

# Voluntary Voice Newsletter

Issue 3 2018  
[www.flvc.org.uk](http://www.flvc.org.uk)

Professor Maria Henfelaar, Vice Chancellor of Glyndwr University and Marjorie Thomson, Chair FLVC signing a Memorandum of Understanding to link volunteering and lifelong learning.



*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

# IN THIS ISSUE

- 2 In This Issue
- 3 FLVC News
- 5 Community News
- 7 Events & Training
- 8 Funding
- 10 Volunteering
- 12 Good Governance

*You can be part of  
this newsletter too!*

If you would like to include an article in the next edition of Voluntary Voice then please forward your article to:

Jane Hewson,

Communications Officer, Mold Business Park,  
Wrexham Road, Mold, CH7 1XP.

Email - [info@flvc.org.uk](mailto:info@flvc.org.uk)

Tel - 01352 744 000

## Would you be happy to receive our Voluntary Voice newsletter electronically?

Printed copies will always be available and we recognise the importance of hard copies. If you would like to help us to reduce costs, and damage to the environment, and are happy to access this publication online please can you contact Jane Hewson, Communications Officer. Email – [jane.hewson@flvc.org.uk](mailto:jane.hewson@flvc.org.uk)



## Flintshire Local Voluntary Council (FLVC)

### *Our Vision:*

FLVC's vision is of a strong sustainable and effective voluntary and community sector, involving and serving Flintshire people.

### *Our Mission:*

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

# Welcome to the latest edition of Voluntary Voice.

## Annual General Meeting

A big thank you to everyone who came to our Annual General Meeting in September. We reflected on our progress for the year 2017/18 and looked forward to 2019 onwards. At the AGM we signed a Memorandum of Understanding with Glyndwr University to formally recognise our commitment to maximise the links between lifelong learning and voluntary and community activity. In addition to maximising opportunities for learners to gain work and life skills from community activity, we are also keen to promote Third Sector employment opportunities.



Cllr. Paul Cunningham, Chairman of Flintshire County Council, opening FLVC's 21st AGM

A warm welcome and many thanks to the FLVC Trustees appointed for 2018/19 onwards, notably our new Chair Paul Hinchliffe. A note of thanks to our retiring Chair, Marjorie Thomson who has guided the organisation for the past three years, and remains as a trustee with us.

As part of each Annual General Meeting, FLVC presents the Tom Jones Award to a young person who has made a significant difference to their local community through volunteering.

FLVC present this award in honour of the late Tom Jones OBE, a long serving Community and Flintshire County Councillor, School Governor and Founder Trustee of Flintshire Local Voluntary Council. The 2018 winner of the Tom Jones Award is Chloe-Ann Brooks – more details on page 10.

## Third Sector Partnership Group

I am delighted to announce that FLVC has developed a Third Sector Partnership Group to complement our current means of engagement with, and on behalf of, the Third Sector. In line with the areas of work within Flintshire's Wellbeing Plan, we will be looking at key strategies and plans for Public Service Delivery for

- Community Safety
- Economy and Skills
- Environment
- Healthy and independent Living
- Resilient Communities

and developing a structured, informed Third Sector response. At the Public Services Board meeting in October, all members present welcomed this opportunity to enhance engagement and consultation with the Third Sector regarding key programmes of work.

Best wishes

Ann

Chief Officer  
01352 744028

[ann.woods@flvc.org.uk](mailto:ann.woods@flvc.org.uk)



FLVC Trustees at Annual General Meeting 2018



	Volunteer Organisers Network	N.E.W. Wellbeing Network	Trustee Network	Annual Event/ Network
Jan	<b>14th January 2019</b> 9.30am-12.00 noon Corlan  <b>31st January 2019</b> 9.30am-12.30 pm Flint Library Volunteer Info & Recruitment Day	<b>10th January 2019</b> 9.30am-12.00pm		
Feb				
Mar		<b>14th March 2019</b> 9.30am-12.00pm	<b>19th March</b> Meet The Funder	
April	<b>8th April 2019</b> 9.30am-12.00 noon Venue TBC		<b>9th April</b> Trustee Info Network	
May	<b>Date TBC</b> Volunteer info and Recruitment Day Deeside Leisure Centre	<b>9th May 2019</b> 9.30am-12.00pm		
June			<b>Date TBC</b> Meet The Funder	
	To book a place at a Vol Org Event please contact Jan Owen on 01352 744017	To book a place at a Wellbeing Event please contact Karen Peters on 01352 744015	To book a place at a Trustee Event please contact Shaun Darlington on 01352 744027	To book a place at an Annual Event please contact Jane Hewson on 01352 744030

