



Gwent Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Gwent

Annual Impact Report 2017-18



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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, Ground Floor, Park House, Greyfriars Road, Cardiff, CF10 3AF

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

- Impact
- Innovation
- Respect
- Compassion
- Optimism
- Transparency
- Competence
- Culture

Foreword by the Chair and Chief Executive Officer

Welcome to the GAVO Annual Impact Report for 2017-2018

During 2017-2018, GAVO made further progress towards its mission of 'improving the lives and opportunities of communities through partnership and collaboration'; effectively continuing to strategically position the Organisation in the policy context defined in the Programme for Government, 'Taking Wales Forward 2016-21' and the continued challenges associated with austerity.

2017-2018 saw the closure of the Communities First and LIFT Programmes and we would like to acknowledge the contribution of staff to the successful delivery of these Programmes in GAVO, which played a key part in securing further contracts from Welsh Government. GAVO was awarded the contract by Welsh Government to deliver Communities for Work in the Ebbw Fach Valley in Blaenau Gwent building on the established delivery in the Ebbw Fawr Valley. GAVO was also successful in securing the contract to deliver Communities for Work Plus across the Blaenau Gwent footprint.

GAVO continues to build influence and impact across Third Sector Support Wales (TSSW) a network of organisations supporting the development of the Third Sector across Wales comprising Wales Council for Voluntary Action (WCVA) and the 19 County Voluntary Councils. TSSW's service offer to the Third Sector includes Volunteering, Governance Support, Sustainable Funding and Engagement and Influencing. This year has seen progress towards the implementation of a Digital



Volunteering Platform to support participation in volunteering and the management of Volunteers and a Customer Relationship Management System to more effectively capture TSSW engagement and impact with Third Sector Organisations.

Links with GAVO's Statutory Partners have been further strengthened through participation on the Regional Partnership Board supporting the implementation of the Social Services and Well Being Act in Gwent.

GAVO has been proactive in its role on the Public Service Boards in Blaenau Gwent, Caerphilly, Monmouthshire and Newport, where the focus will now switch from the development of the Well-Being Plans, to their delivery, a requirement of the Well Being of Future Generations Act. GAVO is leading the Volunteering Action Area in the Well-Being Plan in Caerphilly; Active Citizenship in the Monmouthshire; the Right Skills intervention in Newport in partnership with Coleg Gwent and a Partnerships Review linked to the Well-Being Plan in Blaenau Gwent.

We would like to thank all our Third Sector colleagues for their continued support and the GAVO Trustees, Staff and Volunteers for their commitment and the contribution they have made to GAVO's achievements during 2017-2018.

Edward Watts MBE DL
Chairman

Martin Featherstone
Chief Executive Officer

Statement of Financial Activities

For the year ended 31 March 2018

				31.03.18	31.03.17
	Unrestricted funds	Restricted funds	Unrestricted pension deficit recovery funds	Total funds	Total funds as restated
	£	£	£	£	£
INCOME AND ENDOWMENTS					
Donations and legacies	600	4,878	-	5,478	15,775
Charitable activities	773,836	2,612,747	-	3,386,583	4,695,088
Other trading activities	34,505	-	-	34,505	49,880
Investment income	148	-	-	148	497
Other income	6,000	-	-	6,000	-
Total income	815,089	2,617,625	-	3,432,714	4,761,240
EXPENDITURE					
Expenditure on charitable activities	735,300	2,527,468	(15,000)	3,247,768	4,697,416
Redundancy costs	64,274	106,292	-	170,566	44,840
Total Expenditure	799,574	2,633,760	(15,000)	3,418,334	4,742,256
Net income and net movement in funds	15,515	(16,135)	15,000	14,380	18,984
RECONCILIATION OF FUNDS					
Total funds brought forward	34,103	338,832	(129,000)	243,935	224,951
Total funds carried forward	49,618	322,697	(114,000)	258,315	243,935

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

As a result of changes to certain funding streams the charity incurred redundancy costs of £170,566 of which £64,274 was paid from unrestricted funds.

Balance Sheet

For the year ended 31 March 2018

	31.03.18		31.03.17
			Total funds as restated
			£
FIXED ASSETS			
Tangible fixed assets		401,750	422,125
CURRENT ASSETS			
Debtors	237,316		302,867
Cash at bank and in hand	465,052		179,703
	702,368		482,570
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	731,803		531,760
Net current liabilities		29,435	49,190
Total assets less current liabilities		372,315	372,935
PROVISIONS			
Pensions and similar obligations		114,000	129,000
Net assets		258,315	243,935
FUNDS OF THE CHARITY			
Unrestricted pension deficit recovery funds		(114,000)	(129,000)
Restricted funds		322,697	338,832
Unrestricted funds		49,618	34,103
Total charity funds		258,315	243,935

These financial statements have been made in accordance with the provisions applicable to companies' subject to the small companies' regime.

These financial statements were approved by the Board of Trustees and authorised for issue on 6th September 2018, and are signed on behalf of the Board by:

Mr E Watts
Chairman

Mrs J Steven
Director

Volunteering



We work closely with Organisations across Gwent to facilitate quality volunteering opportunities, and support individuals with finding the perfect volunteering role.

Strategic Development

GAVO were one of the representatives of CVC's across Wales on the new WCVA Kinetic 'Volunteering Wales' Platform Implementation Task & Finish Group and will continue with this work through a Development Group following the launch of the system in June 2018. We were part of influencing national decisions and recommendations to the Wales-wide Service Operational Network.

Communication to WCVA and CVC staff across Wales was relayed via a closed confidential Social Media group; allowing instant access, support and responses to issues faced with the implementation of the new system.

Sharing Good Practice & Ideas

We ran our regular Gwent-wide Volunteer Management Network Event on 15 March 2018 at Pontypool Active Living Centre.

Working with Torfaen Voluntary Alliance and Wales Council for Voluntary Action (TSSW), the programme for the event helped over 75 workers, volunteers and trustees to understand the changes within new Data Protection legislation (GDPR), and participate in workshops on setting up volunteer management recruitment processes and working with asylum seekers and refugees as volunteers.

“ At long last I understand what the GDPR means for my organisation ... really clear presentation and workshop from Anna Bezodis. ”

Participant

The event showcased the new Volunteering Wales digital platform which replaced the previous platform in June 2018. The system enables organisations to promote themselves



recruit and also manage their volunteers in one place.

