



ANNUAL IMPACT REPORT

2016/17

*Supporting,
Promoting and
Developing Voluntary &
Community Action*



Cefnogi Trydydd
Sector **Cymru**
Third Sector
Support **Wales**

FLVC
Flintshire Local Voluntary Council
Cyngor Gwirfoddol Lleol Sir y Fflint



FLVC Trustees: Clive Bracewell, Barbara Roberts, Michael Dixon and Marjorie Thomson receive the Chwarae Teg Exemplar Employer (Achieving) Award in recognition of our commitment to diverse and inclusive practices in the workplace.

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OUR TRUSTEES

Since April 2016

Marjorie Thomson - Chair
Wendy Carter
Clive Bracewell
Barbara Roberts
John Hatton
Jane Styles
Amanda Morgan

Paul Hinchliffe - Vice Chair
Michael Dixon
Liz Holland
Pip Perry MBE
Ole Constantine
Tim Byram
Angela Garbett

OUR STAFF

Since April 2016

Ann Woods
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Chris Roberts
Emma Gough
Fran Hughes
Jill Blandford
Jane Hewson
John Gray
June Brady
Karen Peters
Kate Howard
Kim Sheridan
Matt Weedall
Pam Bebbington
Rachael Partington
Shaun Darlington
Sheila Bacon

Chief Officer
Volunteering Development Officer (incl. Youth Volunteering)
Health & Social Care Manager
Volunteering Development Officer
Health & Wellbeing Development Officer
Volunteering Development Officer (Step Up Step Out)
Communications Administrator
Information and Advice Officer
Funding Outreach Officer
Health & Social Care / QA Administrator
Third Sector Coordinator (SPoA)
Social Prescribing Officer
Volunteering Development Officer (Resilience)
Corlan Support Officer
Volunteer Centre Administrator
Business & Finance Manager
Finance Assistant

PRINTROOM

Since April 2016

Irene Langford
Rachael Partington
Barrie Potter

Project Development Officer
Project Administrative Secretary
Technical Consultant

Claire Doughty

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High Sheriff's Awards 2017

FLINTSHIRE LOCAL VOLUNTARY COUNCIL -

Part Of Third Sector Support Wales

Background...

Flintshire Local Voluntary Council (FLVC) is the independent umbrella and support organisation for voluntary and community groups in Flintshire. It is one of 19 County Voluntary Councils (CVCs) in Wales and began operating in 1997. FLVC is a registered charity (1062644) and a limited company (3301204). It has up to 15 trustee directors drawn mainly from the local voluntary sector with 18 staff, part-time and full-time. Since 2008 FLVC has been based at CORLAN on Mold Business Park.

FLVC has over 1200 voluntary and community contacts on its database with over 300 in its membership. FLVC draws its funding from a variety of sources, including Welsh Government, Flintshire County Council, Families First and Betsi Cadwaladr University Health Board (BCUHB). FLVC also generates income from office rental at CORLAN and its Community Printing Project, the Printroom.

We are part of the Third Sector Support Wales infrastructure funded by Welsh Government. Our shared goal is to enable the third sector and volunteers across Wales to contribute fully to individual and community well-being, now and for the future.

Third Sector Support Wales is a network of support organisations for the whole of the third sector in Wales. It consists of the 19 local and regional support bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

We work with citizens, volunteers and third sector groups to identify and address what matters to them. To achieve our shared goal we collaborate with other key partners across the third sector, the public sector, business, research and funders.

We have four pillars of activity that make up our universal offer, these are:

- Volunteering
- Good governance
- Sustainable funding
- Engagement and influencing

Our work is broadly focused on the common themes of:

- Information and advice
- Learning and development
- Networking and communication
- Shaping, influencing and building the social capital and resilience of the sector
- Raising the profile of the sector

CHAIR'S REPORT

2017 has been a year of celebration for FLVC as we have celebrated our 20th Anniversary; having commenced early in 1997 with 1 administrator. In March we achieved an award through Chwarae Teg and in May we achieved Investors in Volunteers. We do not rest on our laurels so are working hard to achieve PQASSO status in 2018.

FLVC's mission is to support, develop and promote voluntary and community activity in Flintshire. Also to strengthen the capacity of voluntary and community groups to contribute to the quality of life of Flintshire people and communities.