## THIRD SECTOR SUPPORT WALES

Third Sector Support Wales (TSSW) is a collaboration between Wales Council for Voluntary Action (WCVA) and the County Voluntary Councils (CVCs) 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 future. In order to meet this goal we have collaborated on the development of two databases (the Databases). One is a Client Relationship Management (CRM) system which we can use to store details of the organisations that we work with and record any interactions between TSSW members and these organisations. We can also record contact details for people who are interested in our work, whether as individuals or on behalf of their organisations and use the

CRM system to manage our communications with them.

The other database is a Volunteer Management System that enables TSSW to support the bringing together of those wanting to volunteer and those third sector organisations that need volunteers, in a way that improves the volunteer experience and volunteer management process. The databases are separate, but linked together. We will only store your personal information in the databases where we can do so lawfully. Your privacy rights are protected because the Databases store only basic information about you; there is a strict protocol of who can access your personal information and you have the ability to control your communication preferences.

We will be sending further information to you in the near future. In the meantime please do not hesitate to contact us if you have any queries:

**tel 01352 744000 or**  
**email [info@flvc.org.uk](mailto:info@flvc.org.uk) or**  
**visit our website [www.flvc.org.uk/](http://www.flvc.org.uk/)**

## Community Transport Association Volunteers Needed!

### Connecting Communities in Wales

- Be part of an organisation that makes a difference in your community!
- Empower local people and fight loneliness and isolation!
- Work with like-minded people who believe everyone should have access to affordable and inclusive transport!

If you want to volunteer with your local community transport provider as a driver, passenger assistant, travel buddy, administrator or trustee, the Community Transport Association in Wales can put you in touch.

Email [johne@ctauk.org](mailto:johne@ctauk.org)  
or call 01792 844 290



### UPDATE FROM DEWIS CYMRU – A NATIONAL WELLBEING WEBSITE FOR THE PEOPLE OF WALES

It's 3 years since Dewis went live in North Wales. Since the site went live, Dewis Cymru has seen a steady increase in all of the main usage measures. We now have over 6,500 resources compared to 240 in Sept 2015.

The site currently averages over 65,000 page views per month, and in July 2018 served up almost 15 million services in search results across Wales. In Sept 2015, we had 334 registered users of the site, as of July 2018 we have over 5,000

We've also launched a new national promotional video which is available on YouTube

<https://www.youtube.com/watch?v-9I7bZRzUtlg>

Please watch and share as much as possible.

We are pleased to announce that technical developments allowing information about relevant third sector organisations and services to be shared between Infoengine and Dewis Cymru are now operational.



**Dewis Cymru**  
Have choice and take control

infoengine

Infoengine is an online directory of third sector services in Wales. It is provided and supported by Third Sector Support Wales, a partnership of County Voluntary Councils and the Wales Council for Voluntary Action. It has over 4,000 services offered by voluntary organisations and community groups and this number increases daily. The Dewis Cymru website already contains a resource directory of over 6,000 local and national organisations and services including local authority, community groups, voluntary organisations and businesses. Infoengine adds to this a comprehensive set of information about third sector services making it a unique source of information for use across Wales.

Please follow or like us on Twitter and Facebook. We will follow you back.

[www.facebook.com/dewiswales](https://www.facebook.com/dewiswales)  
[www.twitter.com/dewiswales](https://www.twitter.com/dewiswales)

## Noson Allan / Night Out

Are you a community group in Wales that would like to put on a professional show in your local area ?

The Arts Council of Wales' Night Out scheme works in partnership with the local authorities to help groups of volunteers across Wales bring the arts to the heart of their communities.