“ This was a great event, really helpful information and brilliant to network with other organisations from our region. ”

Participant



The Volunteering Team continue to work hard recruiting providers onto the Volunteering Wales platform, and help them to create attractive volunteering opportunities. To register, either as a provider of opportunities, or to find a volunteering opportunity near you, follow this link: <https://gwent.volunteering-wales.net>

Youth Engagement

Youth engagement in our local communities is really important; this year we have helped to encourage more young people to participate in Young Peoples' Trustee training, gaining a Level 1 Qualification. This helped to build their confidence, decision making skills and enable them to become involved more strategically in Third Sector organisations.

We have also supported the #iWill Ambassadors in Wales campaign, which promotes the active participation of young people (aged 10-20 years old) and the development of social action champions. We



were delighted to see Alex Craven, a very committed young Volunteer whom we encouraged to apply, be selected as a Young Ambassador. GAVO supported Alex on his visit on his visit to the Young Ambassadors celebrations at the Tower of London.

Cash 4 U GwirVol Youth Led Grant

Our Youth Panel funded a variety of projects across Gwent; from Smoothie Bikes to woodland flowers and bird houses; Reminiscence Boxes to Sound Technician masterclasses and much more.

Overall, the projects helped increase confidence and aspirations of the young people involved. Many also raised awareness of important issues like mental health (and helped to reduce stigma) and healthy eating. The grants also helped ensure that their group's activities could continue to run into the future – by investing in equipment and the volunteers.

Recognition

Registrations for our GAVO Recognition Certification Scheme continued to rise during the year - meaning more Volunteers receiving certificates demonstrating their commitment. Lots of fantastic Volunteers were honoured at our annual Volunteer Achievement Awards that took place across Gwent. You can sign up your Volunteers at www.gavo.org.uk/recognition

Engagement & Influencing

Community Voice Programme – Engage & Valley Voices Portfolios



Community Voice was established in 2013 following a successful bid by GAVO to the Big Lottery. The two Portfolios, Engage & Valley Voices, consisted of 13 organisations delivering 19 projects. The projects gave communities the opportunity to have their voices heard in the development and delivery of local services by statutory authorities.

“Funding from Big Lottery used in the most innovative and effective manner for the benefit of real people.”
Guy Jones, Big Lottery Funding Officer

Project's supported:

Action for Children - Ebbw Fach Family School Links & Monmouthshire Parent Network

British Deaf Association Wales – Deaf Community Participation Project

Caerphilly County Borough Mind – Voices for Mental Health

Caerphilly People First – Experts through Experience

Charter Housing – Time2Voice

Draethen, Waterloo & Rudry Community Council – DWR Rural Safety Community Engagement Programme

Hafal – Mental Health Carer participation

SEWREC – The Peer Group Self Advocacy Project & Monmouthshire Voices

Sight Cymru – See It My Way & Sight Life

Stroke Association – Speak Out for Stroke



“ All the GAVO staff we have been involved with were very supportive, always willing to make themselves available. It was apparent that they were committed to the delivery of the projects and this was reflected in the support they gave. ”

Project Worker

Both Portfolios completed their work on 30th June 2018, and Evaluation and Impact Reports (in Welsh & English) were produced – these can all be accessed on our website:

www.gavo.org.uk/community-voices

Hard copies are available upon request.

Legislative and Policy Context

The work of GAVO continues to be shaped by the Well-Being of Future Generations (Wales) Act 2015 and the Social Services and Well-Being (Wales) Act, in addition to the programme for Government which is captured in the document “Prosperity for All”.

Public Service Boards

Under the Well-Being of Future Generations (Wales) Act 2015 legislation, Public Services Boards (PSBs) across Wales were tasked with working together to produce a Wellbeing Plan for each county, to be published by May 2018.

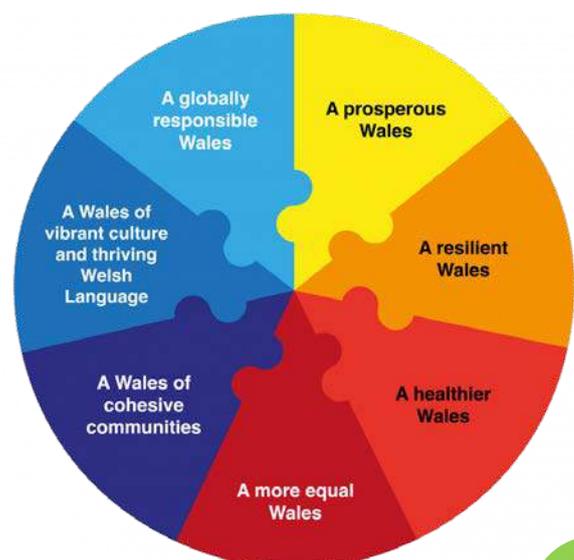
PSBs across Gwent have had to produce a wellbeing assessment for each county. Unlike a needs assessment, Well-being Assessments were required to look at the positives and opportunities within communities as well as the areas for improvement.

