



Gwent Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Gwent

Annual Impact Report

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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 support, facilitate and broker positive change in the well-being of people and communities through collaborative approaches.

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 2018-2019

This year has been a particularly special and memorable one for GAVO, as we were privileged to welcome His Royal Highness the Prince of Wales and Her Royal Highness the Duchess of Cornwall in July, to the Gwent Area Scout Activity Centre in Botany Bay to celebrate GAVO's 90th Anniversary. The Prince and the Duchess met with GAVO Trustees, Staff and Volunteers and Groups and representatives of Organisations that GAVO have worked with over the last 90 years.



During this reporting period GAVO has made progress on a revised Strategic Plan 2019-22 and refreshed its Mission Statement to support the strategic positioning of the organisation in the legislative context of the Well-being of Future Generations (Wales) Act and the Social Services and Well-being Wales Act as follows:

“To support, facilitate and broker positive change in the Well-being of people and communities through collaborative approaches.”

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 collectively delivers 4 pillars of support to the Third Sector:

VOLUNTEERING

GOOD GOVERNANCE

SUSTAINABLE FUNDING

ENGAGEMENT & INFLUENCING



Cefnogi Trydydd Sector **Cymru**

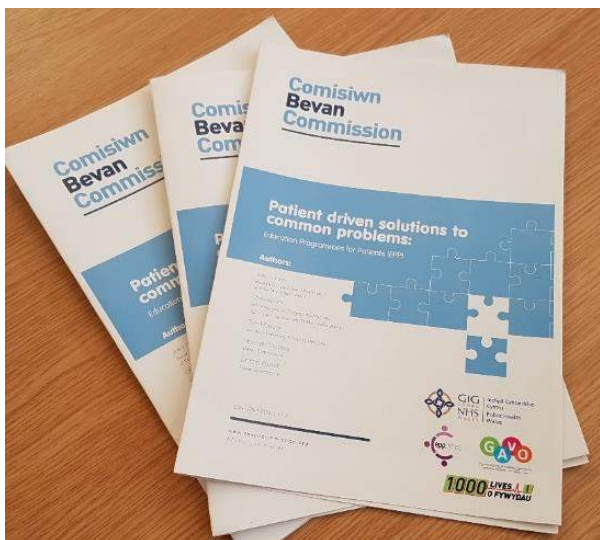
Third Sector Support **Wales**

The GAVO Chairman has recently been elected to Chair the TSSW Consortium; this is the Wales wide meeting of the Chairs and Chief Officers of WCVA and the 19 County Voluntary Councils.

With the Chairman's support, GAVO have exerted increasing influence on behalf of the Third Sector on the Regional Partnership Board in Gwent and the Partnership architecture of the Board. The Board supports the implementation of the Social Services and Well-being Wales Act.

GAVO are now leading a number of 'Action Areas' in the Well-being Plans, as part of its role on Public Service Boards in Gwent. For example, in partnership with Coleg Gwent, Right Skills in Newport; Volunteering in Caerphilly; Active Citizenship in Monmouthshire and have led a review of partnerships in Blaenau Gwent.

We would like to congratulate our very own Jules Horton, Education Programme for Patients (EPP) Co-ordinator, for having an Academic Paper 'Patient driven solutions to common problems: EPP' published by the Bevan Commission – it received a great deal of attention at the Public Health Wales Conference, including interest from the British Medical Journal and The Lancet.



We hope you will appreciate the breadth and reach of GAVO's activity highlighted in this Report. We continue to make progress in delivering public benefit and progressing GAVO's charitable aims to people and communities in Gwent; through inclusive approaches that are reflective of the Protected Characteristics defined in the Equality Act 2010.

This year has seen the embedding of a strong performance from GAVO's Communities for Work and Communities for Work Plus teams as we approach placing **1,000** people into the workplace.

GAVO's Community Development; Volunteering; Health, Social Care and Wellbeing; and Children and Families Teams continue to be at the cutting edge of innovation, building capacity, confidence and aspiration in the communities we are privileged to work in.

During the year, we have seen the introduction of a revised Senior Management Team with additional responsibilities allocated to the Deputy CEO, and an enhanced focus and emphasis on the role of the Corporate Management Team. We are grateful for how the staff in these positions have responded to the numerous challenges they have been asked to assist with.

We would also like to acknowledge the contribution GAVO Corporate Services Team make; this Team deliver the corporate functions that support the achievement of outcomes and impact that GAVO are proud to have achieved during 2018-19.

THANK YOU

to all our Partners across the Statutory, Private and Third Sectors for their continued support and involvement during 2018-19 and extend appreciation and grateful thanks to the GAVO Trustees, Local Committee Members, Staff and Volunteers for their commitment and valued contribution during 2018-2019.

Edward Watts MBE DL

Chairman

Martin Featherstone

Chief Executive Officer

Celebrating 90 Years of Service

We were honoured to have His Royal Highness The Prince of Wales and Her Royal Highness The Duchess of Cornwall, join us on 2nd July 2018 to celebrate GAVO's 90th Anniversary.

