,573	475,008
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>9,984</b>	<b>350,967</b>	<b>(136,000)</b>	<b>224,951</b>	<b>183,573</b>

The Statement of financial activities includes all gains and losses in the year.

All of the above amounts relate to continuing activities.

**BALANCE SHEET****31 MARCH 2016**

	<b>2016</b>	2015 (as restated)
	£	£
<b>FIXED ASSETS</b>		
Tangible assets	<b>438,408</b>	466,746
<b>CURRENT ASSETS</b>		
Debtors	<b>288,253</b>	387,955
Cash at bank and in hand	<b>361,239</b>	272,942
	<b>649,492</b>	660,897
<b>CREDITORS: Amounts falling due within one year</b>	<b>(726,949)</b>	(830,070)
<b>NET CURRENT LIABILITIES</b>	<b>(77,457)</b>	(169,173)
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>360,951</b>	297,573
<b>PROVISIONS FOR LIABILITIES</b>		
Net present value of pension deficit recovery contributions	<b>(136,000)</b>	(114,000)
<b>NET ASSETS</b>	<b>224,951</b>	183,573
<b>FUNDS OF THE CHARITY</b>		
Restricted income funds	<b>350,967</b>	374,156
Unrestricted income funds:		
General fund	<b>9,984</b>	(76,583)
Pension deficit recovery fund	<b>(136,000)</b>	(114,000)
	<b>(126,016)</b>	(190,583)
<b>TOTAL CHARITY FUNDS</b>	<b>224,951</b>	183,573

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

These financial statements were approved by the members of the committee and authorised for issue on the 20 October 2016 and are signed on their behalf by:

Mr M J Harbinson

Mrs J Steven

Company Registration Number: 5590517

# Children, Young People & Families

## Family Skills Project (Newport)

Placed 35 participants in volunteering or work experience opportunities

9 participants secured permanent work as a result of their volunteering

45 participants received 1:1 support & coaching

3 participants went into education

### Participant Feedback:

"I appreciated your understanding of my job requirements and your persistence on my behalf. You helped make the disheartening experience of job seeking into a more positive one. You were friendly, detail oriented and made me feel confident. Without Family Skills I wouldn't have got this life changing opportunity..."



"Thank you for getting me the placement at Maes Ebbw, it's fantastic and I love it ... I have applied for a job there and just heard that I have actually got it ☺ over the moon is an understatement!"



"My first experience of being a volunteer worked! It sounded like a big challenge, I have low confidence and such a stressful time at home with the kids – I wasn't used to being out and surrounded by other people but after working with you, I thought why not? I thought it was a big step when I was feeling so low. It was hard but I did it! At that point I was thinking I couldn't be any lower in my life and feeling useless at everything, through volunteering I have given up those thoughts and am moving forward and meeting people. I have more experience and am hoping I can add more things to my routine. Then they offered me a job! I was so shocked! Someone believed in me! It has given me the biggest lift I have had for so long ... I still feel scared with the challenge ahead but I am going to face it ... getting closer to my goal every day is brilliant!"

## Parent Network (Newport)

Increased membership by 100+ parents

Mapped Parenting Courses across Newport

New 'Families Affected by Imprisonment' Support Group established

Created a regular Practitioner Newsletter



## Parent Network (Newport) – Cont'd

During the term of 2015/2016 the Newport Parent Network has been able to re-establish a Family Information & Fun Day Event called Families Love Newport. This was held in February 2016 and we were visited by around 200 families and around 300 children.

The Newport Parent Network worked in partnership with Careers Wales to run a consultation on the support received by children with additional learning needs.

The Newport Parent Network also worked in partnership with Newport City Council and Careers Wales and Parents to organise an ASD Awareness Event for Employers which was a huge success.

**“Families Love Newport event was enjoyed by 200+ families and 300+ children and received great feedback”**



“Found the event really useful for lots of information. The main part is where the children learnt to ride their bikes, this made them really happy. 10/10. Thank you”

“...the Newport Parent Network has also given me a voice in my community in which I felt disconnected from”

“The help & advice I have received from the Parent Participation Officer has been invaluable & without it my group would not have happened”

## Holiday Scheme Co-ordinator (Caerphilly)

The Holiday Scheme Co-ordinator supports community and voluntary groups to deliver playschemes and youth opportunities throughout Caerphilly borough; also offers advice and guidance on funding, good practice and training.