PSBs were expected to engage with communities and the Third Sector throughout

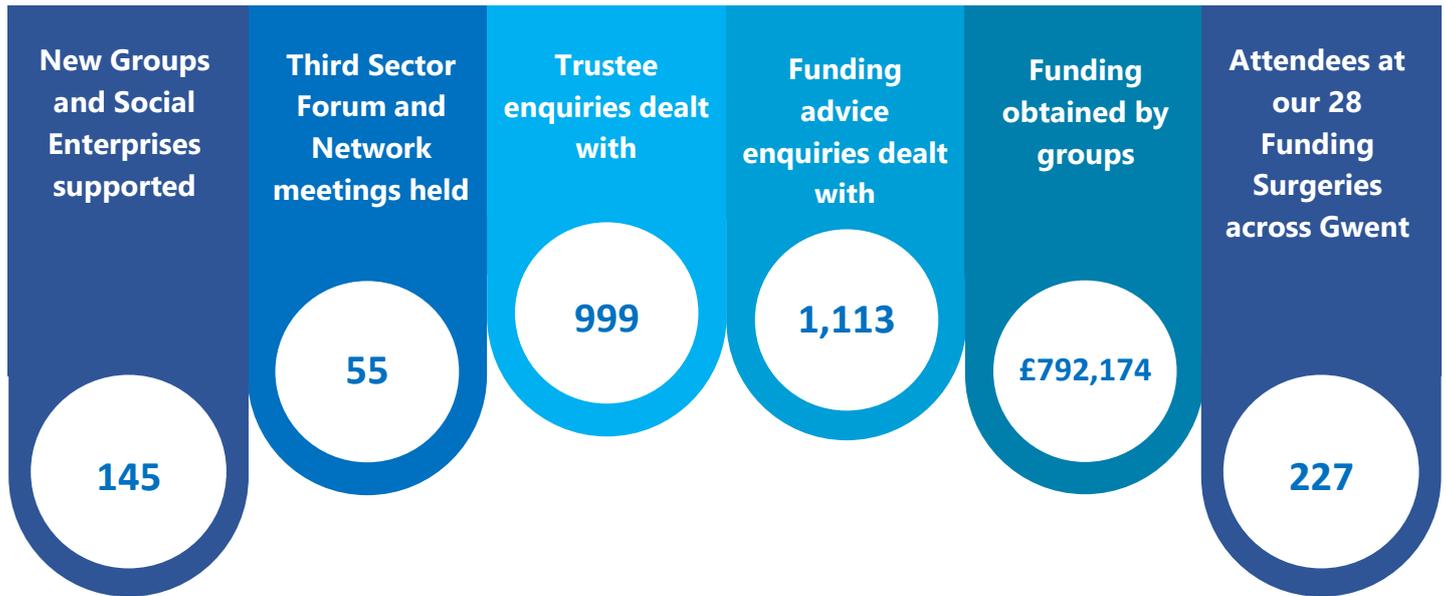
the process and the GAVO Community Voices projects: Valley Voices and Engage, were involved in engagement exercises to ensure Third Sector organisations were fully consulted, with specific under-represented groups a focus of their work.

The completed Well-being Assessments were used to inform the development of the Well-being Plans which were also taken out to public consultation. GAVO has supported the third sector to be involved throughout the process and represents the sector on the PSBs.

As PSBs start to work on the delivery of identified priorities it will be important to ensure the involvement of the sector. GAVO is pleased to be Championing the Volunteering Action Area in Caerphilly; Right Skills in partnership with Coleg Gwent in Newport; are leading the Active Citizenship step of the Monmouthshire Well-Being Plan and to this effect are working with partners towards a vision which defines Monmouthshire as a County where active citizenship is part of everyday life; and led, on behalf of the PSB, a review of partnerships which is ongoing and will ensure that the partnership architecture in Blaenau Gwent provides effective governance to support the delivery of the Blaenau Gwent Well-being Plan.



Community Development



Development Support & Funding Advice

Development work in each local authority area of Gwent varies greatly. With many organisations still struggling financially, it is gratifying to see that there are still people in the community that are willing to dedicate their time to helping others to get ahead. However, without the support of GAVO such groups would not have anyone else to turn to for support and the community would be poorer for that. The development service has seen a change in the number and complexity of enquiries it received in 2017/18.

There was great demand for development support, particularly regarding funding opportunities. Whilst demand for grant monies was high, grant funds are low and increasingly hard to secure. More organisations are seeking governance support to adopt organisational structures of 'best fit' as new models emerge. Many organisations are looking to become Charitable Incorporated Organisations (CIOs) instead of charities and companies limited by guarantee.

GAVO has also supported organisations to

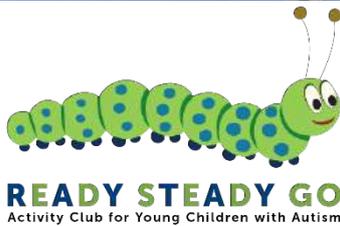
change their governance status where they have realised that the model they had previously adopted is no longer suitable, particularly in the case of social enterprises.

In Newport the vast majority of organisations that need help with funding applications tend to be the smaller grassroots community groups. And it goes without saying that the same amount of work can go into a grant for £500 compared with one for £50,000.



One such group that we worked with this year was Spartan Amateur Boxing Club based in the St Julian's area. An enthusiastic new committee decided that it needed to put the club on a firmer footing and contacted GAVO for help with funding for a portable ring so that it could

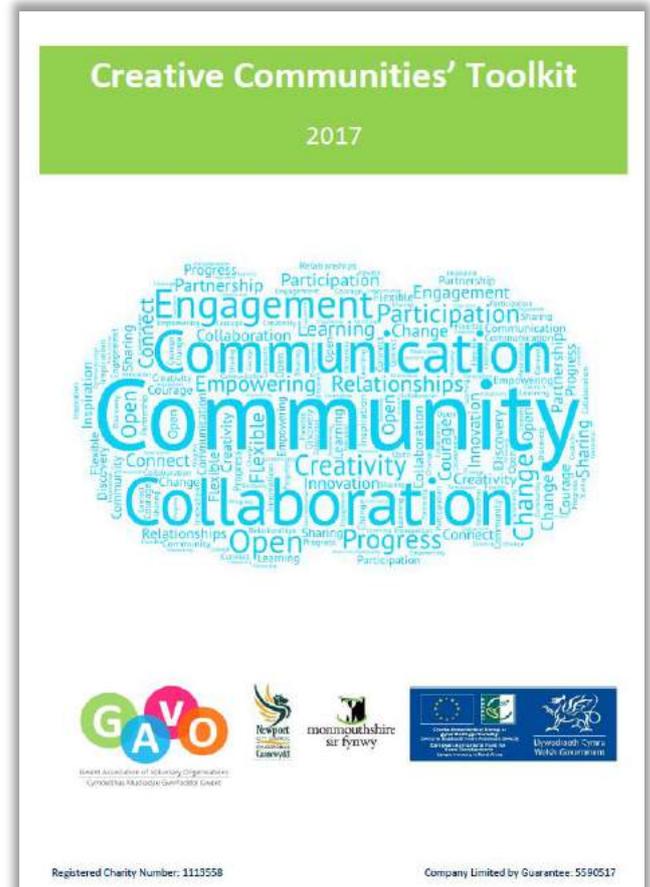
become affiliated to the sport's governing body. Before submitting a grant application, the club received help with reviewing its management structure and adopting the appropriate policies and procedures. The success of the grant resulted in a sharp increase in the number of young people attending the club and recognition from the governing body.



A number of exciting new initiatives and services have been realised in Monmouthshire including Ready Steady Go Activity Club for families of children with autism. It has become a lifeline for many families since opening its doors in January. The children meet weekly and in school holidays and have fun through play and supported activities in a considerate and purposeful environment tailored to all the children's needs.