FLVC will achieve its mission through working with other County Voluntary Councils (CVC's) and Wales Council for Voluntary Action (WCVA) in a revised joint working arrangement. The new collective name and branding is Third Sector Support Wales (TSSW). Together we are currently developing a new impact measurement framework within four areas of work:

- Good Governance
- Effective Influence & Strategic Engagement
- Volunteering
- Sustainable funding

The expectation is that all CVC's will have achieved PQASSO by 2018. PQASSO is a practical quality assurance system for Third Sector organisations. FLVC staff and trustees received training about the PQASSO system. Following this training, staff teams during a "dragon's den" type scenario bid for trustees to join their team as partners/critical friends. Evidence is being collected and we hope to be in a position to apply to be assessed in the spring of 2018. This process is improving communication within the organisation between and amongst staff and trustees.

FLVC has worked with Chwarae Teg/Agile Nation 2. This organisation helps to promote gender equality and to nurture a culture which embraces diversity. In March 2017 Chwarae Teg indicated that FLVC qualified for the achievement of an

Exemplar Employer Award following excellent results in our staff survey on flexible working and

management practice. Investing in Volunteers (IIV) is the UK quality standard for good practice in Volunteer Management.

Following an initial health check, the Voluntary Centre team worked on putting the recommendations into practice. An assessment in March led to the awarding of the Investing in Volunteers Quality Standard in May.

It is important that we, as an organisation can demonstrate good practice in Volunteering.

FLVC's Trustees' Strategic Planning identified a need to focus on the effectiveness of the Board. A Self-Assessment questionnaire was subsequently completed by Board members. This has led to further work on Skills analysis.

As a Board we welcome diversity and as we have vacancies on the Board we hope that members with wide ranging skills will join us to increase our effectiveness in today's challenging world.

We have recently updated our RISK management system including various policies, procedures and practices that work in unison to identify, analyse, address and monitor risk. The headings included assets, finance, funders, governance, politics and legislation to name a few. Although we cannot avoid all risks to the organisation it is important that we have considered them and taken appropriate mitigating action.

Each year in June, FLVC organises a Celebration thanking Volunteers throughout Flintshire for their contribution to volunteering. This year's VolfFest was a popular event including music, theatre, film and movement through interactive workshops with presentation of certificates, a choir and a band. There was a "feel good" factor that encapsulated all that is best about volunteering.

I wish to thank you for taking an interest in FLVC. We look forward to working with you and for you now and in the future.

*Marjorie Thomson
Chair FLVC*



Marjorie Thomson Chair FLVC

CHIEF OFFICER'S REPORT

Third Sector Support Wales is a network of support organisations for the third sector in Wales. Our shared goal is to enable the third sector and volunteers across Wales to contribute fully to individual and community well-being, now and for the



Ann Woods -
Chief Officer FLVC

Welcome to Third Sector Support Wales (Cefnogi Trydydd Sector Cymru). The National Third Sector Support organisation, Wales Council for Voluntary Action (WCVA) and all County Voluntary Councils (CVCs) have been working on a more collaborative approach to the support of voluntary and community groups. As the CVC for the county of Flintshire, we look forward to working more closely with our local/regional and national colleagues in ensuring our services meet your needs as effectively as possible.

There are four strands to our work going forward –

- Volunteering
- Good Governance
- Sustainable Funding
- Engagement & Influencing

In this Annual report, you will see some of our achievements within these strands for 2016/17.

Regionally, we have been working with colleagues in Betsi Cadwaladr University Health Board in piloting Social Prescribing models, and look forward to working with all other North Wales County Voluntary Councils to provide training and support for evidencing Social Value and helping to influence commissioners to account for the wider benefits of Third Sector Support Services. The North Wales Well-Being Assessment has provided food for thought regarding the needs of the population, and Well-Being Plans are currently being drawn up to plan Public Services' response to the assessment. Our job is to ensure Third Sector involvement at every level of planning and service delivery.

We have piloted and rolled out Generic Accredited Training for volunteers based within other Third Sector organisations, with much success, and have plans to provide more support in this area from 2018. Our Supported Volunteering Programmes continue to flourish, providing much needed support for prospective volunteers requiring a helping hand. Our support for the Community Asset Transfer process within Flintshire has continued in 2016/17, providing independent support for voluntary groups interested in running services within their local area. Funding Advice and help with Governance continue to be key aspects of support required by Third Sector Groups.

Our Third Sector Conference this year has focussed on Co-Production. We all have a duty to ensure that every service we provide is tailored to, and driven by, the needs of our users. A key focus of the Public Service Board work is Community Resilience. Anyone who gives their time freely to help others is helping to meet this objective - instinctively and altruistically. The true value of Volunteering and Third Sector Activity in building our resilience and quality of life is massively under-estimated. Our work with Social Value Cymru will help us to evidence more effectively the impact of Voluntary and Community Activity in building resilience within our communities.