His Royal Highness took the time to speak with GAVO staff and representatives of some of our Member Organisations about their work and praised the Third Sector and its Volunteers for their contributions and the positive impact they have on local communities and beyond.



The visual 'through the decades 1920 - 2010' display, depicting nostalgic images and noted some GAVO Member Organisations that were established during this time period, as well as artefacts provided by our Members, was a wonderful talking piece.



Integral to GAVO's work, is maximising participation in volunteering; so it was important to us that GAVO Volunteers joined us in the celebrations, as well as some other fantastic Volunteers from across Gwent.



The Duchess chatted to our inspirational guests, including Jules Horton our Education for Patients Programme (EPP) Co-ordinator (former EPP Volunteer Tutor) about the continued success of the Programme.



A brilliant day was had by all!

Statement of Financial Activities

For the year ended 31 March 2019

				31.03.19	31.03.18
	Unrestricted funds	Restricted funds	Pension deficit recovery funds	Total funds	Total funds as restated
	£	£	£	£	£
INCOME AND ENDOWMENTS					
Donations and legacies	1,370	5,610	-	6,980	5,478
Charitable activities	750,549	2,122,404	-	2,872,953	3,386,583
Other trading activities	36,576	-	-	36,576	34,505
Investment income	443	-	-	443	148
Other income	-	-	-	-	6,000
Total income	788,938	2,128,014	-	2,916,952	3,432,714
EXPENDITURE					
Expenditure on charitable activities	818,338	2,129,014	(15,184)	2,932,168	3,418,334
Total Expenditure	818,338	2,129,014	(15,184)	2,932,168	3,418,334
Net (expenditure)/income	(29,400)	(1,000)	15,184	(15,216)	14,380
Transfers between funds	320,447	(320,447)	-	-	-
Net movement in funds	291,047	(321,447)	15,184	15,216	14,380
RECONCILIATION OF FUNDS					
Total funds brought forward	49,618	322,697	(114,000)	258,315	243,935
Total funds carried forward	340,665	1,250	(98,816)	243,099	258,315

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

Balance Sheet

For the year ended 31 March 2019

	31.03.19		31.03.18
	£		Total funds as restated £
FIXED ASSETS			
Tangible fixed assets		381,375	401,750
CURRENT ASSETS			
Debtors	192,674		237,316
Cash at bank and in hand	152,014		465,052
	344,688		702,368
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Net current liabilities		39,460	29,435
Total assets less current liabilities		341,915	372,315
PROVISIONS			
Pensions and similar obligations		98,816	114,000
Net assets		243,099	258,315
FUNDS OF THE CHARITY			
Unrestricted pension deficit recovery funds		(98,816)	(114,000)
Restricted funds		1,250	322,697
Unrestricted funds		340,665	49,618
Total charity funds		243,099	258,315

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 7th November 2019, and are signed on behalf of the Board by:

Mr E Watts
Chairman

Mrs J Steven
Treasurer

VOLUNTEERING

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

1428

VOLUNTEERS SUPPORTED THROUGHOUT THE GAVO FOOTPRINT

1,054 Volunteers have registered on the new Volunteering Wales website, since its launch in June 2018. We continue to support Organisations with advertising their Volunteer roles – giving top tips for creating engaging adverts & how-to guides for getting the most out of this free Volunteer Management Tool.

<https://gwent.volunteering-wales.net/>



parties with successful and meaningful tasks carried out – with a bit of fun thrown in for good measure!

The 'perfect matches' we organised included Business in Focus who had a fantastic time helping out Abergavenny Community Centre, who were "...totally blown away by the enthusiasm, motivation and hard work of all the Team".



“ Whilst looking for a project initially seemed to be a daunting prospect, the support we received from the GAVO Team was very helpful! ”

Andrea Wallbank, Business in Focus HR Manager

If your Group/Project needs some support, or your Business is keen to get more involved in your local community, drop us a line via volunteering@gavo.org.uk

Sharing Good Practice, Ideas & Finding Resolutions to issues

We continue to represent local Third Sector organisations through the Wales Council for Voluntary Action (WCVA) **Volunteer Practitioners Network** and can take any local issues/good practice/successes to these Wales wide meetings on your behalf.

Corporate
Social
Responsibility

During the year, our Volunteering Team worked with a variety of local and national Businesses, forging some great new working relationships.

We matched them up with Third Sector Organisations and Community Groups looking for help to carry out vital activities to improve their services and enable them to continue to run.

We saw a considerable increase in requests for one-off group activities for staff within local Businesses, so we introduced a 'Matching Database' to assist us with matching them with an ideal Project; meeting the needs of both

We are also involved in the **WCVA Digital Implementation Group**, working hard to improve the Volunteering Wales Volunteer Management platform to ensure this central point for volunteering in Wales is as user friendly and accessible for potential Volunteers and Volunteers Managers alike.