Community groups can choose from a huge range of great professional performers and put them on in community or village halls and other non traditional venues across the country. If you want information on how the scheme works go to [www.nightout.org.uk](http://www.nightout.org.uk)

Each year close to 600 shows are booked through the scheme by nearly 350 different community groups. Alongside the main scheme we also run the Noson Allan Fach scheme which offers small shows for member led organisations such as WI or Merched y Wawr.

Working in conjunction with the local authorities of Wales, the Night Out team operates a guarantee against loss for events where we pay the performer fee and the community promoter pays back ticket income made at the door.

We never take more than the performer costs so as a promoter you will never be worse off by using the scheme. The more money promoters make back the more funds we have available to say yes to another request.



**Noson Allan  
Night Out**

**Great shows on  
your doorstep**

Are you a community group in  
Wales that would like to put  
on a professional show in your  
local area?

Image: Keith Morris

Since 1980 Night Out has worked with hundreds of community venues enabling them to promote over 11,000 performances throughout Wales.

Night Out helps to take away the headache of financial risk. It is simple and easy to use and can provide funding and tickets, together with practical help and advice, as well as lots of recommendations on a huge variety of shows for all ages from theatre and music to dance and puppetry.

**How it works – simplified:**

- Get in touch with the performer, pencil in a date.
- Apply to Night Out either online or fill out the simple booking form, applying at least four weeks before the event but preferably much earlier.
- Night Out will pay the performer fee and you get the show at a reduced rate which can be guaranteed by your local authority, thus taking away the financial risk.
- You put on the event, put up posters and promote it to your local community, have a great time and then report back after – paying back the ticket income made (up to a maximum of the performer fee).

Contact: 029 2044 1340  
[www.nightout.org.uk](http://www.nightout.org.uk) | [enquiry@nightout.org.uk](mailto:enquiry@nightout.org.uk)

**"I love Night Out. Our community would be duller with out it."**

Newport Memorial Hall, Pembrokeshire

Night Out is part of the Arts Council of Wales and works in partnership with local authorities to support high quality professional performances in areas with little or no access to the arts. It assists and advises companies and performers and encourages community development and local economies.



Umduno Wesizwe, Cwmaman (Image: Betina Skovbro)

**"This performance got the community together, the children played and were enchanted by the show and we all felt proud to be able to host such a lovely event. We are relatively isolated and have little live performances in the local area, so it's lovely to have something on your doorstep."**

Paincastle and Rhosgoch Parent and Toddler Group

 Cymor Celfyddydau Cymru  
Arts Council of Wales

 Llywodraeth Cymru  
Welsh Government

Contact 02920 441 340

[www.nightout.org.uk](http://www.nightout.org.uk)

[enquiry@nightout.org.uk](mailto:enquiry@nightout.org.uk)



## Training for Trustees

This is to notify all those tasked with the responsibility for running 3rd sector organisations that John Gray, Flintshire Local Voluntary Council's Information & Advice Officer, is available to be contacted by groups of trustees or directors to supply governance training which will be specific to their needs.

For those wishing further details, please contact:

**John Gray on: 01352 744005 or**  
**at: [john.gray@flvc.org.uk](mailto:john.gray@flvc.org.uk)**

## Date for the diary

**Meet the Funder - Tuesday 19th March 2019 10am to midday**

Meet Representatives from:

- The Landfill Disposal Tax Communities Scheme
- Business Wales – understanding the e-tender process
- Grow Wild

Booking essential:

**Contact Heather Hicks on**  
**[heather.hicks@flvc.org.uk](mailto:heather.hicks@flvc.org.uk)**



### PARKINSONS UK – FLINTSHIRE SUPPORT GROUP

## JOIN US

**Meeting Date :** The last Thursday of the month – except August and December (often with a guest speaker)  
**Time :** 11.30 am – 12.30 pm with biscuits, coffee or tea  
**Venue :** Mynydd Isa Community Centre, CH7 6UH (by the Mercia Square shopping centre and library) easily accessible and on a bus route.

**TAI CHI CLASSES** Gentle, popular Tai Chi exercises are held Thursdays in the above venue, 10.30-11.30 am. Tai Chi Chuan session on Tuesdays 11.30-12.30 pm. These are led by expert, Peter Newton.