## Play Development (Caerphilly)

183 people have been trained

23 learners undertook accredited play qualifications

150 learners attended CPD workshops

Working in partnership with CCBC Early Years, Workforce Development Service and the Play Sufficiency Group, gaps in training and quality in play provision are identified and training developed to meet the needs of the play workforce. Beneficiaries are wide ranging from schools, Colleges, Community Councils, voluntary groups, Flying Start, Communities First, GAVO playworkers and individuals.



## Pop in and Play (Caerphilly)

26 Pop in & Play sessions delivered each week term time

11 individuals started volunteering with the project

1 volunteer gained employment

Worked with over 30 Partners for National Playday 2015

Over 3,000 individuals attended National Playday 2015

### Case study

A parent who had attended a Caerphilly Pop in and Play group for some time, showed interest in volunteering within the team, once her youngest child had started school. The Play Delivery Officer met with this parent and inducted her as a volunteer within project, where she supported the Bedwas group each week.

Through volunteering she grew in confidence and developed new skills engaging with children, staff and parents. Through this opportunity she applied for employment positions and was successful in gaining a role within a local Meithrin where she is now able to use her skills gained through volunteering directly.



"My child's speech and communication has improved since coming to the group"

"Very friendly interactive environment, Good range of activities"

"Very helpful and supportive staff"

## Adventure Play & Inclusive Play (Caerphilly)

600+ children & young people worked with per week

480 play sessions delivered



The two Adventure Play teams delivered play sessions for children, young people and families on a weekly basis in Graig y Rhacca, Rhymney, Phillipstown, Ty Sign (two sessions per week), Panside, Tirphil, New Tredegar, Lansbury Park and Gelligaer. Play opportunities that the children and young people chose to take part in included waterslides, using fire pits (where they could toast marshmallows and use them to make s'mores), using tools, art & crafts, soft play and den building.

48+ disabled children provided with 1:1 support to attend play sessions

Inclusive Play Team Manager carried out home visits with each child/family that was referred into the project and attended Action Plan meetings for those that were referred in through Supporting Family Change. The Inclusive Playworkers provided 1:1 support for disabled children so they could attend play sessions, after school clubs and youth clubs on a weekly basis. The support enabled the children to improve their social skills, increase their confidence and develop the ability to manage their own risk.

# Health, Social Care & Wellbeing

## Health, Social Care & Wellbeing (HSCWB) Co-ordinators

5,000+ enquiries dealt with

We are representatives at 75+ planning groups / partnerships / networks



**Social Services and Well-being (Wales) Act**  
We have been supporting the Third Sector to engage with the planning & implementation of the new Act in the Gwent region.



**Dewis Cymru**  
We have played a key role in managing information uploaded to the site by the third sector in Gwent.

422 Gwent entries have been made since Dewis Portal launched

### Dementia Friendly Communities

Dementia Friends is about giving more people an understanding of dementia and we have delivered the awareness sessions to 131 people in the past 12 months. More work is progressing in the communities, including in schools, public spaces and local businesses across the boroughs.



**Dementia Roadmap Wales**  
Promoting living well with dementia across Wales  
<http://wales.dementiaroadmap.info>  
[enquiries@dementiaroadmap.info](mailto:enquiries@dementiaroadmap.info)  
[@dementiawales](https://twitter.com/dementiawales)  
[facebook.com/dementiaroadmapwales](https://facebook.com/dementiaroadmapwales)

Hosted by **dementia pathfinders**

Dementia Awareness sessions delivered to 131 people

1,173 people have used the site since its launch in May

**Dementia Roadmap Wales**  
We have played a leading role in the development of the Dementia Roadmap online resource.



600 Champions have been trained so far

### Community Health Champions

The Community Health Champion programme aims to provide local people with the knowledge, skills and confidence necessary for them to become champions for health in their local community.





