

Meeting of:	Voluntary Sector Joint Liaison Committee
Date of Meeting:	Monday, 03 April 2023
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Glamorgan Voluntary Services (GVS) Annual Report 2021/22
Purpose of Report:	To provide the Committee with information of the work of GVS throughout the year April 2021-March 2022
Report Owner:	Rachel Connor
Responsible Officer:	Rachel Connor
Elected Member and Officer Consultation:	N/A
Policy Framework:	GVS represents the Third Sector on a range of VOGC Partnerships, Board and Joint Working Groups
Executive Summary:	<ul style="list-style-type: none"> The report summarises all areas of GVS activity during 2021/22.

Recommendations

1. That the Committee receive the report for information.
2. That the report be referred to Corporate Performance and Resources Scrutiny Committee.

Reasons for Recommendations

1. As required by the terms of the VOGC / GVS Deed of Grant.
2. To apprise the Corporate Performance and Resources Scrutiny Committee.

1. Background

- 1.1 Glamorgan Voluntary Services is the County Voluntary Council (CVC) for the Vale of Glamorgan.
- 1.2 GVS is the umbrella body for the Vale of Glamorgan's third or voluntary sector and our role is to support, develop and represent third sector organisations and promote volunteering in the Vale of Glamorgan. We have a flourishing membership of some 770 community organisations active in the Vale of Glamorgan. We help to improve the quality of life of people and communities by supporting volunteers, volunteering opportunities and voluntary groups.
- 1.3 Thriving and cohesive communities require active engagement and involvement of local people. There is an increasing role for the third sector in the delivery of services and they have an invaluable role as partners and advocates for local communities. Our expert services help to provide a platform for a vibrant and robust voluntary sector.
- 1.4 Our Vision is of a valued and respected Voluntary Sector, in which GVS serves as a trusted leader, effective strategic partner and model of good practice for the Sector.
- 1.5 Our Mission is that GVS aspires to empower people, inspire excellence, and strengthen communities by stimulating and developing voluntary action.
- 1.6 Our values determine what we do and the way we do it. GVS is committed to:
 - Working collaboratively with others.
 - Being a learning and enabling organisation.
 - Conducting our business with integrity in an open, honest, transparent, and accountable way.
 - Recognising and valuing staff and volunteers as our greatest resource and investing in accordingly.

- Voluntary and community action that is fundamental to the development of a democratic and socially inclusive society.
- Diversity and equality of opportunity.
- The value and roles of volunteers and is committed to volunteering.
- Sustainable development.
- Valuing its independence and to working in mutually beneficial partnerships with others for the benefit of its citizens.
- The achievement of quality standards and services.

2. Key Issues for Consideration

2.1 This review looks at what we have achieved and the outcomes of our work in the preceding twelve months. The review also helps us ensure our aims, objectives and activities remained focused on our stated objectives. We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that we continue our promotion of any charitable purpose for the benefit of the communities in the County Borough of the Vale of Glamorgan and the surrounding areas and in particular, the advancement of education, the furtherance of health, the relief of poverty, distress and sickness.

2.2 Achievements in year

GVS’ main achievements during the year fall into the following areas:

IT

2.3 Website

The GVS website is a major asset to the organisation and the wider Third Sector here in the Vale of Glamorgan. During 2021/22 a new, more dynamic website was rem launched. The website contains a range of information including the services we offer, learning opportunities and news updates that impact on the voluntary and community centre.

2.4 Social Media

GVS has made a commitment to ensure that Third Sector organisations operating in the Vale of Glamorgan can gain and build on their skills to make full use of 21st century communication mechanisms. A very comprehensive programme of training courses has been developed for groups and organisations operating in the Vale of Glamorgan. This, together with our own extensive use of social media provides an effective and useful tool to share news and information with our members and the wider sector.

2.5 Digital Platforms

During 2021/22 GVS, in partnership with County Voluntary Councils across Wales and Wales Council for Voluntary Action, continued to use a Wales Wide

Customer Relationship Management System (CRM), a Wales Wide Volunteer Management System and a Wales Wide Funding Search Facility, Funding Wales.