With a high level of support from the local community and GAVO, the club has gone from strength to strength. GAVO has supported the Club with funding advice, constituting and registering with HMRC and safeguarding training. Through the tireless fundraising and awareness raising efforts of Tracy and John Stafford, the Committee and the local community they have secured sufficient monies to run until 2019.



A 'Creative Communities' Toolkit based on Asset-Based Community Development has been produced by GAVO through its Rural Development funded project, to assist

community groups to develop their groups and services in a community-led fashion. It includes lots of sample policies and templates to learn from and is available online. Alongside the GAVO Group Starter Pack, the Toolkit will no doubt, prove to be a valuable resource for groups across the County and beyond.

GAVO officers develop long term relationships with many organisations as they develop and change to meet new challenges. One of the organisations GAVO has supported through change is Blaenau Gwent & Caerphilly Care and Repair as they went through the process of amalgamating two county-based organisations, including committees and the workforce and the establishment of its headquarters while maintaining services.

The amalgamation into one organisation was a long and complicated process. Like all Care & Repair Agencies, the service is built on the core values of dignity, respect and empowerment: providing a bespoke service that gets it right for each individual client. Blaenau Gwent & Caerphilly Care and Repair were awarded Social Enterprise of the Year at Blaenau Gwent's first Business Awards held in May 2018.



The strong focus of work in Blaenau Gwent on Community Asset Transfer has continued, particularly as the local authority has changed its approach to sports ground management

and sporting groups are now being asked to take on responsibility for the pitches and greens they use. This has increased the advice and support we have been required to provide on governance structures and policies as well as funding support.

Our Dial-a-Ride service, delivered by Volunteers, continued to enable people in the Blaenau Gwent area with mobility problems to enjoy greater independence. Albeit via a much reduced service due to continual funding cuts; transporting nearly 400 passengers from their doorstep to community facilities and activities.



In Caerphilly, members of Boot Road Allotment Association, Maesycwmmmer, were delighted to have received grants of £5,000 from The Big Lottery Fund and £2,000 from the Welsh Church Fund, with support from our Community Development Manager. These grants have helped members to purchase and install a non-permanent log cabin on the site which will enable them to hold association meetings, have somewhere to pass on new skills to the children and exchange information and ideas between members and the community.

We have previously reported on the work being undertaken by Newbridge Tabernacle Church to redevelop part of the Church building for wider community use, supported by GAVO. The project came to fruition in



November when the doors opened and GAVO ran its biannual One Beat Voluntary Sector Showcase event, with the official opening of “The Newbridge Vision Centre” being performed by The Welsh Government’s Cabinet Secretary for Local Government and Public Services, Mr Alun Davies AM, on 15th February 2018.



“ It is very impressive what has been achieved at Tabernacle, both in terms of the revitalisation of the old building into the Newbridge Vision Centre.... It is also very encouraging to hear what an important role GAVO staff played in giving authoritative and timely advice and practical support for the church to access the grants needed to undertake this challenging project.”

Edward Watts MBE DL, GAVO Chair

The £800,000 scheme provides first-class facilities, available for hire including two large halls, smaller meeting rooms, a computer suite and an accessible training kitchen. Work on the project to convert the rear building into a new three-storey centre began in April 2016 and took 15 months to complete.

Encouraging Civic Pride & Community Involvement



Gwent Best Kept Village Competition Awards evening was held at Chepstow Garden Centre to congratulate all of the fantastic Winners and Highly Commended Villages and to thank them for their hard work and community spirit.

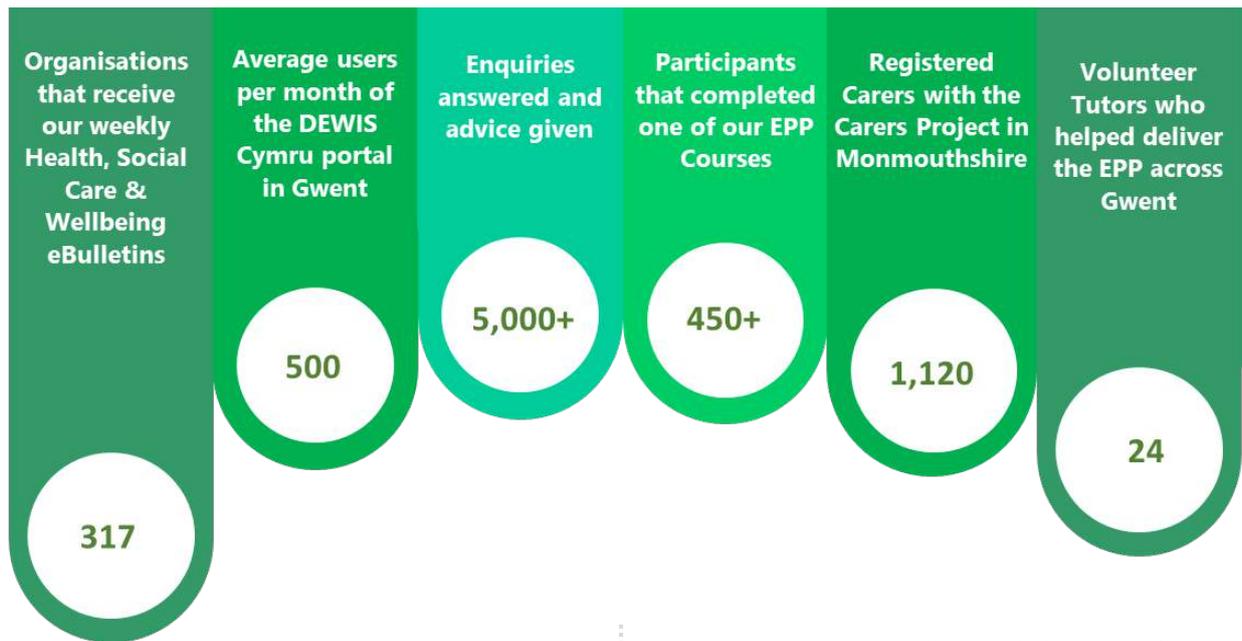


Pentrepoeth Primary School were the worthy Gold Winners in the Schools category.

GAVO and the GBKV Committee were pleased to work with students from Coleg Gwent Crosskeys Campus to design Logos for the Competition – well done to Mia Lloyd and Kathryn Virgo whose designs were chosen.

It was great to see the Gwent Best Kept Village & Schools Judges being nominated for the GAVO Monmouthshire Achievement Awards – at which they were awarded Highly Commended.

Health, Social Care & Wellbeing



Consultation & Engagement

Events were held to engage the Third Sector, Service Users and Carers with a wide range of issues and significant pieces of work.