**Neighbourhood Care Networks**  
 We play an active role in the Neighbourhood Care Networks in their respective areas of Gwent. Each of these networks serves a population of approximately 45,000 people.

## Monmouthshire Carers Project

**In contact with 900+ carers**

Our Carers Co-ordinator has provided information and advice to over 900 carers in Monmouthshire and maintains the Care database for the County.



Scenic walks with the National Trust were organised.



Drumming and Strumming Sessions were held at Glan-Yr-Afon Hotel.

**150 carers were supported to engage in activities during Carers' Week**

Our Carers Co-ordinator designs and edits the Carers Newsletter, which is available to the 900+ carers three times a year.

## Gwent Mental Health Team

**97 service users & carers supported & given a voice**

We supported 97 service users and carers to share their views and opinions on mental Health services in the Gwent area.



Crow Valley Angling Club & Cwmbran Allotment Project – two of the projects we support.



Safety Measures and Safe Care Guidance for those caring for someone in mental health services

With the support of the Mental Health Team, service users & carers were involved in the consultation on the crisis leaflet for Carers with Aneurin Bevan University Health Board.



We hold Gwent Mental Health Service User Forums 4 times a year attended by over 50 service users. We are also developing the first Younger People with Dementia Group and carers for Gwent and South Powys.

## Education Programmes for Patients (EPP) Cymru

EPP Cymru provides a range of self-management health and well-being courses and workshops for people living with a health conditions or for those who care for someone with a health condition. The courses are delivered by the EPP team across the Gwent communities.



45 Health & Wellbeing courses delivered

500+ patients attended

We have won a prestigious NHS Award for our EPP service

19 Volunteer Tutors currently help deliver the EPP in Gwent

### Participant Testimonials:

“EPP has changed my life, I have learned new healthy habits. I now feel in control of my life, so much so that I want to give something back by training as an EPP Tutor”

“Because the course is confidential, it’s given me a safe place to express myself. I am so grateful to the tutors and everyone who gave me support and encouragement”

“I gained confidence to apply for a job and I am now working part-time”

Patients are supported through a structured course by trained tutors. The courses are led by two tutors, who themselves have experience of a long-term health condition. The majority of EPP Cymru tutors are volunteers. EPP Cymru courses are run in suitable venues in local communities and are free of charge.

### Course content includes:

- Managing symptoms such as pain & tiredness
- Dealing with anger, fear & frustration
- Coping with stress, depression & low self-image
- Eating healthily
- Learning relaxation techniques & taking regular exercise
- Improved communication with family, friends & health professionals
- Planning for the future

# Volunteering

We are representatives at 30 Third Sector Networks / Forums

181 volunteers registered on new GAVO's Volunteer Recognition Scheme for Over 25s in the first 7 months

269 'Good Practice in Managing Volunteers' enquiries dealt with

1,007 volunteers placed

£10,476.73 given to Youth-led Volunteering Projects

The Gwent Wide Volunteer Managers Network was introduced in November 2015 and saw representation from over 80 Third Sector organisations.

“Useful event for networking and sharing good practice with similar Organisations to ours”

## Collaborations & Partnerships:

A partnership with the **University of South Wales & Interlink** created a contract opportunity for GAVO to source volunteering opportunities for University Students attending Newport City Campus.



20 students placed into 14 different organisations



Throughout the year we have successfully collaborated with several private sector organisations including: **Network Rail & British Transport Police** with **young Rail Ambassador Volunteers** – a new initiative & pilot programme that commenced in Caerphilly, which is anticipated to be rolled out across Wales.

Staff from **British Airways** and **Megachem UK Ltd** volunteered their time to help carry out maintenance and tidy up church yards – Argoed Baptist Church and St Mary's, Caldicot respectively. All their help was greatly appreciated!

We have also worked with **British Gas** to help forge relationships with the Third Sector – 30 of their staff members have been offered various volunteering opportunities with **Hospice of the Valleys, Newtown Community Centre** and the 'Colour Run' event.

GAVO organised Volunteer Achievement Awards for each of the four areas (held Sep, Oct, and Nov) to recognise and celebrate reflect the vital and diverse role volunteers play in supporting and contributing to the wellbeing of the community.