2.6 Development and Advice Services

Our offices in Llantwit Major (Illtud House and CF61, Penarth (St. Paul's Community Centre and Barry (Barry Community Enterprise Centre) slowly opened up during 21/22 as society emerged from the Covid 19 pandemic. GVS adjusted to providing services online and on an emerging 1-2-1 basis. Our provision was open to members and potential members for advice and development work. We offered information and guidance to assist organisations to operate legally and efficiently e.g. by providing information on registering as a charity, how to put together a governing document and how to develop policies and procedures.

GVS has provided Third Sector organisations with a range of support to develop ideas and projects. Support has been offered in a variety of ways including face to face meetings, e-mail, telephone consultations and briefing sessions. Our range of GVS branded Information Sheets remain popular and these have been invaluable in helping us deal with the more general day to day enquiries. We endeavour to make sure that all our information is available online via our website, enabling our members to access appropriate development information and advice more effectively and at a time that suits them.

2.7 Information Service

We act as an information agency for and about our members, maintaining a comprehensive database and ensuring the services of our members are publicised. We continue to produce information leaflets on our services in Welsh. Our information service was accessed 710 times with members receiving additional information via e-bulletins on a weekly basis.

"Vista", the GVS quarterly magazine, is published in house three times a year and is distributed to some 1000 groups and individuals. "Vista" is supplemented by regular updates of newsletters on Health, Social Care and Well Being and Sustainable Funding News. Over the past year, eight updates were produced.

Our comprehensive range of information sheets are available in both English and Welsh for voluntary organisations to access either by hard copy, e-mail or through our website. This service is free to voluntary organisations and continues to be a resounding success.

2.8 Practical Services

These are a real benefit to many small voluntary organisations with little or no spare income. Low cost, reliable printing, help with desktop publishing, the loan of display equipment for exhibitions and presentations – these are some of the services that GVS offers its member groups.

Our reprographic services was re-introduced in 21/22 as we emerged from the Covid-19 pandemic. This service was used some 56 times.

2.9 Networks and Fora

Our Networks and Fora continue to be a popular way for voluntary and community organisations to access and share information. Networks and Fora supported by GVS were:

Vale Housing and Homelessness Forum

This Forum is the longest established of all our Networks and Fora. It has been operating ever since GVS came into existence. Its works to terms of reference and is made up of agencies (Third Sector and statutory) that have an interest in housing, homelessness and related problems and issues. The Forum now meets jointly with the Vale Supported People Housing Group. During 2021/22, the Forum met 4 times online due to the Covid-19 pandemic.

The Forum also links in with other strategic partnerships, networks, and fora, e.g. Safer Vale Partnership, Health Social Care and Well Being Network and the Domestic Abuse Forum.

2.10 Funding Service

GVS' funding and information service provided support to 275 groups throughout the year with a reported £785,000 of funding obtained as a direct result of the advice and information given by GVS.

3 editions of the Sustainable Funding Newsletter were produced containing information on a range of funders along with other useful articles to assist groups in their search for vital funds. Updates are posted two or three times a week on the funding section of the website and regular weekly e-bulletins are sent to over 750 groups.

8 Funding Events were held with representatives from funders giving valuable advice on a 1-2-1 basis with Third Sector organisations. Some 204 people attended these sessions. Groups are finding this access to funders, ahead of applying, of great use resulting in a higher success rate.

Funding is still a major issue for many groups as the economic situation becomes harsher for those groups that receive most of their funding from statutory bodies e.g. local authorities. More groups are seeking funding from other sources, e.g. Trusts and Foundations and this is creating a more competitive environment. The cost of living crisis coupled with increasing utility costs are a major concern for the sustainability of Third Sector organisations.