These included Carers rights; Advocacy; Coproduction; Dementia; Well-Being of Future Generations (Wales) Act and associated Well-being Assessments & Well-being Plans; Populations Needs Assessments and Regulation Frameworks integral to the delivery of the Social Services and Well-Being (Wales) Act and 'Talk Health'.



The 'Great Expectations' conference arranged by the GAVO Health Social Care and Wellbeing (HSCWB) Co-ordinators in co-operation with

local partners highlighted the significant role and real expectations on the Third Sector to delivering the vision for health and social care in Wales. We heard from organisations involved in delivering alternative models and innovative ways of collaborating, the Welsh Government and Third Sector leaders.

Two Advocacy Workshops for Gwent were arranged in collaboration with the Golden Thread Advocacy project and Gwent Transformation.

Open space workshops arranged by the 'Coproduction Network', brought together citizens, service recipients, carers, service providers, commissioners, and anyone with an interest in co-producing an integrated approach to commissioning advocacy services.

75 organisations, staff from local authorities and the Aneurin Bevan University Health contributed to the workshops.



...being able to hear from commissioners and speaking openly about difficulties in services.



Participant

Primary Care Neighbourhood Care Networks (NCNs)

Our HSCWB Co-ordinators continued working with partners and contributing to action plans in the GP clusters. An increasing number of Third Sector organisations are engaged with the Neighbourhood Care Networks making links with practices and allied professionals and raising awareness of what they have to offer.

Our HSCWB Co-ordinators also promoted opportunities to the sector in relation to the Cluster budgets and the process to access the funding available.

“ So many things to thank you for - the time, the advice, the information displayed on the GP screens; we had two families who came because they had seen our information there and got a lot out of the event and much more... ”

Parkinson's Disease Society

Some of the NCNs have representatives of unpaid carers and some GP practices achieved Investors in Carers awards. Third Sector representation through our HSCWB Co-ordinators in 10 of the 12 NCN GP Clusters resulted in more awareness of Third Sector services and increased signposting and referrals.

“ ...we've had a few responses from patients and even patients signing up to be OCA "Voices" as a result of you passing our awareness leaflets on to GP surgeries. So a huge thank you for your support with this. ”

Ovarian Cancer Action

Collaborative Working

Our HSCWB Co-ordinators support Third Sector Networks to contribute to the agenda and progressing of partnership priorities locally and regionally; including:

- Primary Care Integration Agenda
- Care Closer to Home and Clinical Futures
- The Gwent Provider Forum to support implementation of the Social Services and Well-Being (Wales) Act
- Regional response to the Parliamentary Review of Health and Social Care in Wales
- Gwent Dementia Strategy
- Safeguarding – increasing Third Sector engagement in the Safeguarding Practitioner Forums
- Dewis Cymru online resource



Making the Most of Opportunities

Our HSCWB Co-ordinators help local Third Sector organisations to understand local needs and priorities; thereby maximising their chances of success in accessing funding.

Support was provided to the British Red Cross to successfully access funding to run a mental health focused Social Prescribing pilot scheme, based on a link worker model, accepting referrals from a variety of sources including primary care.

One of our HSCWB Co-ordinators brokered the needed support from GP practices to engage with the pilot.

“ We’ve been successful with our application to Welsh Government for mental health social prescribing grant. I thought I’d let you know as you’ve been so helpful when we put in the bid.”

The British Red Cross

Information & Advice

Health Social Care and Wellbeing consultation documents, service information, events, funding opportunities, policy and planning information and legislative changes were all circulated through weekly e-bulletins by the GAVO HSCWB Team – ensuring recipient Third Sector and Partner staff were kept well-informed and up-to-date.

Monmouthshire Carers Project

Over 1,000 Carers in Monmouthshire received a Carers Newsletter, produced by our Carers Co-ordinator three times a year – keeping them informed with relevant information, local events and community activities.



Carers from across Monmouthshire attended a Carers Rights Day event, organised by GAVO’s Carers Co-ordinator, in November at The Glengyr-Afon Hotel, Usk. The event raised awareness of the services, support and information available to carers as well as acknowledging and thanking carers for the immense contribution they make to society. Councillor Penny Jones opened the event with an update

about the eight priorities set out in the Monmouthshire Carers Strategy.

Throughout the year, a number of leisure activities were arranged to provide Carers with much-needed ‘me time’, including a lovely trip to Worcester Christmas Market.

Education Programme for Patients



Our EPP Team co-ordinates and delivers a large range of free health & wellbeing courses to Patients and Carers across Gwent including: Chronic Disease Self-Management, Diabetes, Chronic Pain, Cancer - ‘Thriving & Surviving’.

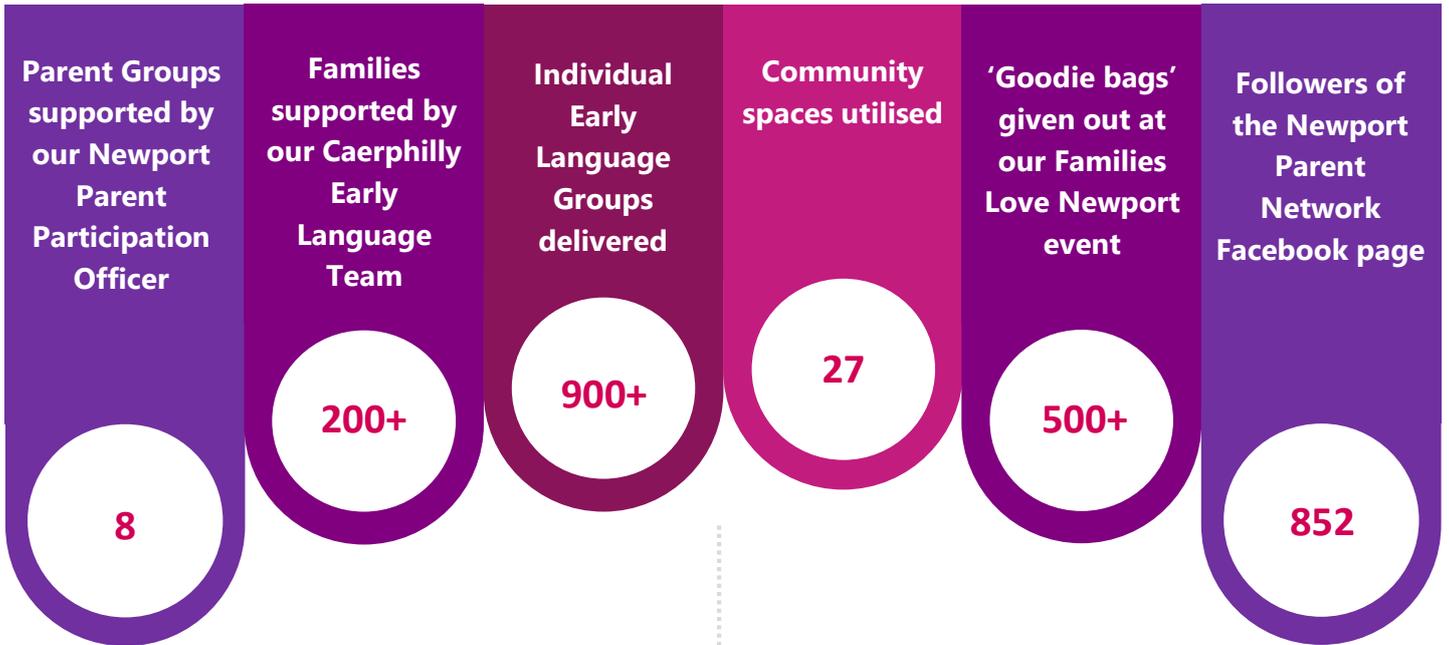
Participants are supported and led by trained Volunteer Tutors, all of whom have similar health conditions and have been EPP course participants in the past.