Well over 100 nominations were received – decision making was tough!



30+ individuals/groups won awards; with many more runners up



The Awards ceremonies are held in partnership with, and sponsored by, various partners. Each area has a range of award categories and both individuals and groups can be nominated.



# The Sunflower Hospital Volunteering Project

Ysbyty Aneurin Bevan and Ysbyty Ystrad Fawr & Rhymney

12,527 instances of patient befriending

906 patients involved in activities

107 volunteers received at least 1 training sessions; 67 received at least 2

6 former volunteers now in nursing placements at these hospitals

GAVO Sunflower Hospital Project volunteers have become part of Blaenau Gwent's initiative to become a Dementia Friendly Community. **18 volunteers** completed Dementia Friends training and are now putting the training into action within the hospital and local community.

The Sunflower Hospital Project supported volunteers with their University & job applications. **19 volunteers** have started Nursing / Care degrees at University.

982 patients pampered

15 former volunteers secured employment in the Health & Social Care Sector

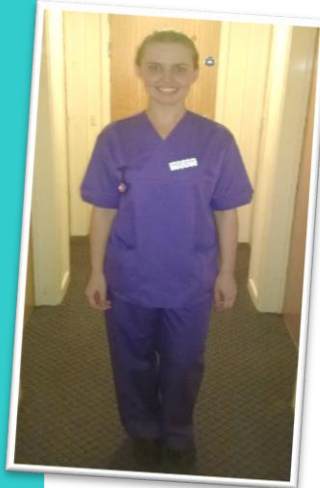
ABUHB Chairman, David Jenkins visited the project at YYF as part of the Health Board's 'In Your Shadow' programme – he was very impressed!



## Patient Feedback:

“You have really cheered me up, I will stop crying now”

“You are my saviour, singing has cheered me up & I will always remember how kind you are to me”



“Thank you so very much, you have cheered me up, you have made me feel better”

“It is lovely to have company & a sing-song, we have really enjoyed ourselves”

**Case Study** Rebekah Brimfield (19), has recently started her Nursing Degree at Cardiff University & was one of the first Sunflower Volunteers at Ysbyty Aneurin Bevan & has just completed her Student Nurse placement at Ysbyty Ystrad Fawr: "The Sunflower Project allowed me to gain clarity on the reason why I wanted to go into nursing, to care for people and to have a rewarding career where I knew I would be able to help people on a daily basis. I enjoyed things like talking to the patients and doing their nails, as well as selling toiletries, newspapers and sweets etc. off the trolley.

Although these were only simple tasks I could see that for certain patients - especially those who had minimal visitors, this really did brighten up their day and encouraged them to know they could just have a general chat with me to escape the situation of being ill or in hospital, as it can be a distressing time.”



# Tackling Poverty

## Communities First –Tredegar Cluster

57 people were supported into employment



284 qualifications gained

Over 600 people have participated in Communities First projects – not including our Engagement events!

95 people more positive about their mental health



### Case Study – 16+ Gym Project – Louis From Blaenau Gwent to Universal Studios!

AW was first engaged in November 2015 by the Youth Employment Mentor and it was recognised that there were possibly some issues around the person’s mental health. He was enrolled onto the 16+ Gym Project that was being run within the cluster as he had expressed an interest in becoming fitter and was looking to “get out of the house”.

“The benefit of the *Life Card* that I had was it kept me fit and healthy physically and mentally, it also gave me the fitness that I need for my job working in QRL.

The people who helped me get this *Life Card* were really helpful and very friendly to everyone who was there on the project.

How I feel now, is so much better in myself and it has given me the confidence boost that I have needed. Thanks to Tony and Jon, I felt I could talk to them about my problems that I had, and they helped me deal with them”.

### Case Study – Lift Programme – Louis From Blaenau Gwent to Universal Studios!

Louis was NEET after completing college, he was supported to look at other options but was despondent and low on confidence. Louis was encouraged to attend courses and apply for additional positions.

