

Meeting of:	Voluntary Sector Joint Liaison Committee
Date of Meeting:	Monday, 29 January 2024
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Glamorgan Voluntary Services (GVS) Annual Report 2022/23
Purpose of Report:	To provide the Committee with information of the work of GVS throughout the year April 2022-March 2023
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, Boards and Joint Working Groups
Executive Summary:	<ul style="list-style-type: none"> The report summarises all areas of GVS activity during 2022/23.

Recommendation

1. That the Committee considers and notes the contents of the report.

Reason for Recommendation

2. As required by the terms of the VOGC/GVS Deed of Grant.

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:

2.3 IT - Information Technology -

- Website

The GVS website is a major asset to the organisation and the wider Third Sector here in the Vale of Glamorgan. The website contains a range of information including the services we offer, learning opportunities and news updates that impact on the voluntary and community sector.

- 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 to embrace Social Media. This, together with our own extensive use of social media, including Facebook and Twitter, provides effective and useful tools to share news and information with our members and the wider sector.

- Digital Platforms

During 2022/23 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.

2.4 Development and Advice Services -

- The offices in Llantwit Major (Illtud House and CF61, Penarth (St. Paul's Community Centre and Barry (Barry Community Enterprise Centre) continued to provide a range of Development and Advice Services. In addition to providing services on a 1-2-1 basis, GVS continued to offer services online

making our service provision more flexible and accessible. 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.

2.5 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 1010 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.

2.6 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 continued during 22/23. This service was used some 82 times.

2.7 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 2022/23 the Forum met 4 times.

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.

2.8 Funding Service -

- GVS' funding and information service provided support to 81 groups throughout the year with a reported £650,000 of funding obtained as a result of the advice and information given by GVS. This figure is likely to be substantially higher as most groups do not report their success.
- 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. Members also subscribe to a dedicated Funding Mailing List where they are able to get up to date information on new sources of funding.
- 5 Funding Events were held with representatives from funders giving valuable advice on a 1-2-1 basis with Third Sector organisations. Some 200 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.

2.9 Training Service -

During the year, despite the pandemic, 17 group training events were delivered, all aimed at building the capacity of local organisations. Training opportunities offered included:

- 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.
- 2.10** A total of 126 delegates attended the training courses with 100% rating the training as either good or excellent.
- 2.11** GVS provides IT and social media 1-2-1 training courses. GVS held 5 training sessions with all attendees rating the courses as good or excellent.
- 2.12** Partnership, Consultation and Joint Working -
- 2.13** 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.
- 2.14** 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.
- 2.15** 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.
- 2.16** 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
- 2.17** Health, Social Care and Well Being.
- 2.18 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. The Network also held a virtual meeting focussed on refreshing the network and membership. Members of the Network stated they preferred online meetings.
 - 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.
- 2.19** 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. Staff training has already taken place and GVS has utilised the dementia friendly environmental checklist in the three community buildings.
- 2.20** GVS worked with the Regional Partnership Bard (RPB) to produce three films highlighting organisations who utilised funding from an ICF grant that GVS administered. The ICF grant focused on prevention, early intervention, integrated care and support services and provision of alternative delivery models.
- 2.21 Moss Rose Cottage: <https://youtu.be/Hp8jXd9EmfU> -**
- Moss Rose Cottage received funding for a range of equipment to help get them set up, for example, tables, chairs, a snooker table, arts supplies, printers and cooking equipment. This short film explains the impact this has had on the lives of people of working age with ‘invisible’ barriers such as brain injuries, post viral syndrome, low level mental health issues and other chronic conditions.

Feedback: “My first day back today and I literally wept (Good job I’m not dramatic!) at this beautiful film. Thank you all so very much.”

2.22 Women Connect First: <https://youtu.be/GcMUkBTm4U> -

Women Connect First received funding for computers and equipment to help their members stay in touch and do activities during the pandemic. They are still used to this day. This short film shows the impact they have had on people’s lives.

2.23 Motion Control Dance: <https://youtu.be/1om8fcMYS4A> -

Motion Control Dance received funding for a computer that has allowed them to stay in touch with people and promote their classes. This short film explains the impact this has had on the lives of people across our region.

2.24 GVS Supported the RPB to gain an unpaid carer representative which included promoting the role, answering enquiries, looking at applications and setting up interviews. Two representatives have joined the RPB board.

2.25 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.