FLVC's Stakeholder survey in 2016 indicated that over 80% of respondents felt that FLVC provide high quality support services to Individuals and Third Sector groups. 70% of respondents understood the respective roles of a CVC and the National body but 12% of respondents felt that we do not communicate our plans and achievements effectively to partners. We are currently reviewing our Communication Plan to help to improve this and look forward to working with WCVA and our partners more closely to deliver more joined-up approaches to key issues.

As we enter our 21st year our priority is Quality of Service. In collaboration with WCVA we will be developing more stringent monitoring and evaluation tools for our work and through our improved Quality Assurance procedures will have a more structured approach to the delivery of our services. We continue to focus on services that complement and support the work of Third Sector organisations and have outsourced some aspects of our work that we feel do not fit with the role of an umbrella body. Thank you for taking the time to learn more about FLVC. Please keep us informed about how we can best support you in your vital, life-changing work.

Ann Woods - Chief Officer FLVC
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VOLUNTEERING

- **Networks and Communication**

We act as a conduit to share information, intelligence and good practice to support continuous improvement in volunteering practice.

- **Volunteer Recruitment and Placement**

We facilitate the identification, development and promotion of high quality, accessible volunteering opportunities and match volunteers to suitable roles.

- **Volunteer Management**

We support organisations to maximise the mutual benefits of volunteering.

- **Grants**

We have provided support to develop the capacity to recruit and support a sustainable volunteer base.

- **Recognition and Reward**

We help to raise the profile of the achievements of individual volunteers and their collective contribution to the well-being and cohesion of Wales.



What did we achieve?

- ✓ *We responded to 533 enquiries about volunteering*
- ✓ *We held 151 one-to-one Volunteer interviews*
- ✓ *201 volunteers engaged in volunteering activity after contacting FLVC*
- ✓ *163 individuals attended our Volunteer Celebration Volfest in June 2016*
- ✓ *2 Volunteer Organisers Network Forums were held during the year attended by a total of 38 participants*
- ✓ *Our supported Volunteering projects helped 85 individuals (with additional support needs) to access accredited Qualifications and taster volunteer sessions across Flintshire*



What was our impact?

• Generic Volunteer Induction

This year we have developed and piloted a generic Accredited Volunteer Induction Course for volunteers linked to other Third Sector Groups, which has been very well received by organisations operating across Flintshire. Sessions include Volunteer Roles and Responsibilities, Health and Safety, Confidentiality, Safeguarding, Policies and Procedures and the course is tailored to the volunteering roles within the organisations in attendance at each course.

*Overall reaction to the courses: Excellent = 28%
Very good = 68% Good = 4% Not good = 0% Poor = 0%
'Friendly, approachable and knowledgeable tutor' 'Fabulous'*

'Our organisation is early in its development and this information will be useful going forwards to formulate our own policies and procedures' 'I had high expectations. This course exceeded my expectations.'

• Step Up Step Out

Through our Supported Volunteering Project run in collaboration with North East Wales Mind, we have provided volunteer taster sessions/placements and accredited qualifications for individuals experiencing mental health issues and/or substance misuse issues.

'Volunteering has given my four walls of isolation a large and open door. A door that has led to new friends, new experiences, new skills & new confidence'.

100% of participants on our last course indicated that the support had helped build their confidence, and over 90% stated that the course had enabled them to think more positively about the future.

• Stepping Up to Volunteering

We have piloted a Volunteering Project for Individuals with Learning Difficulties, run with The National Autistic Society Cymru.

'The referral process is simple and staff were supportive. The young man that I referred has achieved a great deal from the experience, as a Learning Disability service we have previously struggled to find him something that he has really wanted to take on board and take ownership of.'

Community Learning Disability Team:

- 90% of participants indicated an improved sense of confidence and well-being to move on to future community engagement.

- Over 85% of participants noted an increase in work-based skills.

• Resilience

In 2016 /17 our partnership with Flintshire Youth Services supported 91 young people to help build their coping skills and confidence and 29 of these young people moved on to volunteer within their local community.

• FLVC Volunteering Projects

FLVC were delighted to meet the Investing in Volunteers Quality Standard in Spring 2017. We have a number of volunteering roles within our organisation (including Administrative functions and within our Supported Volunteering Projects).

• Investing in Volunteers (IIV)

IIV is the UK wide quality standard for organisations involving volunteers. It aims to improve the quality of volunteering experience for volunteers and to encourage organisations to better recognise the enormous contribution made by volunteers. Investing in Volunteers is managed in Wales by Wales Council for Voluntary Action. Flintshire Local Voluntary Council was assessed against a range of best practice standards and proved its competence in all aspects of working with its own volunteers.