Get in touch if you would like anything taken forward regionally or nationally, good or bad; we are here to support you!

£28,448

GRANTED BY OUR FANTASTIC YOUTH PANEL TO 30 WORTHWHILE PROJECTS IN GWENT - THROUGH CASH 4 U (GWIRVOL YOUTH LED GRANT SCHEME)

This Scheme's primary aim is to create more volunteering opportunities for young people (14-25yrs old). Projects funded during 2018/19 included the **Active Angels** Spin (Colour Guard) Project that sought to find solutions to health inequalities (particularly mental health) and volunteering opportunities for young people with moderate learning difficulties through Performing Arts.



THIS PROJECT GAINED FIVE NEW VOLUNTEERS. THEY ALL PERFORMED AT THE 'SHOW RACISM THE RED CARD' EVENT & FOUR OF THEIR VOLUNTEERS WERE ABLE TO COMPLETE SPORTS LEADER AWARDS.

Menter Iaith Sir Caerffili's youth-led 'Welsh Language Video Game Club', used their funding to increase the opportunities for young people of all Welsh language abilities,

from complete beginner to fluent, to practice their Welsh through a fun and unique platform.



The majority of members that attend the Youth Video Gaming Clubs have been diagnosed with having Autism/Asperger's Syndrome. Through conversations with parents, they have expressed how valuable these experiences have been for their child and the social skills and confidence they have gained since joining the club.

We also gave out **£74.10** through the **Youth Volunteering Expenses Fund**, used to remove barriers preventing young people from otherwise volunteering.

96 VOLUNTEERS

WHO GO OVER AND ABOVE, WERE HONOURED AT OUR ANNUAL VOLUNTEER ACHIEVEMENT AWARDS EVENINGS

Registrations for our Volunteer Recognition Certification Scheme have continued to increase – although take-up in Newport and Monmouthshire was considerably lower. We will be working on how we communicate the benefits of registering (particularly for young people & adults who may not have much work experience) and encourage more Organisations to sign up their Volunteers.

Visit www.gavo.org.uk/recognition

ENGAGEMENT AND INFLUENCING

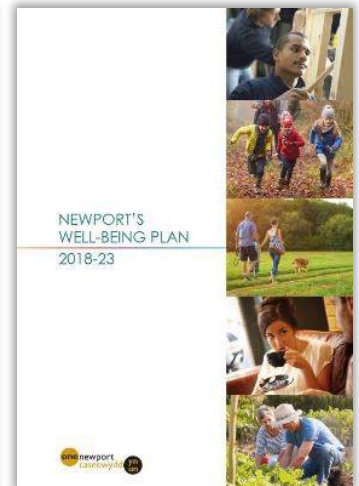
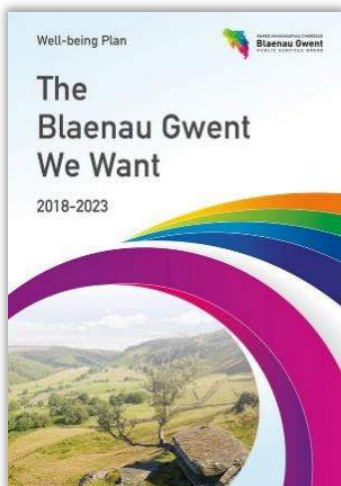
WHAT WE DO: We ensure the voice of the Third Sector is heard at local, regional and national levels and make sure they are consulted, involved and valued.

Within the collaborative culture in which we have a vital part, our role in Influencing and Engaging is to be a key member of partnerships such as the TSSW Executive Committee, Public Service Boards, Regional Partnerships Boards and the relevant networks that support each of these key groups on both a regional and national basis.

Under the **Wellbeing of Future Generations (Wales) 2015** legislation, each of the Public Services Boards (PSB) across Wales were tasked with producing a Well-being Plan. The Well-being Plans reflected the priorities in an area which were identified through an engagement and Well-being Assessment process and were published in May 2018.

In the Caerphilly Well-being Plan the Volunteering Action Area is a priority under the well-being objective of Positive People; in Monmouthshire; Active Citizenship is a priority as part of the objective to respond to the challenges associated with demographic change. GAVO is championing and leading these two areas as part of its role on the Caerphilly and Monmouthshire PSBs.

In Newport, GAVO is joint lead, in partnership with Coleg Gwent, for the Right Skills step of the Newport Well-being Plan. GAVO have led a review of the partnership architecture in Blaenau Gwent, to ensure it is fit for purpose to effectively deliver the Well-being Plan in Blaenau Gwent, 'The Blaenau Gwent – We Want.'



Before the plans were published, attention had already turned to the support and delivery mechanisms behind the identified priorities. Whilst the five Well-being Plans across Gwent, have been developed independently there are some similarities in their focus, for example, both Caerphilly and Monmouthshire feature Volunteering as an Action Area.

In addition to the lead roles identified above, GAVO Teams have continued to support the engagement and participation of the Third Sector, enabling progression of Well-being priorities that have a particular relevance to the Third Sector, including attendance at the Strong and Resilient Communities Board - an identified priority in the Newport PSB Well-being Plan.