2.11 Training Service

During the year, despite the pandemic, 22 group training events were delivered, all aimed at building the capacity of local organisations. Training opportunities offered included:

- How to run a virtual AGM
- Being a Trustee
- Recruitment, Selection and Management of Volunteers
- Introduction to Data Protection

- Zoom Essentials
- Getting Fit For Fundraising
- Introduction to Twitter
- Community Shares Explained
- Interested in Volunteering?

A total of 136 delegates attended the training courses with 100% rating the training as either good or excellent.

GVS provides IT and social media 1-2-1 training courses. GVS held three training sessions with all attendees rating the courses as good or excellent.

2.12 Partnership, Consultation and Joint Working

The Third Sector is seen as an important partner in supporting the work of statutory bodies in a wide range of areas, and GVS is committed to working in partnership to develop and improve local services.

GVS continues to facilitate Third Sector Representation in formal joint planning in accordance with the agreed Protocol between the Local Authority and the Third Sector, via the Health, Social Care and Well Being Network, or via the full GVS membership where appropriate.

GVS has continued to represent the sector on the Public Service Board, Regional Partnership Board, other strategic partnerships, and appropriate sub-groups, ensuring the voice of the sector and the wider community is heard at all levels. In addition, with the Reshaping of Services agenda, GVS has been heavily involved in consultations and discussions with service providers regarding the participation of the Third Sector in the shaping and delivery of future services. GVS and other Third Sector organisations have been working with the local authority to ensure that people and communities are engaged every step of the way.

Some of the key Strategic Partnerships on which GVS plays a key role include:

- Vale Public Service Board
- Climate Change / Asset Management Group
- Families First Strategic Executive Group
- Flying Start Strategic Executive Group
- Cardiff and Vale Integrated Health & Social Care Regional Programme Board
- Cardiff and Vale Integrated Health & Social Care Strategic Leadership Group
- Shaping Our Future Wellbeing Project Board
- Creative Rural Communities Local Action Group
- Safer Vale Partnership
- Equalities Consultative Forum

- Voluntary Sector Joint Liaison Committee
- Town & Community Councils Joint Liaison Committee
- Town & Community Council Project Team
- Joint Working Groups
- Covid-19 Vaccine Stakeholder Group
- Cardiff and Vale Ageing Well Group
- Cardiff and Vale University Health Board (UHB) Stakeholder Reference Group
- Cardiff and Vale Safeguarding Board
- Cardiff & Vale Action for Mental Health Mental Health Forum
- Cardiff and Vale Carers Workstream
- Cardiff and Vale Carers Gateway steering group
- Cardiff and Vale Carers Support and Information Network Group (CSING) facilitated by GVS
- Cardiff and Vale RPB – RIF Capital Steering Group
- Cardiff and Vale RPB – Engagement Steering Group
- Health, Social Care and Well Being Business Planning Group
- Regional Work Programme (RWP) Business Group and Operational Group
- RWP Carers Training and Development subgroup (chaired by GVS)
- Sport Lot Community Chest
- Shaping Our Future Wellbeing (SOFW) Wellbeing Hub in Penarth group
- SOFW Wellbeing Centre in Barry Hospital group
- Food Vale
- Integrated Health & Social Care Social Value Forum
- Cardiff and Vale Learning Disability Planning Group
- UHB's Children and Women's Clinical Board Charity and Voluntary Reference Group
- Disability Futures
- Cardiff and Vale Advocacy Network (facilitated by GVS)
- UHB Corporate Induction days each month (for new staff)
- National networks
- Third Sector Support Wales
- CVC Cymru
- Wales Council for Voluntary Action Assembly Liaison Group

- Wales Council for Voluntary Action Equality and Human Rights Coalition
- Wales Council for Voluntary Action Health and Social Care network
- Wales Funders Forum
- Health, Social Care and Well Being.

2.13 The Health, Social Care and Wellbeing Network

This network provides an opportunity to bring together all voluntary organisations operating in the Vale of Glamorgan who have an interest in health and social care. It facilitates a strong, collective voice, supports the involvement of voluntary organisations in planning, development and delivery of health and social care services, influences health and social care policy to bring about change and improve services and facilitates communication between the voluntary and statutory and other sectors. The Network has increased in numbers over the year and currently has over 450 members.