**BOCCIA** A form of indoor bowls, seated, great fun. Fridays 1.00 pm – 3.00 pm

**CROWN GREEN BOWLING** Crown Green Bowling – every Friday 2.00-4.00 pm at New Brighton Community Centre Bowling Green.

**PARKINSON'S CAFÉ** Tuesdays 10.00 am – 12.00 noon

**CARERS GROUP** Wednesdays 11.00 am at the Beaufort Park Hotel, New Brighton

For further information please contact : **Alfred Jones (Group Coordinator) 01352 730539 or 07815 196791**

Parkinson's National Helpline : 0800 800 0303  
 Parkinson's Website : [www.parkinsons.org.uk](http://www.parkinsons.org.uk)  
 Email : [dmcquinness@parkinsons.org.uk](mailto:dmcquinness@parkinsons.org.uk) (Local North Wales Branch and Volunteer Support Officer)

Charity No. 258197  
 Reg. No. 948776

 Flintshire Parkinson's Support Group

**CHANGE ATTITUDES. FIND A CURE. JOIN US**



## NEWCIS – Bring Me Sunshine, Bring me Smiles

### Learn to Laugh Again

10th and 17th January 2019 at 10.00 am (2 day course) - NEWCIS, New Street, Mold

This two day workshop focuses on how carers can better understand how to use laughter as an

invaluable stress management strategy. With a focus on bringing a rich mixture of sunshine and joy into your life and discovering your perhaps unrealised potential for laughter and smiling, whilst coping with everyday challenges as a carer. Free to all registered carers residing in Denbighshire, Flintshire or Wrexham.

You can book your place by calling us  
**on 01352 752525.**

## Community Asset Development Fund

WCVA, WEFO and Welsh Government are pleased to announce not only an additional £1.5m for distribution through the Social Business Growth Fund, but also an entirely new strand of funding of £1.2m for a new Community Asset Development Fund designed to support social businesses keen to take on or expand community assets.

For further information on the fund and how organisations can apply please contact Social Investment Cymru if you have any further questions by

emailing [sic@wcva.org.uk](mailto:sic@wcva.org.uk) or

phoning 0300 111 0124.

{Source: Business Wales}

.....

## March Christian Trust

The Trust aims to support small registered charities through long term core funding, to assist with on-going activities. Eligible activities include; social welfare, environmental causes, education and training and health.

Grants range from £300 - £1,500 with new applications at the lower end of this scale. The trustees wish to engage in long term support, in the form of money given on recurring annual basis subject to yearly re-submission and review.

More information can be found on the Trust website:

[www.marshchristiantrust.org](http://www.marshchristiantrust.org)

# MARSH

---

## Christian Trust

## Trustees Information Network (TIN)

Over 50 organisation representatives attended the latest TIN event at Trelawnyd Memorial Hall. The theme for this event was 'Funding' and representatives from The Big Lottery Fund, Gwynt y Mor Community fund, Sports Wales Community Chest and Cadwyn Clwyd used the occasion to talk about their various grant funds, to a packed hall. It was fantastic to witness the extent of networking thereafter with their peers and panellists.

For further information on the next event please contact the Funding and Governance Team on

**01352 744027**. You can also subscribe to the latest bulletins for news of other funding sources, events and relevant guidance by emailing

[info@flvc.org.uk](mailto:info@flvc.org.uk)



Pen pictures: Adam Bishop (Cadwyn Clwyd), Lynn Smith (Big Lottery Fund), Neil Pringle (Gwynt-Y -Mor).

Big Lottery new name and visual identity for the Fund. From the end of January 2019 they will be known as: The National Lottery Community Fund.



## NEW FUNDING OFFICER APPOINTED

Heather Hicks has joined FLVC as the new Funding Officer. She has a wealth of experience in the field, having been providing funding advice and support to community groups, charities and social enterprises in Wrexham since 2005. Over the years, Heather has organised a number of Funder's Fairs, funding surgeries and workshops, as these are very beneficial ways to test potential ideas, and get pre-application support. She has also provided training on how to access grant funding, community fundraising, and various financial capability topics. Heather is looking forward to using her skills and experience to assist community groups in Flintshire.