Priorities that have been identified by all five PSBs have been elevated to a Gwent-wide level, including elements of Community Safety and work around Adverse Childhood Experiences.

PSBs have also worked together to develop resources to support their priorities including the Happy Cities Survey carried out across Gwent in February 2018 to provide a baseline of people's views of their communities and the Gwent Futures horizon scanning report which identified trends, threats and opportunities for the Gwent area to aid long-term planning and responses.

We bring people, communities and Third Sector organisations together to ensure they have input in consultations and the development of activities, services and facilities across gwent and regionally.

GAVO is also a key player in driving the future activity of the Volunteering Networks, Safeguarding Board and Health, Social Care & Wellbeing Networks to name a few, across the GAVO regional and national footprint.



The Community Voice Project was established in 2013 following a successful bid by GAVO to the Big Lottery under a specific community engagement fund.

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.

4,663

PEOPLE ENGAGED

During the five years of the project, we saw significant legislative change with the introduction of the Social Services and Well-being (Wales) Act and the Well-being of Future Generations (Wales) Act.

Luckily the programme was flexible enough for the projects to refocus their attentions on the development of service structures under the new legislation and opportunities were provided for public and Third Sector involvement in the development of Well-being Assessments, leading to the publication of Well-being Plans in each county in 2018.

Both Portfolios completed their work on 30th June 2018, and Evaluation Reports and Impact Reports (in English & Welsh) illustrating the successes (and challenges) of these portfolios were produced – these are available on request.

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

Guy Jones, Big Lottery Funding Officer

COMMUNITY DEVELOPMENT

WHAT WE DO: We have one full-time equivalent Third Sector Development Manager in each county to support Third Sector organisations and groups to develop and thrive; helping them with governance, sustainable funding, Community Asset Transfer & more.

GOVERNANCE & SUSTAINABLE FUNDING

The work within these TSSW pillars frequently overlaps, as organisations have to have their governance structures right to apply for the dwindling funding available. Funders are becoming increasingly more demanding of groups in terms of their structure and functions. Funding surgeries that we've organised with the likes of Children in Need, Community Fund, Heritage Lottery and also some sponsored by local MPs/AMs with a range of funders, have taken place across Gwent. Surgeries with booked appointments for one-to-one discussions proved more successful than the previous multi-agency Funding Days, which funding bodies are less inclined to attend.

Officers have supported numerous organisations with their governance structures over the twelve months. More organisations are seeking to become CICs (Community Interest Companies) or CIOs (Charitable Incorporated Organisations) instead of registered Charities and Companies Limited by Guarantee. Substantial delays in the Charity Commission registration department has been a frustration for groups and the Community Development team alike.

In Blaenau Gwent, where the local authority made the decision to offer up all sports facilities to Community Asset Transfer (CAT), our Third Sector Development Manager has supported **21 sports groups**

to undertake CAT including the development of their business plans, assistance with either company registration or CIC Forms and funding advice support where appropriate, on top of the day-to-day third sector support for groups. That work has included registering a number of groups as charities or CICs, such as Blaina Town Band, Chillax and Sirhowy Hill Woodland; and supporting funding bids including a Community Fund Development Bid for Abertillery Workmen's Institute.

“...you are doing a cracking job and on behalf of the Band I honestly can't thank you enough. On our own we wouldn't have been a quarter of the way forward with the progress you have made and I don't know how we would have managed without your help.”

John Jones, Blaina Town Band

The Development Manager has also supported a successful bid to the Communities First Legacy Fund in Blaenau Gwent for a worker to support and develop community centres.

In Caerphilly, the complexity of enquiries mirrors the other counties with many more wanting to set up as CICs and CIOs. Under the Sustainable Funding pillar, GAVO is working to support organisations who are struggling to source revenue funding in particular.

For example, organisations were supported to bid for £692,000 in the first six months of 2018/19, to achieve £298,000 eventually.

There have been successful bids to the Welsh Government Community Facilities Fund but they take a very long time to come through, which also becomes a business planning issue and has implications for Community Asset Transfer in future.

However, there have been some significant successes: Hengoed Community Project managed to obtain all the necessary funding for their work to transform the 200-year-old building for 21st century use, from a number of different sources, starting with a technical assistance grant from CCBC. The project aimed to refurbish the chapel, with Cadw listed font and graveyard, to provide youth facilities and wider community facilities.

“...we don't think we would have known how to start without the help of GAVO.”

Rev. Kath Miller

Libanus Lifestyle CIC and Blackwood Methodist Church both made successful bids to local and national funding for their projects; Libanus completing and opening a new kitchen & community café following the thorough refurbishment of the hall. They have now started on a community gardening project to run alongside a host of other activities.



Blackwood Methodist church obtained funding to renew their kitchen facilities for groups using the church.