During 2017-18, the programme gained increased support from Health Care Professionals, which has been fantastic and the number of participants and courses have risen significantly.

“ When my doctor told me that this course would do me good, I must say I did not believe her. I have had a lovely time in the last six weeks. I will miss the laughter and kindness both from the lecturer and all the friends I have made. When I first came I was feeling very down on many occasions, also in a lot of pain, but now I have learned ways to overcome...””

EPP Course Participant

Children, Young People & Families



Early Language (Caerphilly)

Our Early Language Team works in partnership with Homestart Caerphilly to deliver Tiny Talkers (Flying Start funded) and Little Voices (Families First funded) programmes to ensure there are good opportunities for speech and language development for children 1-3years across the Borough.

“ It is fantastic and as a parent really helps to be in a group with other parents experiencing similar things in regard to the children’s development.

We have loved this group and it’s the only structure he has engaged properly with

”
Parent



26 Groups were delivered each week during term time – these programmes have been making a world of difference to children and their families that attend.

“ Our son E has been attending Little Voices...since January and we just want to pass on our thanks to Jo and Kim for being fantastic people and great facilitators.

E was very, very nervous to start with at the class but they both were very patient and caring with him - he's now much more confident at talking and really in himself as well when out and about.

It's made a really big impact and difference to him and our lives - the contribution of schemes like this probably gets lost in the mix but we have certainly benefited from taking E along!

Thank you again

”
E's Parents

Newport Parent Network

Funded by Newport Families First, our Parent Participation Officer (PPO) engages with families and assists with the establishment and sustainability of Parent Support Groups in Newport.

Our PPO actively supports eight Parent Groups who are dealing with a range of issues including disabled children, ASD children and young adults, Tourettes and Tic Disorders, Downs Syndrome and LGBT young people and parents.

Two new Groups are being investigated as to their feasibility; a group for parents with a child with ADHD and another for parents that are Home-schooling their children.



The annual Families Love Newport event in Friars Walk, organised by our PPO and delivered in partnership with Newport Family Information Service and Newport Flying Start had a wonderful turnout despite the bitter cold; with over 35 agencies present to provide advice and information to parents on a wide range of issues and over 500 'Goodie bags' were given out to families on the day; containing pens, children activity packs, agency information leaflets and a FLN Event Booklet packed with information about how to access

support and information in the future. Feedback from agencies was very positive:

“ There was such a fantastic atmosphere. It was also a perfect venue to reach families to offer information. The characters and music was great. ”

“ The mixture of entertainment for small children and activities around information stalls really helped us attract a different audience that is often missed. ”

Family Skills Project (Newport)

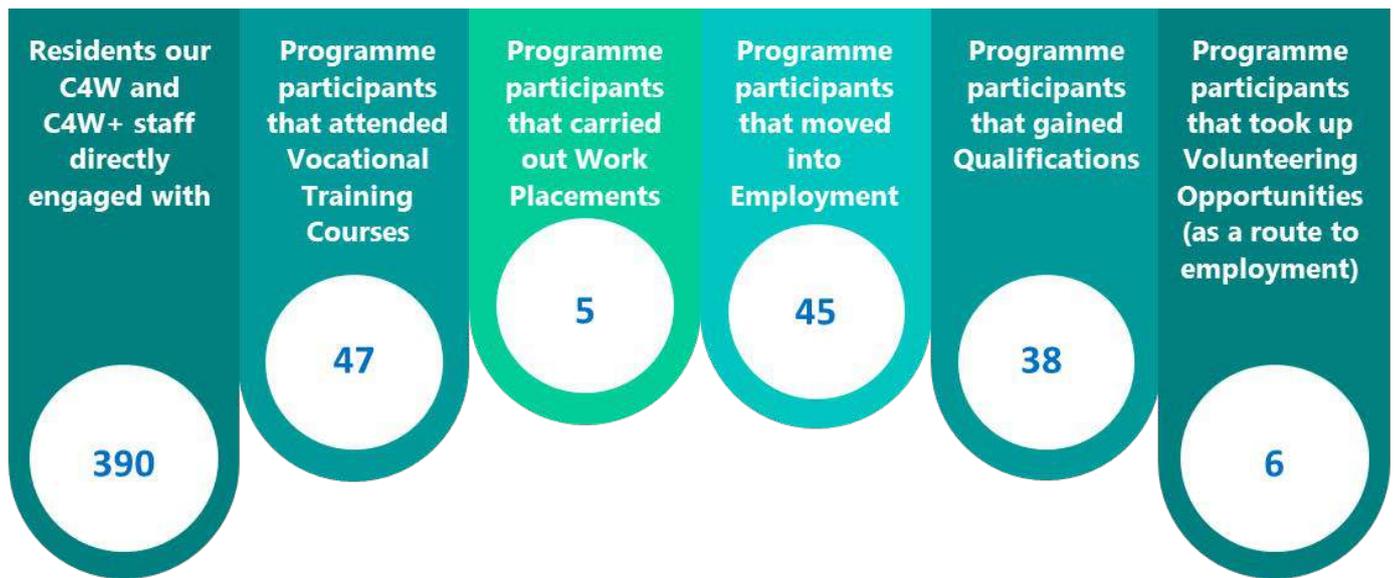
2017-18 saw the conclusion of the Family Skills Project in Newport and GAVO were pleased to have collaborated with SEWREC as part of a Consortium arrangement to deliver this project.