Volunteering Development Officer at FLVC, Emma Gough comments...

"The IIV process has provided a framework for us to look at our performance in recruiting, training and supporting our volunteer workforce and develop an Action Plan for maintain good practice in this vital area of work".

GOOD GOVERNANCE

- **Information and Advice**

We provide accessible information, advice and tools to implement good governance and enable continuous improvement.

- **Learning and Development**

We provide trustees and paid staff with practical assistance to operate legally and effectively.

- **Promoting Quality Assurance Systems**

We help organisations to identify relevant quality standards and work towards achieving them.

- **Raise the Profile of the Sector**

We help to raise the profile of the value and contribution the sector makes to Welsh society.



Staff based at CORLAN.

What did we achieve?

- ✓ *We responded to over 5,500 enquiries.*
- ✓ *Our website received over 56,000 visitors.*
- ✓ *400 trustee enquiries were received and responded to.*
- ✓ *Nearly 300 individuals attended our Training Courses.*
- ✓ *Our Third Sector Doctor Programme supported nearly 70 organisations (over 600 individuals) with bespoke Third Sector Governance support.*
- ✓ *We have developed a Volunteer Management Programme, to complement our Generic Volunteer Induction Course.*

What was our impact?

In our Stakeholder survey of 2016, 81% of respondents felt that we provide high quality support services.

Our staff are working with WCVA as part of the 'Safeguarding Ambassadors' network to develop good Safeguarding practice .

In 2016/17 FLVC achieved the Investing in Volunteers Quality Standard and Chwarae Teg's Exemplar Employer (Achieving) Status, reflecting our approach to ensuring Good governance within our own organisation as we support other organisations with their policy and procedure.

We have supported the introduction of PQASSO Quality Mark status for all County Voluntary Councils.

We have provided Governance and/or Business Plan support for 35 organisations expressing an interest in Flintshire County Council's Community Asset Transfer process.

SUSTAINABLE FUNDING



• Information and Advice

We aim to improve awareness and understanding of opportunities to secure funding and resources to develop capacity of organisations to secure and grow income.

• Learning & Development

We help to improve the skills, knowledge and capacity of organisations to raise funds and manage them effectively.

• Raise the Profile of the Sector

We recognise achievements in fundraising, share information, good practice and build better relationships with funders.

• Access to Practical Services and Benefits

We provide access to locally, regionally or nationally negotiated benefits and signpost to sources of practical assistance / support.

• Access to Funding

We help organisations to increase levels of income, diversify funding and become financially sustainable.

What was our impact?

FLVC administers the Flintshire Community Chest grant scheme on behalf of Flintshire County Council. This grant aims to support one off initiative such as minor capital projects, community events, equipment, publicity, marketing, and training and awareness courses in Flintshire.

FLVC were represented on the following grant and decision making panels:

- Gwynt y Mor Community Fund*
- Flintshire Sport Community Chest*
- Flintshire Welsh Churches Act*
- Community Foundation in Wales*
- Flintshire Community Endowment*
- Burbo Bank Community Fund*
- Cadwyn Clwyd*

Bespoke training to small/medium sized organisations in Flintshire included Beginners Guide to the Flintshire Community Chest and Community Fundraising.

What did we achieve?

- ✓ This year 300 enquiries from community and voluntary organisation were supported by our Funding Officer enabling these groups to accessing nearly £1.6m of funding from a wide range of sources.*
- ✓ 11 funding Information Days were delivered.*
- ✓ Organisations have been able to speak directly to grant funders at one to one sessions held in partnership with FLVC, in total 50 groups accessed direct assistance from the Heritage Lottery Fund, Children in Need, Big Lottery Awards for All Wales, Gwynt y Mor etc. FLVC also administer the Flintshire Community Chest fund on behalf of Flintshire County Council with 29 successful grants made totalling £18,468.*

ENGAGEMENT & INFLUENCING

- **Policy Information and Advice**

We provide support that enables the appropriate engagement with and influence of relevant public sector governance bodies through learning and developing relationships of mutual benefit.

- **Third Sector Voice**

Through representation on public sector governance structures, or the facilitation of the nomination and engagement of an appropriate representative from the third sector, bringing challenge, representation and accountability to the public sectors local, regional and national structures.



NWEAC's Rural North Flintshire Community Hub Project



Investing In Volunteers Accreditation 2017

What did we achieve?