Whilst we might focus on the larger grants, smaller amounts of money can mean just as much, if not more, to some groups. Blackwood Stroke Association were supported to successfully bid for £1998 from Greggs Foundation for their activities and group trips for Summer 2019 and they showed their thanks with a surprise bunch of flowers for our Development Manager!

In Monmouthshire, Development Managers have worked with communities to support the development of their ideas into concrete projects, with Ready Steady Go (RSG) being a prime example. RSG was established by parents of children with Autism who wanted to support them to develop social interaction and friendships in a safe environment outside the formal school structure and provide opportunities not being provided elsewhere.



Their biggest challenge was securing funding to provide the right facilities into the future. The GAVO Development Manager supported the initial research stages, the application for charity registration and has provided ongoing support, signposting the organisation to training, funding and opportunities for the charity as they arose.

“The cooperation, advice and guidance we have received from GAVO Community Development Manager has been most appreciated and the service has been first class.”

John Stafford, Ready Steady Go

Rogiet Community Junction, which was established in 2014 in reaction to the closure of the local shop and as a way of saving the post office, have set up a community café, community cinema, run community events & are looking to develop a volunteer-run community shop.

Our Development Manager has helped them with their constitution, registering them as a CIO & has supported the steering group. They have been supported with the development of policies and encouraged to attend GAVO events and advice sessions and have been supported with numerous funding bids.

They've produced a lovely video, check it out: https://youtu.be/a0_yOm4PNdY



Photograph taken by Joe Baxter

In Newport it has been another busy year working with many requests for help with charity registration and advice on legal structures for groups with new project ideas as well as help with funding and networking with other organisations. It was also encouraging to hear of the success of one project in particular where GAVO was instrumental in supporting an application for a large grant from the Welsh Assembly.

Following a period of consultation and preparation, St Julian's Baptist Church was awarded £180,000 for the replacement of the hall with expanded facilities.

Building works are at the very early stages but we look forward to attending the official opening!



Pastor Clive Taylor expressed his gratitude for GAVO's assistance by saying:

“...your support was special and vital and so appreciated as we put together the bid and tried to provide a picture of intended future usage. We would therefore like to say a “Big Thank You” to you, for your time and your efforts on our behalf and on behalf of the community. I am sure it will be exciting to see the hall opened next year & for its expanded facilities to become available for the continuing up-building of this very special community of St Julian's.”

His colleague on the church committee, Lynda Strickland went on to say:

“ I do want to send you my personal thanks for the tremendous help you gave us throughout the process. You have been a tower of strength and a joy to work with. Your extensive knowledge, your expert and patient guidance and sheer enthusiasm and energy - not to mention your excellent letter of support - have been absolutely invaluable to us and we couldn't have done it without you...”

In support of developing the sustainability of Third Sector organisations and in an effort to develop closer links with the business community, Business in the Community held a number of events across Gwent bringing together Third Sector groups, statutory bodies and local businesses to discuss collaboration and identify potential funding or sponsorship opportunities.



Third Sector Forums are run by the GAVO Community Development Team across Gwent, as part of the overall support to the Sector and within the Engagement and Influencing pillar of the TSSW work. They provide an opportunity to bring organisations together for networking, learning and consultation.

The frequency, style and content varies according to local need within each county. The Forums also provide a mechanism in some areas to feed into the Well-being Plan structures and PSBs such as the Third Sector Partnership Board in Newport and the Voluntary Sector Representatives Committee and Voluntary Sector Liaison Committee in Caerphilly.



Two One Beat Voluntary Sector Showcase events were held during the year; Caerphilly Library in June and then Blackwood Methodist Chapel in December. The events have been a regular feature in the Caerphilly Calendar for some years and they are moved around the borough to encourage different groups to take part and display their services and activities to each other, Statutory Sector Partners and the public.

The Community Development Managers also support organisations across Gwent to access local funding streams, including some that GAVO run, and sit on a number of grants panels as Third Sector experts. During 2018 GAVO has supported a number of local solar farm and windfarm grant schemes, either running the whole scheme or supporting town and community councils to run schemes in their locality, providing access to small amounts of funding for grassroots groups.

EMPLOYABILITY (BLAENAU GWENT)

WHAT WE DO: Our Communities for Work (CfW) and Communities for Work Plus (CfW+) Teams aim to tackle poverty and social exclusion through sustainable employment.

CfW and CfW+ (Blaenau Gwent) are voluntary employment programmes aimed at helping adults over the age of 16, who are furthest away from the labour market, into employment. Both programmes have built on previous Welsh Government programmes aimed at tackling poverty to help get people into work. The programmes have a presence in all communities across Blaenau Gwent and the buildings we are based in are prominently located in Tredegar, Ebbw Vale, Abertillery and Brynmawr.

In addition to our bases in each of these areas, we also work from a network of additional outreach venues such as community centres and libraries where our friendly and experienced employment advisors and mentors specialise in helping individuals with their specific needs; our teams can provide 1-to-1 support, guidance and access to training.