The project focused on sustaining activity and responding to a changed landscape in Policy for Children and Young People. For example, a focus on Adverse Childhood Experiences and Children's Zones characterised the emerging operating environment.

Holiday Schemes (Caerphilly)

Significant achievements of the Holiday Scheme Co-ordinator, funded by Caerphilly County Borough Youth Service, included increased engagement with Gwent Police and South Wales Fire and Rescue Services to provide support in tackling anti-social behavior and increase community safety; delivery of half-term diversionary activities that were accessed by 500+ children & young people; delivery of activities through the medium of Welsh in partnership with Urdd and Menter Caerffili and the development of a pilot programme with Sense Cymru to increase provision for children & young people with disabilities.

Employability (Blaenau Gwent)



Communities for Work (C4W) & Communities for Work Plus (C4W+)

C4W is a European Social Fund project aimed at increasing the skills and motivation of people across Wales and supporting them to find employment; whilst it is not a replacement for Communities First, the programme has been designed taking into account the lessons learned and building on the relationships developed through the Communities First programme.

In Blaenau Gwent, four teams have been established to work in delivery areas around the four main towns of Abertillery, Brynmawr, Ebbw Vale and Tredegar.

Involvement in the programme is based on specific eligibility criteria including living in an area that was previously included in the Communities First programme, benefit and employment status.

However, for those residents of Blaenau Gwent who aren't eligible for support from Communities for Work, its Welsh Government funded sister project, Communities for Work Plus can offer support.

We have developed a number of bespoke pathways to employment to give participants the opportunity to develop their skills in specific employment sectors, our pathways consist of a number of courses, combined together to provide a 'fully loaded' sector specific suite of training to fully prepare participants to enter employment armed with a whole host of specific new skills, to date, we have arranged pathways in the following areas:

- Grounds maintenance; enabling participants to take up specific opportunities offered by BG Council
- Catering and Hospitality
- Construction

To give an example of the value of pathways to employment, the construction pathway included training on Manual Handling and site based Health and Safety, it also gave participants the opportunity to acquire the Construction Skills Certification Scheme (CSCS) card which is a compulsory requirement prior to working on any construction site in the UK.

The team also arranged individual training courses for participants in the following areas:

- CSCS
- Manual Handling
- Health & Safety
- Food Safety
- COOSH
- First Aid
- SIA

An example of the kind of intervention the Programme can support residents of Blaenau Gwent with is outlined in the case study below.

Ms. C engaged with her C4W mentor on a regular basis and was eager to progress within the labour market. Weekly meetings were held to discuss job goals and aspirations and it was evident from the onset that Ms. C was a conscientious and hard working participant who with support and encouragement would gain employment. Ms. C had previously worked in care roles prior to becoming economically in-active but felt she needed a career change for her health to improve.

Ms. C was unsure of her chosen career path, several options were looked into, and a number of volunteering placements were undertaken.

Ms. C excelled in her painting and decorating volunteering role with a local Social Housing Provider and grew in confidence; she felt this was defiantly the right career path for her and was pleased she had been given the opportunity to explore the options to find the right future for her.

Ms. C continued to meet with her mentor on a weekly basis and was supported with additional barriers including benefits advice, the mentor advocating on Ms C's behalf at meetings with the social worker, the mentor also liaised with the work coach in JCP and organised for Ms. C to have petrol allowance paid to her via FSF funding to ensure she wasn't out of pocket for attending volunteering.

Ms. C completed her 8-week placement with the Registered Social Landlord and a job vacancy became available within the team she was volunteering with.

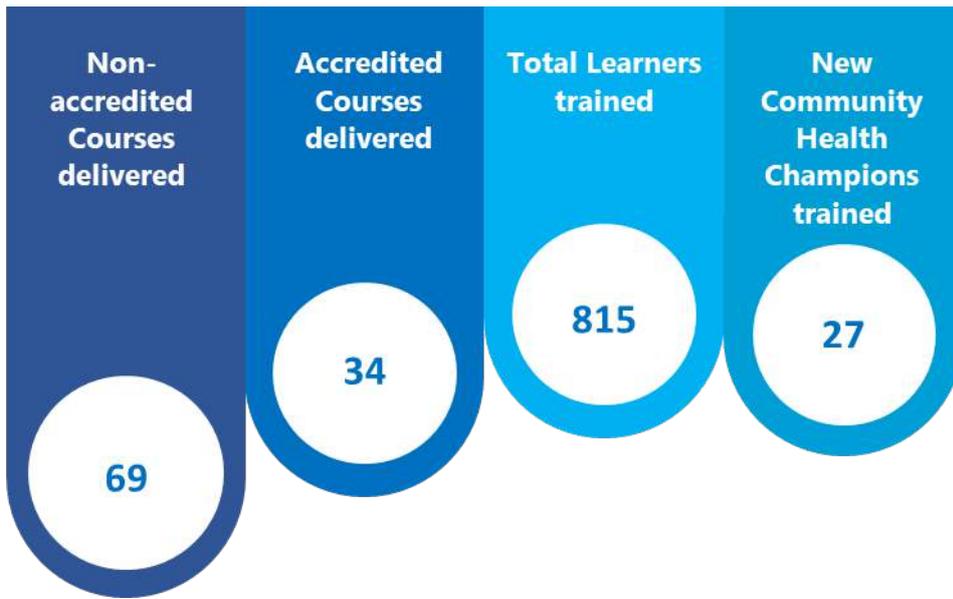
With the support of her mentor, Ms. C completed the Application Form for the position and was successfully short-listed for the role. Ms. C and her mentor spent a considerable amount of time together prior to the interview to prepare - going through interview techniques and examples of possible questions and scenarios to prepare.

Ms. C felt she was prepared and confident to return to work and was successful in gaining employment.

Ms. C was exceptionally pleased with her employment offer and began working full time as a painter and decorator with the Social Housing Provider.