Lift found an employer who wanted someone who would be interested in becoming a trained Electrical Control Technician. They had large contracts in the USA to run electrical components in theme parks. Lift arranged a 2-week work trial and persuaded the employer to employ Louis on a Jobs Growth Wales placement. Louis quickly impressed the employer and started work for the first time in his life in April 2016.

Louis has now travelled to Utah and Florida and is currently in Universal Studios Florida, working as an Electrical Control Panel Technician. His journey from Tredegar to Universal Studios would not have been possible without the support Lift provided to realise his ambitions, develop his skills and enter a job which is taking him literally, around the world.



## Communities First – Ebbw Fawr Cluster

25 activities delivered

470 people engaged in activities

291 young people supported

548 people attended Cluster Events

250 qualifications gained

110 people supported into employment



640 followers on twitter

1,820 Facebook friends



### Case Study – Kimberley Davies

On 3<sup>rd</sup> November 2015 Kimberley Davies one of Communities First Young Ambassadors was inaugurated at the Houses of Parliament as Deputy Youth Mayor for Blaenau Gwent.

Kimberley has been a young ambassador for two years and is very passionate about promoting young people’s rights and being a role model to her peers. Nick Smith the Member of Parliament for Blaenau Gwent presented Kimberley with her chain and was pleased to see the rest of the young ambassadors promoting a positive image of young people in Blaenau Gwent.



### Case Study – DV’s Story

DV was first introduced to Communities First when she attended work club over two years ago. English wasn’t DV’s first language and she lacked confidence.

DV continued to attend work club and was signposted to the Learning Action Centre to begin English lessons; alongside this she attended our *Cooking for Work* activity, where she achieved her CIEH Level 2 in food safety & CIEH Nutrition qualifications, & completed a personal development plan.

The team worked with DV to secure a placement with Tesco Ebbw Vale to gain work experience. She has also completed a level 1 Customer Service Skills course, First Aid and Manual Handling.

**“Communities First has helped me to improve my skills. They have allowed me to gain work experience and the team are working hard with me to make me more employable and supporting me to look for a job... I always know I can rely on the team for help”**



## Communities First – Newport North Cluster

51 people were supported into employment

77 qualifications gained

53 people more positive about their mental health

Over 2,000 people have participated in Communities First projects

## Communities First – Newport North Cluster

### Case Study – NEETs Project - Maria Morgan

Maria Morgan joined the NEETs project having left Newport High School. Maria is dyslexic and her mother was keen for her to join us as she was not keen to return to school. Maria is a polite, courteous young lady who soon impressed all members of staff. She has volunteered with after school sporting activities in the primary schools, helped out at Youth Club sessions, supported staff at fetes etc. During her time with us she has gained several qualifications including Sports Leaders, First Aid at Work, Food Hygiene.

Maria is so efficient that it is like having an additional member of staff, so when the opportunity arose for a Community Development Apprentice, Maria jumped at the opportunity of applying. To her credit she was successful with her application and is now embarking on this new venture. Her ultimate ambition is to go to University to undertake a degree in Youth and Community work and has had a little taster with a visit to a lecture at Newport University with Kelly McCarthy a university lecturer. We are sure that with her determination and positive attitude she will achieve her objective. Maria has excelled in all aspects of her work.



## Communities First – Caerphilly Clusters

**46 participants  
gained  
accredited  
qualifications**

(Mid Valleys East & Caerphilly Basin)

**£1,076,000  
awarded to local  
community  
groups with  
Officers' support**

**4 Community  
Engagement  
Events held with  
250+ attendees**

(Mid Valleys East)

**21 individuals /  
groups recognised  
for their  
contribution in End-  
of-Year Celebrations**

(Mid Valleys East & West)

### Participant Feedback:

“Through the support of Communities First we have been able to develop our night shelter, which is an essential service for rough sleepers especially during the winter months.

From this support we are able to assist 14 guests with housing tenancies.