Along with these fantastic results in helping people into work, the programmes have also helped individuals achieve many training qualifications and certificates to help them get closer to or attain employment.

Here is an anonymised case study detailing the journey one of our participants has been on since engaging with our programmes:

This participant has worked in retail most of her working life but was unexpectedly made redundant. The participant self-referred to CfW+ for support to look for a new direction in employment.

At the initial meeting the participant was frightened at the prospect of being out of employment for the first time in her life and was confused as to whether to go back into retail so she could secure employment quickly or seize the opportunity to retrain and secure her dream job that would be more sustainable in the long run.

During several meetings we discussed both options, firstly we looked at Teaching Assistant and Child Care worker positions weighing up where the participant's skills lied and which route would be the best for her. Secondly, we looked at current retail positions, at this point the participant discovered most local retail positions were part-time so wouldn't be feasible for her. After many meetings the participant decided she was going to go for it and retrain; we again talked about her options and a referral was made to Careers Wales to consider ReAct funding. The participant secured her decision to retrain as a preschool child care worker. The funding was approved through ReAct pending a successful placement.

The CfW+ mentor and participant looked at several placement opportunities and contacted many providers.

The participants first choice was Buds to Blossoms as she was intrigued with Reggio Emilia-inspired approach to learning. We met with the manager at Buds to Blossoms who was impressed with the participant's enthusiasm and agreed for her to complete a placement. Whilst waiting for the Childcare training to start through ReAct, the participant was keen to do additional training that would benefit her and the Employer. The participant was booked onto and completed Level 2 Safeguarding and 3-day Autism Awareness training.



Several weeks after the participant started her placement the mentor received a phone call from the Buds to Blossoms manager expressing how impressed he was with the participant's attitude towards the staff, children and her approach to work.

He stated **"She lights up the room"**. He explained that he would like to employ her as an apprentice. He didn't think it was necessary for her to complete her Level 2 qualification and felt she had the skill and ability to move straight onto a Level 3. This was negotiated with the college and the participant was signed up to complete Level 3 Childcare & Development.

The participant was elated with her success and accepted the position. The participant had several questions about her Universal Credit

claim due to her change in employment status which the CfW+ mentor was able to discuss with a DWP advisor, who advised that it was all noted on her journal which the mentor and participant completed together.

A barrier fund request was completed for uniform for the participant to start employment.

THE PARTICIPANT THANKED CFW+ FOR THE SUPPORT AND STATED SHE WOULD BE RECOMMENDING THE CFW PROGRAMME TO EVERYONE LOOKING FOR EMPLOYMENT.

It's been a successful first year of the programme, with the **majority of targets being exceeded** and some wonderful, often emotional, good news stories of people overcoming complex barriers.

“My Advisor never gave up on me, even when I gave up on myself, she supported me through training and into a job I've always wanted!”
Participant

“Autumn has been more than a mentor to me, it's been a long journey but she's gone over and above for me.”
Participant

Communities for Work Blaenau Gwent has offices in:

- Ebbw Vale - 01495 304352
- Tredegar - 01495 367531
- Abertillery - 01495 355256
- Brynmawr - 01495 367532

Give us a call to find out more info.

HEALTH, SOCIAL CARE & WELLBEING

WHAT WE DO: We support partnership working between the Third sector and other providers of health, social care and wellbeing services. We also develop and co-ordinate a fantastic range of free, Volunteer-led health and wellbeing courses.

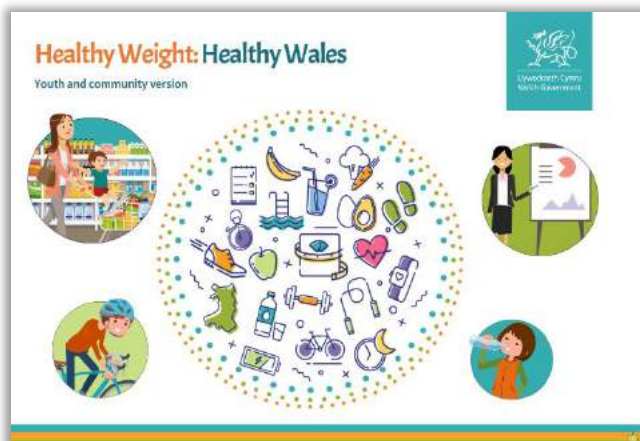
160

CONSULTATIONS, NETWORKING & ENGAGEMENT EVENTS

We have held numerous events to engage the Third Sector, Service Users and Carers with a wide range of issues and significant pieces of work.

In addition, our Health, Social Care & Wellbeing (HSCWB) Co-ordinators contributed workshops and funding panels and promoted engagement sessions with local and regional partners in relation to a range of Health Social Care and wellbeing strategies and funding developments including the Bone Health and Falls Strategy.

Quarterly Caerphilly Health and Social Care Alliance Networking events were held during 2018-19 with a range of key themes and speakers. Members contributed via the forums to Welsh Government consultations on 'Healthy Weight Healthy Wales' and the 'National Framework and Decision Support Tool for Continuing Healthcare'.