- ✓ *General Information and Support Services offered to over 1200 contacts withi voluntary and community groups in Flintshire.*
- ✓ *Our North East Wales Well-Being e-bulletin reaches over 318 contacts each week.*
- ✓ *Over 56,000 visitors to our website which provides information and advice to community groups and our partners.*
- ✓ *72 public sector staff attended our 'Making the Most of the Third Sector' training days - developed by FLVC for delivery across North Wales to share knowledge and understanding of the requirements of the Social Services and Well Being Act.*

We are working with the Public Service Board in Flintshire within the 'Resilient Communities' and 'Get Flintshire Moving' priorities

Our staff have supported the development of the new Early Help Hub for Flintshire – (a multi agency response to mitigate the impact of Adverse Childhood Experiences) and the local authority's work on Alternative Delivery Models.

We are working with Mantell Gwynedd (the County Voluntary Council for Gwynedd) and our CVC colleagues across North Wales to deliver Social Value training to Third Sector organisations. FLVC's Chief Officer also co-Chairs the Social Value Forum Steering Group through the North Wales Social Care and Wellbeing Improvement Collaborative (NWSWIC).

Our Health and Social Care Team (now covering Flintshire and Wrexham) are working with the Local Authorities, Betsi Cadwaladr University Health Board, Public Health Wales and other statutory and Third sector partners on key issues and priorities such as:

- Delivering a Social Prescribing service to 4 GP practices across Wrexham & Flintshire to connect patients into supports in their local community.
- Co-designing and delivering workshops with BCUHB and other partners.
- Supporting a significant increase in attendance at North East Wales Wellbeing Network meetings by Third Sector colleagues and public sector partners and meeting frequency increased from quarterly bi-monthly at the Network's request.
- Supporting groups to successfully access Intermediate Care Fund resources.

FLVC staff are working with WCVA in developing our shared offer for support for Safeguarding issues.

We are working with colleagues in the Co-Production Network for Wales to raise awareness of Co-Production principles through our work and at our Third Sector Conference.

We are working with our national body WCVA to maximise the opportunities for Third Sector Support Wales to deliver innovative approaches to responding to the needs of our communities.

What was our impact?

• In FLVC's Stakeholder survey of 2016, 81% of respondents indicated that we have a positive approach to partnership work.

• Our Third Sector Conference in November 2016 was attended by over 100 people and included discussions on Social Value and Social Return on Investment, Making the Most of the Third Sector (in light of the Social Services and Well Being Act), The WellBeing of Future Generations Act and Flintshire Connects Services.



FLVC working in collaboration with Theatr Clwyd



NEW Mind FLVC 'Step Up Step Out' Accredited Training Course



Gareth McCormick receives the Tom Jones Volunteering Award for Young People



Helping local groups to access Community Funds



Step Up and Step Out Support for Volunteering



FLVC develop Supported Volunteering Project with NAS Cymru

FLVC ACCOUNTS 2016/17

	Unrestricted funds £	Restricted funds £	2017 Total funds £	2016 Total funds £
INCOME AND ENDOWMENTS FROM				
Charitable activities				
Wales Council for Voluntary Action	99,822	59,386	159,208	174,953
Welsh Government	-	4,000	4,000	4,000
Flintshire County Council	17,850	214,152	232,002	380,466
Other Public Bodies	-	51,808	51,808	53,489
Other trading activities	133,694	10,216	143,910	135,554
Investment income	551	-	551	721
Total	251,917	339,562	591,479	749,183
EXPENDITURE ON				
Raising funds				
Other trading activities	1,271	-	1,271	761
	1,271	-	1,271	761
Charitable activities				
Salaries and staff expenses	131,439	226,779	358,218	416,834
Office expenses	50,120	10,989	61,109	62,226
Expenses and fees	12,459	14,100	26,559	38,945
Volunteers and training	1,690	26,129	27,819	72,688
Premises expenses	60,934	24,475	85,409	89,075
Depreciation	3,896	-	3,896	4,724
Grant disbursements: GwirVol	-	4,035	4,035	3,973
Grant disbursements: Health & Wellbeing	-	-	-	1,500
Grant disbursements: Intermediate Care Fund	-	-	-	20,000
Grant disbursements: Team Around the Family	-	-	-	6,088
Grant disbursements: Community Chest	-	18,468	18,468	31,650
Total	261,809	324,975	586,784	748,464
NET INCOME/(EXPENDITURE)	(9,892)	14,587	4,695	719
RECONCILIATION OF FUNDS				
Total funds brought forward	140,708	251,016	391,724	391,005
TOTAL FUNDS CARRIED FORWARD	130,816	265,603	396,419	391,724

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

This Statement of Financial Activities is an extract from the audited financial accounts for the year ended 31st March 2017