Our building is now fit for modern day use and we are able to take this project forward this year. Thank you”



# Communities First – Caerphilly Clusters - Cnt'd

“I really enjoy the walking group & being out with other people, we often stop from time to time for refreshments and to pick blackberries along the way”



“The extension of Taraggan would simply not have happened if it was not for Ross, Ceri and the wider GAVO team. They helped us source grants, kept us up to date with progress and supported us on the site” – John Pritchard, Taraggan

“Can’t thank GAVO and CF enough for their help in getting the Village Hall up and running”



“Got me out of the house, trying new things, meeting new people from different backgrounds”

2 Community Centres spruced up through bespoke CATWG project (Mid Valleys West)

5 Broadening Horizons courses run with 21 participants (Upper Rhymney Valley)

Over 250 volunteer hours used in environmental projects (Mid Valleys West)

“Great opportunities that would not have been possible without your support”



Over 21 local community & voluntary groups supported (Upper Rhymney Valley)

170 members from Lansbury Park signed up to Time Banking Project (Caerphilly Basin)

“Supported Cefn Hengoed and the young people at the Youth Club massively - thank you, we owe you!”

# Community & Third Sector Support

## Third Sector Networks:



### Monmouthshire

The first two meetings of Monmouthshire's Third Sector Network enjoyed much local support – GAVO is keen to support the Network to have a voice in the planning and delivery of services across the County, and to offer opportunities for the Third Sector to explore partnerships and innovative ways of working.

### Caerphilly

Caerphilly's multiple Third Sector Forums were reviewed during the year and, after analysis of the consultation, will in future take place as a single borough wide Forum, meeting quarterly in a central location.

2015/16 saw a change to the annual "One Beat" Third Sector showcase event in Caerphilly County Borough. Usually held in the council offices, the event moved out into four community venues across the year and became the "One Beat Roadshow". This gave an opportunity for the public to see what the voluntary sector has to offer across the county at venues close to them.

### Newport

The Newport Voluntary Sector Forum in Newport met 3 times in 2015/16. At the June meeting there was a report on The Revised Single Integrated Plan for Newport and Time Banking. The September meeting focussed on the arrangements for the new PSB and the refreshed Compact for Newport. In January we facilitated a One Newport Engagement Event instead of a traditional forum meeting.

112 Third Sector Forum & Network meetings held

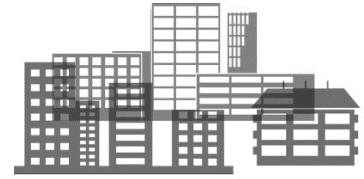
28+ Organisations showcased their services at each One Beat event



## Community Asset Transfer:

Community Asset Transfer continues to be an important area of growth across GAVO, particularly in Blaenau Gwent. In collaboration with Richard Davies, Asset Transfer Officer, a bespoke Articles of Association has been developed which covers all the areas necessary, when taking on Community Asset Transfer for community organisations.

Processes used in Blaenau Gwent have been rolled out across Gwent and further afield. Richard Davies has also worked in the Newport and Caerphilly areas to establish lines of communication with the local authority and establish a procedure to facilitate Community Asset Transfer. There is now a higher level of understanding of the process and the value of working with the Third Sector in Newport. Seminars have been held in all areas with third sector organisations to explain the process.



**Supported 60  
groups with CAT  
enquiries**

## Community Development Support:

**27 Trustee  
events held  
with 931  
participants**

**1,155  
Trustee  
enquiries  
dealt with**

**61 new groups  
/ social  
enterprises  
supported**

The number of new groups setting up or developing new services and seeking support has varied across the area with a growth in Blaenau Gwent, a steady number in Caerphilly and Monmouthshire but a reduction in Newport. This is felt to be a reflection of the reduction in the number of grants available and the lack of capacity within many groups to develop services. Securing trustees with the necessary experience and knowledge is a huge stumbling block for many Third Sector Organisations. This is also demonstrated by the increase in the number of enquiries from groups across GAVO regarding their legal structure and requests for assistance in winding-up an organisation.

There is an increasing demand for support with governance overall, in particular registrations as Charitable Incorporated Organisations, Community Interest Companies and Companies Limited by Guarantee.

The **Gwent Best Kept Village Competition** continued to gain support with funding bids and administration from GAVO. A well-attended Awards Evening took place in the Autumn.