In partnership with TVA, our HSCWB Co-ordinators supported the engagement of the Third Sector with the developments in the region to produce an Advocacy Commissioning Strategy and a Gwent service to provide access to advocacy across the Gwent boroughs in a more equitable way. Our HSCWB Co-ordinators provided both practical and advisory support to the Age Cymru Golden Thread Advocacy team; sharing best practice and assisting with engagement events, since the Golden Thread Project was started in Gwent.



The Commissioning Strategy is now completed and a Gwent Advocacy pilot launched summer 2019 with a helpline service delivered by ProMo Cymru.



The helpline is available 10am-3pm Monday-Friday or you can visit the website: www.gata.cymru to find out more.

COLLABORATIVE WORKING

The past year saw the development of new ways of working in primary and community care. An integrated Networks model was introduced with the purpose of meeting

population needs at a very local level centred on integrated hubs connected to the GP clusters. GAVO HSCWB Coordinators contributed to workshops arranged with Public Health Wales at the Parkway Hotel in Torfaen to influence the approach to be taken.



A key aspect of the Integrated Networks approach is the engagement of the Third Sector and the community.

A refreshed model for the Community Health Champions is being developed to align with the new program and 'Compassionate Communities' work. We were able to exhibit information at the Parkway, on the achievements of the current model.

250+
NEW COMMUNITY HEALTH CHAMPIONS TRAINED IN GWENT



Community Health Champions



GAVO is also delivering ongoing support for the Dementia Roadmap commissioned by the 10 GP Clusters across Gwent. The Dementia Roadmap is a web-based platform which

provides high quality information about the dementia journey alongside local information about services, support groups and care pathways to support living with dementia in Wales.



VISITORS TO THE DEMENTIA ROADMAP PORTAL IN GWENT

PRIMARY CARE 'NEIGHBOURHOOD CARE NETWORKS' (NCNs)

Our HSCWB Co-ordinators continued working with partners and contributing to action plans in the 10 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.



A well-attended 'Getting to Know You' event was held at Bryn Meadows Golf Club Blackwood, arranged in partnership with the Aneurin Bevan University Health Board.



This was to foster positive working relationships between GP Clusters in Caerphilly and awareness of what the Third Sector was able to offer as support.

In Newport, we were part of the collaborative group developing the Virtual Ward Model to mitigate demand on GP practices of specific cohorts of patients, whose needs could be better met by utilising wider support services including those from the Third Sector e.g., Hafal are now providing case support for people with mental health issues.

Our HSCWB Co-ordinators worked in close collaboration with the Integrated Care Fund (ICF) Lead to encourage quality Third Sector proposals & supported the decision making process by contributing to a number of Funding Panels across the themes of Mental Health & Learning Disability; Children & Young People; Dementia; Older People; Housing & Health; and Carers.

500+

PARTICIPANTS COMPLETED EPP COURSES

The Education Programme for Patients (EPP) continues to grow bigger throughout Gwent – with at least a 50% increase in referrals coming through Primary Care and Primary Mental Health.

We were excited to launch three new courses:

- Chronic Disease Self-Management (Autism)
- Stance Diabetes Footcare
- Chronic Disease Management in the Workplace

These are in addition to our current suite:

- Cancer – Thriving & Surviving
- Living with Chronic Pain
- Living with Diabetes
- Living with Long Term Health Conditions
- ‘Looking After Me’ a Carers Course

Courses are delivered by Volunteer Tutors, who all live with or are carers for someone who has a Long term health condition, all would have completed a 6-week course to support their own health – this means that the Tutors have real-life experience and can genuinely empathise with participants. It speaks volumes for the positive, often life-changing, impact these courses have, that so many participants wish to undertake training to become Tutors.

“ I am feeling stronger mentally, empowered, proud - with more range of movement and am on a path to better all-round fitness. ”

Participant

1,130 carers are now registered with the Monmouthshire Carers Project; the Carers Newsletter, produced by the Carers Co-ordinator twice a year, keeps them up to date with information, support and advice.

Carers attended a variety of organised events in support of Carers Week including a walk around Caldicot Country Estate and Caldicot Castle. A Christmas luncheon and party night also provided a well-earned break from their caring role.

The Carers Project also worked with Monmouthshire County Council to provide unpaid carers with 25% discount at all Leisure Centres across Monmouthshire.



CHILDREN, YOUNG PEOPLE & FAMILIES

WHAT WE DO: We help support young children and families, in Caerphilly, through fun-filled groups where they can explore, play, learn and love language. We also provide support to parents and carers, in Newport, by getting their voices heard to ensure that decisions are made with parents and not for them.



“ B loves the group and the staff; socially she has come on leaps and bounds. ”

B's Family

We have strengthened our partnership with Health Visitors and many clinics are now run alongside our Tiny Talkers groups, which increases communication and support for families.