The Network provided an effective mechanism for reaching out to the third sector. GVS was able to find out from Network members about changes in service delivery and utilised this information to send out weekly e-bulletins to members and update the GVS' Services for Older People directory for the use of the general public and health and social care staff. The Network will also hold a virtual meeting focussed on refreshing the network and membership.

The Network e-bulletins, due to popular demand, are now sent weekly rather than monthly. The e-bulletins include updates on health and social care services in the Vale of Glamorgan, updates from Cardiff and Vale University Health Board, the Vale of Glamorgan Council, Public Health Wales, from Third Sector organisations and general wellbeing information. The e-bulletin also provided a useful way of disseminating up to date information on various relevant topics.

- 2.14** The Cardiff and Vale University Health Board worked closely with GVS in 2021/22. This was not just in relation to Covid-19, but in also sharing information about their services and developments, e.g. 'Call to arms' for Vaccination nurses and medical volunteers and the Population Needs Assessment. GVS supported the third sector to provide feedback and also provided feedback on behalf of the sector. During 2021/22 GVS supported the key strategic principles of the Health Board.
- 2.15** GVS has made the pledge to work towards becoming a dementia friendly organisation. GVS will work in partnership with Dementia Friendly Vale, Alzheimer's Society and Marie Curie to become dementia friendly by supporting its staff to increase awareness and understanding about the needs of people affected by dementia and create a dementia friendly organisation environment.
- 2.16** The Welsh Government Loneliness and Social Isolation funding has been used to create a three year £12,000 grant and allowed Age Connects Cardiff and the Vale to move their Llantwit Major base to GVS' Illtud House to run their services. Extra funding from the Age Friendly Grant allowed GVS to make Illtud House age friendly for Age Connects.

2.17 Funding schemes administered by GVS focussing on Health and Well Being:

- Intermediate Care Fund (ICF) – Supporting Older People in the Vale
- Cardiff and Vale University Health Charity
- ICF Third Sector Capital Investment Fund
- Loneliness and Social Isolation Fund.

2.18 Volunteering

GVS' volunteering service offers a one-stop resource for information, advice and guidance on all aspects of volunteering for both volunteers and recruiting organisations. We aim to link the skills, experiences, time, and enthusiasm of local people looking to volunteer with organisations seeking to develop their services. This service is delivered through several venues across the Vale, as well as at our main office in Illtud House in Llantwit Major, to ensure that we can reach those across the county. Our community centre in Llantwit Major, CF61, has also provided GVS with opportunities to further develop our volunteering outreach work.

Volunteering offers valuable experience which could aid study, help someone decide if they are thinking about a change in career or simply give them the opportunity to put something back into their community.

The highlights of our Volunteering Development work in 2021/22 included:

- Enquiries regarding volunteering in the Vale of Glamorgan for 2021/22 were 416.
- The number of people who GVS then found an opportunity to volunteer in the community was 335.
- For Volunteers Week 2021, through Social Media and other online resources GVS, reached 33,677 people across the Vale, and engaged with 9,419. We also ran two Volunteer Fayres and one Volunteering information event.
- Our Youth Led Grant helped local organisations provide more youth volunteering opportunities in the Vale of Glamorgan. We were pleased to present grants to four successful youth projects with a total of £4,960 distributed.
- Our FoodShare project delivered opportunities for people to access free food whilst at the same time reducing food waste. In 2021/22 we had over 600 visits to the service.
- Our gardening project saw a much improved community space which has proved very popular within the community of Llantwit Major, supported by 10 GVS volunteers.
- GVS's volunteering service offers a huge array of volunteering roles depending on the volunteers' interests and skills. Volunteers provide invaluable help in the work of Third Sector organisations and beyond, which often enhance the range of services offered by paid staff. The work of our fulltime Volunteer Officer has been greatly enhanced with the appointment

of a Volunteer Coordinator which has not only provided GVS with its own volunteers, but also available for times of crisis such as we saw during lockdowns.