## Funding Advice:

There continues to be a high level of demand for funding advice and support across Gwent. This is increasingly challenging with the availability of local funding schemes and the opportunity to access large funding streams continuing to decrease. This has resulted in extended work with groups over years, frequently without success.

However, with the support of local development managers, £1,994,358 has been obtained across the GAVO area for a wide range of different projects; from the complete refurbishment of church buildings for wider community use to the purchase of equipment for crafting and knitting groups, or the installation of compost toilets for allotment societies.



**878 funding  
advice  
enquiries  
dealt with**

**£1,994,358  
funding  
obtained by  
groups  
supported**

**Case Study – Boot Road Allotments Association** has received two **Big Lottery** grants in the last eight years with the support from GAVO Officers. Recently, the funding has enabled them to install a compost toilet, purchase equipment and improve security.

“On both occasions the help was invaluable and it is true to say that without the GAVO Officers’ help we would almost certainly have failed in our attempt to get a grant.

All Officers and Members of the Association would like to thank the Officer for all their help & we hope that such support will be available through GAVO for many years to come”



**Case Study – Blaenau Gwent Woolley Friends** were awarded £2,560 from **Awards For All** to purchase new knitting machines & other equipment. Below are some of the comments from the users on just how much of a life-changing difference a small amount of money can make:

“Better than a counselling session”

“Coming here saved my life. I never went out, have enjoyed the help & support here & on trips”

“It has brought me out of myself, it’s something to look forward to”

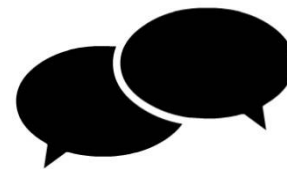
## Dial-A-Ride:

The Blaenau Gwent Dial-a-Ride service was set up to help and enable people with mobility issues living in the Blaenau Gwent area to enjoy a greater level of independence. Our Volunteer vehicles are wheelchair accessible, enabling us to help those with difficulty getting about to do the ordinary things in life, that we all take for granted.

**7,641  
individuals  
transported**



# Policy & Engagement



## Third Sector Compact:

GAVO has been involved in the **Welsh Government** review of Partnership Agreements (Third Sector Compacts) which help shape partnership working with statutory bodies & clarify functions and responsibilities.

**Blaenau Gwent** - One of the positives this year has been the development of the Third Sector Compact Agreement, which has now been ratified by all the partners – next task is to set up a Voluntary Sector Compact Group.

**Newport** - Following several years of frustration and delays, the **Newport Local Service Board** adopted the Newport Third Sector Scheme which demonstrates commitment to the establishment of a Third Sector Partnership for Newport & re-opened channels for partnership working between the sectors.

**Caerphilly** - A review of the long standing Compact in Caerphilly began during the year but, with the introduction of the Future Generations Act was postponed to ensure that the new agreement focusses on the goals of the emerging Wellbeing Plan & includes the new Public Service Board members as partners.

**Monmouthshire** – Compact Review Group proposal agreed via LSB and SIP Programme Board.

## Well-Being of Future Generations (Wales) Act 2015:

Following on from discussions regarding the consultation of the Well-being Future Generations and Social Services bill, we are now working collaboratively with **Blaenau Gwent County Borough Council** on this consultation process. In Caerphilly and Monmouthshire, the **Community Voices** projects have been involved in the developing engagement processes with a number of representatives attending the **Gwent-wide Social Services and Wellbeing Act Citizens Panel**.

Awareness raising and briefings on the **Social Services and Well-being Act**, including consultations on the Codes of Practice and Regulations has increased knowledge and awareness. Actively engaging the Third Sector with the Social Workforce Development Partnership open training forum as part of the Executive Board.

In January 2016, **Newport LSB** charged GAVO staff team in Newport with the responsibility of organising a conference to promote engagement and participation between all sectors working in Newport. **The conference was extremely well attended and has led to more collaborative working relationships.**

At the conference, a **Quality Assurance Standard** developed by a GAVO staff member, for Third Sector organisations providing support and services to children and families, was launched and has since led to interest from other parties to adopt similar processes. This has the potential to promote the professionalism of Third Sector Providers, especially in terms of commissioning for services.