To contact Heather tel 01352 744004 or email [heather.hicks@flvc.org.uk](mailto:heather.hicks@flvc.org.uk)

.....

### Landfill Disposals Tax Communities Scheme

The Landfill Disposals Tax Communities Scheme provides grants to help communities living within 5 miles of certain waste transfer stations or landfill sites. Grants of between £5,000 and £49,999 will be available for projects that meet scheme criteria.



#### Biodiversity:

- Improve conditions to help native species, pollinators and provide opportunities for new planting
- Restore, maintain and enhance natural habitats
- Engage and support participation and understanding to embed biodiversity



#### Waste Minimisation and the Diversion of Waste from Landfill:

- Encourage prevention, re-use, recovery and recycling of waste
- Reduce food waste and support initiatives such as composting
- Engage and support understanding to enable waste to be seen as a resource



#### Wider Environmental Enhancements:

- Create community green spaces and supporting green infrastructure
- Bring neglected and run-down areas back into community use
- Maintain or improve community facilities, e.g. village halls

Please contact [Idtgrants@wcva.org.uk](mailto:Idtgrants@wcva.org.uk) or FLVC for further enquiries.

Closing date 18 January 2019 for projects beginning in April 2019

## VOLUNTEERING *Young People's Volunteering Recognised at FLVC AGM*

The Tom Jones Award for Outstanding Contribution to Volunteering is an award presented to recognise the many hours that young people give to help make the world a better place to live.

FLVC present this award in honour of the late Tom Jones OBE, a long serving Community and Flintshire County Councillor, School Governor and Founder Trustee of Flintshire Local Voluntary Council.

Tom was awarded an OBE in 1989 for his enduring public service. Tom was described as a true gentleman, who gave his life to public service, with good education and good health at the heart of everything he worked for. Sadly Tom passed away in 2016.

FLVC are proud to be able to remember Tom at every Annual General Meeting through this award for young people who choose to give their time to help others.

In 2017, Kirsty Ann Hughes was recognised for her work with Girlguiding West Flintshire

Highly recommended for 2018 are :

OLIVIA COTTAM who volunteers on Ysgol Derwen School Council, with Spotlight Drama Group and 1st Kinnerton Brownie Group and RICHARD ALLUM who volunteers in the Artisan shop for Clwyd Alyn Housing Association.



The Tom Jones Trophy was presented to CHLOE-ANN BROOKS, Nominated by Mavis Crofts MBE on Behalf of Saltney Ferry Tenants/Residents Association, , Chloe-Ann is described as 'an asset to the local community'. She helps with all of the activities that are held in the Community House. The Children adore her and nothing is too much trouble. Chloe represents the Youth of Saltney on the Town Council, is polite and is a never ending support for Mavis and the local residents.

Kirsty Ann Hughes, the 2017 winner, and FLVC Chair Marjorie Thomson presented the award and Mavis spoke of her respect and admiration for Chloe-Ann's work in her local community.

.....

## *Volunteering & Wellbeing*

The language of wellbeing has crept into our vocabulary over recent years, and looks like it is here to stay. Welsh government reform of social services and planning for sustainable development, for example, all adopt the language of wellbeing. The good news is that it gives us a new vocabulary for proclaiming loud and clear the benefits of volunteering. For so long we have tended to talk about numbers of volunteers, hours of volunteering and perhaps even the value of volunteering in financial terms. None of which really touches the heart of the matter, which is the difference that volunteering makes to lives and to communities... to the wellbeing of the population of Wales.

Wellbeing, on the other hand, is about individuals and communities. It is a different kind of wealth. It is "A positive physical, social and mental state; it is not just the absence of pain, discomfort and incapacity. It requires that basic needs are met, that

individuals have a sense of purpose, that they feel able to achieve important personal goals and participate in society. It is enhanced by conditions that include supportive personal relationships, strong and inclusive

communities, good health, financial and personal security, rewarding employment and a healthy and attractive environment" Together for Mental Health - A Strategy for Mental health and Wellbeing in Wales October 2012.