2.19 CF61

CF61 is a community space that is available to rent for a multitude of activities at an affordable rate. The building is fully accessible and welcoming. As a venue it is ideal for children's parties and activities; meetings and conferences; fitness and wellbeing classes as well as many other community activities and functions. The building contains a main hall and two smaller rooms . Our FoodShare project utilises a room at CF61 on a permanent basis, and a purpose built fully equipped studio for Bro Radio has been created.

CF61 has offered an array of different events in the community with regular sessions including: Wellbeing sessions; Chatty Café and FoodShare; Volunteering Advice; Boxercise; Music and dance classes; fitness; Tai Chi; youth and children's activity sessions. All proceeds are re-invested into the Centre to continually improve the facility for the local community.

Achievements at CF61 for 2021/22:

- 416 bookings from organisations and businesses, including 27 delivering regular weekly sessions
- Continued activities during various Covid related restrictions, adhering to all government guidelines.
- The use of CF61 as a vaccination centre, which also greatly raised awareness of the venue with the local community.

2.20 ILLTUD HOUSE

Illtud House is ideally situated in Station Road, Llantwit Major with the train station, bus station and ample parking close by. Substantial refurbishment has been carried out on the building to deliver modern office space that has incorporated a number of Covid safe hygiene enhancements including hands-free flushing and hand washing facilities. Also available is a community facility which provides a seamless link to the CF61 Centre close by.

GVS have relocated their head office to the ground floor. All offices on the first floor have been leased to tenants aside from one. Additionally, a partnership with Town Square provides a Co-Working space for the community.

The community rooms are used on a regular basis by:

- The Sunshine Club, a weekly group for up to 12 families of disabled children
- Foster Carers Group – 12 attendees weekly
- Action for Children, to facilitate parent contact – 43 contacts
- A local writing group – 23 attendees.

The facility has also been used by the Vale Suicide Prevention Network – 39 attendees.

2.21 Older People’s Hub @ Illtud House

GVS has linked with Age Connects to support organisations working with older people and for older people themselves who are resident in the Western Vale with an opportunity to develop and provide activities and innovative services in the locality.

Through the co-location and integration of key services and resources it is expected that services will be delivered seamlessly. The Regional Partnership Board’s area plan identified gaps in service provision and the problems of offering services in a rural area and in part due to the distance from other services.

The development of an Older People’s Hub, which involved the relocation of the local Age Connects service to Illtud House. provides a central location for the co-ordination of a wide range of services for older people, bringing in health, social care and wellbeing operating together from one location. The Hub has already received interest from key Third Sector organisations who provide services for older people. It has clear alignment to the UHB’s Shaping Our Future Wellbeing agenda, clear alignment to the prevention agenda in the SSWBA and clear alignment to the Wellbeing of Future Generations (Wales) Act 2015.

2.22 Nursery

The nursery attached to Illtud House was empty for up to 5 years. This is now fully operational with a nursery provider, offering up to 32 places at any one time.

GVS volunteers have also supported the development of the external courtyard as a provision for tenants and nursery staff.

2.23 Saint Paul’s Community Centre, Penarth

Towards the end of March 2022, GVS acquired a new property, St. Paul’s Community Centre in Penarth. This new property aims to provide the same type of services to the community as CF61 in Llantwit Major. An informal Open Day for local residents was held in March 2022.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 GVS aligns it works to the objectives of the Vale of Glamorgan Council.

4. Resources and Legal Considerations

Financial

4.1 4.1 GVS receives core funding from VOGC.

Employment

4.2 4.2 GVS employs 14 people as of April 2022.

Legal (Including Equalities)

4.3 Whilst there are no direct legal implications arising from this report, maintaining good relations with GVS will benefit the community in terms of improvement to human rights. The Council's position on equality of opportunity is put into daily practice through the funding of GVS's work with the voluntary and community groups operating in the Vale of Glamorgan.

5. Background Papers

None