## Community Voices Team

### Valley Voices Portfolio (Blaenau Gwent & Caerphilly)

The principle theme of this portfolio is **Health & Wellbeing** and we help support **9** projects:

- Care to Listen, Listen to Care - Royal Voluntary Service
- Carers Participation Project - Hafal
- One Voice for a Safer Community -DWR Community Council
- Speak Out for Stroke - Stroke Association
- Prosiect Llais - Menter Caerffili
- Voices for Mental Health - Caerphilly Borough Mind



Over 1,000 community members have gained in confidence & expressed their views to influence service provider



### Case Study

#### Draethen, Waterloo & Rudry Community Council's 'One Voice for a Safer Community'

This project aims to bring the three villages of Draethen, Waterloo and Rudry together with one voice to tackle the rural road safety problems and in so doing rekindle community spirit.

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

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

This epitomises the Big Lottery Community Voice Programme where communities and service providers work together to design and deliver improved services.



**“The project achieved above & beyond its main aim, we now have a 20mph speed limit around the [Rudry] school and several thriving community groups...”**

# Community Voices Team

## Engage Portfolio (Monmouthshire & Newport)

The principle theme of this portfolio is **Equalities** and we help support **9** projects:

- Monmouthshire Parent Network - Action for Children
- Deaf Community Participation Project – British Deaf Association Cymru
- Time 2 Voice – Charter Housing
- Carer’s Participation Project - Hafal
- Forget-Me-Not Project – Newport Peoples First
- Care to Listen, Listen to Care – Royal Voluntary Service

**Over 450 community members have gained in confidence & influenced policy & decisions about services in their community**



### Feedback:

*“Before, I was lacking in confidence and very shy. I had spells of severe depression, thinking I couldn’t do things. I didn’t find it easy talking to people. As well as coming to Newport People First I went to Mind courses, which also helped.”*



### Case Study

#### Newport Peoples First’s ‘Forget-Me-Not Project’

This project provides a collective voice for adults with a learning disability in Newport, representing those views to service providers and strategic decision makers

The members were concerned about Newport Library Service cuts. They arranged to interview and film Mike Lewis, Head of Library Services at Newport City Council to discuss their concerns Mike said that it is good we talked to him, now he understands, he can make the service better.

*“Now I have built up confidence and have filmed Mike Lewis... about service closures. I had to make phone calls and talk to people to get them on side so I could do this”*

# Training & Skills

Delivered  
49  
Accredited  
courses

Delivered 88  
Non-Accredited  
courses

Trained  
1370  
people

Achieved a  
100%  
Satisfaction  
rate



## Testimonials:

**Emergency First Aid at Work** “Good atmosphere, feel confident about CPR. Really good course, really good experience.”

**Protection of Vulnerable Adults** “Very friendly & welcoming, really enjoyable – despite the serious nature of the training. Excellent!”

**Data Protection** “Use of real life cases made what could be a ‘dry’ subject much more interesting. The trainers were very knowledgeable. Thanks ☺.”

**Mental Health Awareness** “Jan designed, at very short notice, a bespoke training package for delivery to our volunteers, on Mental Health Awareness. She negotiated on terms to ensure that we had a product that met all our needs at a price which we could afford, and delivered it on two Saturdays. The feedback from our volunteers was excellent - "excellent delivery", "a good useful course well delivered", "met all my needs and more", "fantastic course, well-pitched", "very professional, flexible in her approach, very friendly and structured".

I would have absolutely no hesitation in recommending Jan and the GAVO Training Team. They are truly outstanding and we look forward to working with them again very soon.”

*John Moss, Area Co-ordinator, Cruse Bereavement Care - Gwent*

**Basic Accounts** “May I say a big thank you on behalf of all our volunteers that attended the Basic Accountancy day on Tues 15<sup>th</sup> September. Everyone said they really enjoyed the day and took a lot from the learning experience. Mike has put his certificate on Facebook for all to see! He is that proud. Again very many thanks.”

*Vera Jenkins, Chair Person, Friends of Navigation Colliery - Crumlin*

# Working in collaboration with:



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