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

- Regional Integration Fund (RIF) – Supporting Older People in the Vale
- Cardiff and Vale University Health Charity
- RIF Third Sector Capital Investment Fund
- Loneliness and Social Isolation Fund
- Winter Pressures Grant – support for community centres to become more energy efficient

2.27 Volunteering -

2.28 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 centres in Llantwit Major (CF61) and Penarth (St Pauls), have also provided GVS with opportunities to further develop our volunteering outreach work.

2.29 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.

2.30 The highlights of our Volunteering Development work in 2022/23 included:

- i. Enquiries regarding volunteering in the Vale of Glamorgan for 2022/23 were 553 (up from 416 in 21/22).
 - ii. The number of people who GVS then found an opportunity to volunteer in the community was 263 (up from 192 in 21/22).
 - iii. For Volunteers Week 2022, through Social Media and other online resources GVS, reached 45,137 people across the Vale (up from 33,677 in 21/22), and engaged with 14,722 (up from 9,419 in 21/22). We also ran three Volunteering Events.
- 2.31** 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 £5,770 distributed.
- 2.32** Our FoodShare project delivered opportunities for people to access free or discounted food whilst at the same time reducing food waste. In 2022/23 we had over 2,860 visits to the service.
- 2.33** Our gardening project saw much improved community spaces which has proved very popular within the community of Llantwit Major, supported by over 10 GVS volunteers.
- 2.34** 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 also provided GVS with its own volunteers.
- 2.35 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; Taekwondo; 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. In 2022/23 CF61 had in excess of 750 activities and 12,000 visitors.
- 2.36 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 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.
- 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; Action for Children; A local book group; Stroke Group; Nutrition Network; Cylch Ty a Fi.
- 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.
- 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.

2.37 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.

2.38 Saint Paul's Community Centre, Penarth -

- Saint Paul's Community Centre 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 a range of community activities, meetings and conferences; fitness and wellbeing class.
- The Centre has offered an array of different events in the community with regular sessions including: Wellbeing sessions; Yoga, Karate, Performing Arts, Music and Dance Classes, Choir Practice and children's activities. The Centre is also used by a local church on Sundays. All proceeds are re-invested into the Centre to continually improve the facility for the local community. In 2022/23, the Centre had in excess of 1000 activities.

2.39 GVS' Environmental Impact -

GVS is committed to the welfare of the environment and endeavours to have a positive environmental impact. GVS recycles its printer cartridges, paper, tins,

bottles, cardboard, plastics, and most office equipment. GVS strives to send more and more information by e-mail and sends its membership approval packs by e-mail and using electronic questionnaires and evaluation forms instead of hard copies.

2.40 Efficiency Savings -

GVS is committed and determined to make the best use of funders' money so has made efficiency savings in several areas. GVS constantly aims to become more efficient in every area of its work. Some of the saving initiatives include: encouraging all contacts to receive GVS' Vista magazine and supplements by e-mail; introducing an e-bulletin service; restricting telephone calls made to mobile phones; installing energy efficient alterations to lighting, turning off electrical items when not in use; and encouraging our staff to only print if required. This, together with constant vigilance and hard negotiation, continues to ensure that GVS is getting the best possible deals on contracts and services.

2.41 Projects -

- Foodshare and Volunteering Project - (See report in Volunteering above)
- Community Liaison Officer.

The Vale Community Liaison Officer (CLO) is employed by GVS and technically based in Contact1V within the Vale of Glamorgan Council. The CLO takes referrals from health and social care staff, including staff in Contact1V, with a focus on families, carers, young adults and people with long term conditions. Referrals focus on people with a variety of sometimes complex needs who are likely to require a range of support from community services. The CLO operates a case management approach to bring in relevant services, ensuring that people get the help they need and that services are in place.

- Dewis

Funded by the Vale of Glamorgan Council, this project aims to encourage Vale based Third Sector organisations to enter their details about their services onto the DEWIS portal – www.dewis.wales.

The project focussed on:

- i. Scoping Vale based organisations already on DEWIS and identify target organisations to encourage to enter data and/or update existing entry.
- ii. Providing 1-2-1 and group support to identified organisations regarding data entry, updating information.
- iii. Arranging for marketing of DEWIS through GVS and other appropriate websites, social media networks and e-bulletins.
- iv. Attending appropriate Third Sector meetings and events to promote DEWIS
- v. Acting as editor; receive e-mail updates when entries are going out of date (at 6 months), work with organisations which have not updated, approve updated entries and check accuracy of information.
- vi. Attending the editorial group.

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

3.1 GVS aligns its work to the objectives of the Vale of Glamorgan Council

4. Resources and Legal Considerations

Financial

4.1 GVS receives core funding from VOGC.

Employment

4.2 GVS employs 14 people.

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