300+

FAMILIES WORKED WITH THIS YEAR

The Early Language team continues to work with Homestart Cymru for Families to deliver early language groups to children and families across the Caerphilly County Borough. Jointly funded through Flying Start and Families first the project delivers **25 groups** per week during term time and encourages language development through play, engagement and exploration. Families are supported with top tips, home packs and interaction with experienced and qualified staff.

“ Really well planned and well run group which T has enjoyed very much. It's given me good tips on ways to help T's language development. ”

T's Family

OVER 25 REFERRALS MADE TO OTHER SERVICES INCLUDING ISCAN, SPEECH AND LANGUAGE, PARENTING AND 'JOIN IN AND PLAY'.

Through the early engagement nature of this project many children have been early identified and referred to Speech and Language Therapy and to ISCAN which is so important, as it means services are supporting children before they attend school.



The Newport Parent Network, led by our Parent Participation Officer (PPO), is part of the Welsh Government's Families First Programme. The aim of the Network is to engage with families to ensure they have a voice in services that affect them and to actively promote and encourage peer support arrangements.

This year, our PPO supported the establishment of a new group - for Parents and Carers looking after a child who has ADHD/ASD.

Our PPO assisted with the delivery of a Family Links Nurture 8-week programme for Parents in conjunction with Newport Flying Start. We also facilitated a Multi-agency and Parents/Carers meeting to devise a new Accessibility Strategy for all Newport Schools.



We also supported Kidscape to recruit parents and young people to attend their Anti-bullying 'Zap' workshops, running for the first time in Wales - feedback from parents was excellent.

We promoted the Welsh Government's consultation on "Respecting Others – Inspiring rights, respect and equality". GAVO held a Children & Families Forum specifically to look at the issue of Bullying and to inform attendees about the Consultation documents.

We demonstrated the launch of the new Welsh Government 'Hub' which contains lots of very useful information about the law, parent and children's rights etc. We also used the NPN platform to inform and promote the Welsh Government's 'Removal of Reasonable Chastisement' legislation.



In July 2018, we held a "Surviving Summer" event for Parents; lots of different agencies & organisations attended, informing parents about the different family events and activities on in Newport, throughout the school summer holidays. Our Marketing Officer created a fabulous Summer Holiday planner for attendees to customise & take home with them.



7th annual Families Love Newport (FLN) event

With 34 Information stands, activities for children and families, mascots and entertainment it was a wonderful day. It was a great opportunity to chat to parents about the ways GAVO could support them but also signpost them to other relevant projects and services in Newport and the wider Gwent area.

1479

FOLLOWERS ON OUR NEWPORT PARENT NETWORK FACEBOOK PAGE

We have a high level of post engagement which is great. Most attendees to our FLN event heard about it through our FB page.

CORPORATE SERVICES

WHAT WE DO: We provide a range of support to GAVO's operations and its Projects, to enable a high quality delivery of services.

Training

During 2018-19, GAVO continued to deliver training interventions to the Third Sector in line with TSSW requirements and during the year managed its training resources in line with the demand for training courses.

Marketing & IT

Our Marketing & IT Team continue to work hard to embed the GAVO brand across the organisation. During the year, the Marketing Officer started to overhaul all current documentation and promotional materials on a Team-by-Team basis, to ensure we have a strong and consistent visual identity. New materials (including selfie frames, leaflets and business cards) and digital content were also created to help improve quality of service and engagement.



The IT Officer has focused on further improving the accessibility, functionality and aesthetics of the GAVO website – including shortening the domain name to gavo.org.uk

In addition, an equipment review and upgrade programme was carried out to allow staff to work more efficiently and more easily 'out and-about' in the community.

Finance & Human Resources

The Finance Department at GAVO covers all aspects of the Finance function for the organisation, ranging from management of Purchase and Sales Ledgers to the processing of Payroll for GAVO's staff and projects. GAVO's finance team has also administered grants to the Third Sector, provided advice and support and provided a specialist Payroll service to 16 Third Sector Organisations.

GAVO also has a dedicated in-house Human Resources function, providing advice and guidance to GAVO staff, monitors and manages the policies that we adhere to and ensures continual support is available to our Human Resource.

Facilities

Our Conference Room has been used to hold our Newport Children & Families Forum, as well as other events and is regularly booked out by Third Sector and Private Sector organisations – from whom we've received lovely feedback:

“ Exceptional experience, meet and greet from front of house was very welcoming – very happy. ”

Whitehead-Ross Training

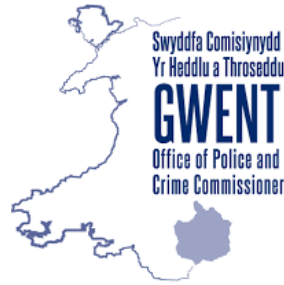
“ Staff couldn't be more helpful, lovely light room for training, plenty of space will definitely use again. Help from IT very useful. ”

WCVA

See www.gavo.org.uk/room-booking for info, including prices



Cefnogi Trydydd Sector Cymru
Third Sector Support Wales



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