## William's Journey to Volunteering

William came to the Volunteer Centre at FLVC in January 2018 as he wanted to help people and his local community. He signed up to take part in FLVC's supported volunteering project and that's where the journey started. Through FLVC's Stepping Up to Volunteering programme, over an eight week period he had the opportunity to try out a whole range of volunteering opportunities, both outdoor and indoor across Flintshire. William stated "I loved the course. Being able to socialise in a calm environment is what I needed to grow my confidence. I made loads of fantastic friends; I'm still in contact with some of them. There is nothing negative, I loved the activities and the team work on the project"

After the course William decided he wanted to volunteer in a charity shop and chose the Salvation Army in Mold. William joined the team at their Mold base and found them to be supportive of his needs and provided training for his new role. The Manager at the Salvation Army, Carol, was delighted that William chose them to volunteer with. She stated "William is a natural communicator and thrives on interaction with people, all the customers love him".

William now volunteers on a weekly basis and says  
*"Volunteering has done so much for me. I had no confidence before the course started; volunteering has brought me out of my shell. I wouldn't be at the Salvation Army charity shop if it wasn't for the course. It has broadened my horizons and I've been able to put it on my CV. I would encourage anyone to do the course and give volunteering a go".*

If you would like to know more about our supported volunteering projects or how you can volunteer in Flintshire please contact the team at FLVC at

**info@flvc.org.uk or phone 01352 744000.**



## Using the Volunteering Wales Digital Platform Webinar

Learn how to use the brand new Volunteering Wales website

**Date : 23 January 2019, Time : 14:00 - 15:00**

Webinar aim:

This webinar will enable you to get the most from the new Volunteering Wales website.

Content:

The new Volunteering Wales Platform will support the recruitment and management of volunteers.

This webinar will showcase the features of the new platform as well as show you how to use them.

You will be invited to watch an introductory video beforehand, explaining some of the features of the new Volunteering Wales website and how to get the best out of this.

The webinar will take the form of a live question and answer session.

Learning outcomes:

By the end of the webinar participants will:

Understand the main features and capabilities of the Volunteering Wales website

Be able to use the website to create opportunities and manage volunteers

For tickets go to: **<https://tocyn.cymru/en/event/cda61f40-bf94-4521-a326-380b25782e20>**



## GDPR

FLVC can now, on request, provide you with the most recently updated GDPR toolkit created by Wales Council for Voluntary Action.

This toolkit includes:

- Privacy notice template
- Data Protection policy template
- Data Protection Impact Assessment template
- Bring your own device for trustees and volunteers policy template
- Data Retention guidelines for Human Resources data
- GDPR compliance checklist
- The lawful bases guidance

Those interested in receiving any or all of these documents, please contact **John Gray** on **01352 744005** or **john.gray@flvc.org.uk**

.....

## Charity Fraud Awareness Week (22 – 26 October 2018)

During fraud awareness week several lead organisations in the charity sector produced a selection of helpsheets and videos on fraud topics and to provide useful advice to protect your charity. They can still be accessed online:

<https://www.gov.uk/government/news/charity-fraud-awareness-week-22-26-october-2018>



.....

## Charities with out-of-date details

85 charities with a CH postcode have yet to complete their annual reports and/or submit their accounts to the Charities Commission for 2017 or prior years. You can check details by looking at Charities Commission website :

[www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

## Safeguarding and protecting people for charities and trustees

The Charity Commission have recently added information on protecting staff and volunteers in a charity, working with children and adults at risk and working overseas.

<https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees/>

WCVA has also produced three new online training courses to support third sector organisations in Wales with this important responsibility. The courses cover the following topics:

- An introduction to safeguarding in the third sector
- Safer recruitment
- The role of the Safeguarding Officer

The courses are free to access, fully bilingual and sensitive to the specific legislative and policy context in Wales.

<https://www.wcva.org.uk/advice-guidance/third-sector-safeguarding-service>



CHARITY COMMISSION  
FOR ENGLAND AND WALES



.....

## Governance Training

FLVC's Information & Advice Officer is available to be contacted by groups of trustees, committee members or directors to supply governance training. For example:

- Charity Registration
- Conversion to a Charitable Incorporated Organisation
- Roles, responsibilities and liabilities of Charity Trustees

For those wishing further details, please contact:

**John Gray** on: **01352 744005** or

at: **john.gray@flvc.org.uk**