Ms. C stated she was over the moon with the outcome and her felt **her life had changed** as a result of engaging with the Communities for Work programme, she stated she felt supported and her mentor was amazing, and the only person that believed in her. She stated **she wouldn't have been able to achieve this outcome with the support of her mentor.**

Training & Skills Development



Upskilling Local Communities

Throughout the year we have worked closely with Organisations/Community Groups across Gwent to help develop staff and Volunteers, allowing them to improve and expand their service delivery - including Newtown Community Centre.

Along with Communities First, Communities for Work and Blaenau Gwent County Borough Council, we delivered a range of training such as Basic Accounts, Play & Youth Work Qualification and Risk Assessments; giving them a solid foundation to take part in the new 'Community Activity Hub' initiative training programme and significantly improving community engagement and reducing anti-social behaviour on the Newtown Estate.

Here are some comments from Learners who have attended the range of Accredited and Non-Accredited Courses that we delivered:

“ There were opportunities to discuss each point. Great discussions. Thought provoking. ”

Equality & Diversity Awareness
(Non-Accredited) Course Participant

“ Friendly trainer. Interesting content. Now for the first time I feel confident to do the resuscitation, despite having done first aid before. ”

Emergency First Aid at Work Level 2
(Accredited) Participant

“ A most thought provoking training session! Excellent all round training. ”

Effective Meetings (Non-Accredited)
Participant

Community Health Champions

Becoming an Ambassador helps individuals to make a difference to the health and wellbeing of others, as well as improve their own.

It has been fantastic to have another 27 Ambassadors join the Community Health Champions Network during 2017-2018 – all completing the accredited 'Principles of being a Community Health Champion' Course.



Community Health Champions

Marketing & IT

Rebrand



The rebrand of GAVO has been a significant piece of work for the Marketing & IT Team over the last year and will continue to be so whilst it is embedded throughout the Organisation.

We felt it was a good time to modernise, ensure we have a high quality version of our logo and an opportunity to improve quality, professionalism and consistency of our publicity material – which is supported by new Brand Guidelines.

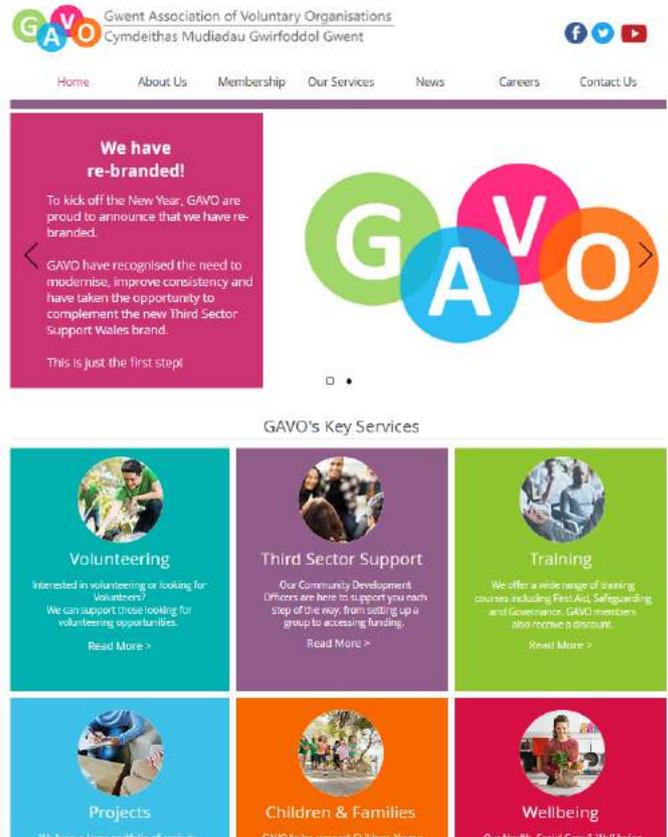
Our Marketing Officer designed a logo, and with support from the IT Officer, a matching theme in-house that is vibrant and attractive, and complements the Third Sector Support Wales brand (the network of support organisations for the Third Sector, of which we are a member).

We are delighted to have received excellent feedback internally and from Partners on the new branding.



Website

The IT Officer and Marketing Officer have continued to dedicate time to improve the functionality and aesthetics of the GAVO website – gaining an additional 10% unique visitors per month during 2017-18.



Embracing Cloud Technologies

2017-18 saw the positive development of GAVO's Office 365 Cloud usage; improving communication, collaboration and accessibility, not just for staff but those we interact with in the community. In line with the Rebrand, we are now relying less on traditional paper based methods and utilising other platforms like our website and social media better than ever.

With the distribution of more mobile devices, GAVO Staff are now able to work much more effectively in the community, having access to all their files and ability to sign up new Volunteers or Members, just like they would back in the office.

Finance, Human Resources & Facilities

The GAVO Finance team has continued its financial support to the Organisation throughout 2017/18 by supporting GAVO's core function of the Corporate Team, Volunteering, Development, Human Resources, Training and the various projects and Grant schemes in place across the Gwent area. The financial support provided includes payroll, income and expenditure management, tendering support, statutory submissions, grant finance payment and management and accurate actual spend and forecast reviews for projects.

During 2017/18, GAVO incorporated the Communities 4 Work and Communities 4 Work Plus Programmes and the Finance and Human Resources Teams were pivotal in this award process in the creation of a sustainable financial plan in line with Welsh Government and WEFO funding and the recruitment of the staff.

Finance was also a focus in the external audit of finance policy, procedure and suitability by Welsh Government prior to award, supporting officials and providing help and guidance when required.

The Human Resources Team strive to continually improve policies, procedures and the welfare of GAVO staff. Additionally, they have supported Third Sector organisations with HR issues and policies and regularly share their vacancies through our networks.

The Finance Team has also supported the Third sector with financial queries and guidance where appropriate and has continued to provide its Third Sector Payroll Bureau to support the sector with their payroll requirements.



It's been great to see our Conference Room utilised frequently over the past year by external clients including WCVA, Centre Great, Chwarae Teg and Whitehead-Ross Education.

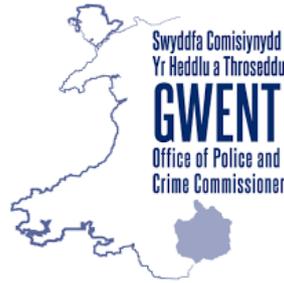
If you would like to book our Conference Room or our newly-decorated Small Meeting Room visit our website www.gavo.org.uk/room-booking



Cefnogi Trydydd Sector Cymru
Third Sector Support Wales



Bwrdd Iechyd Aneurin Bevan Health Board



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