

ANNUAL IMPACT REPORT

2017/18

*Supporting,
Promoting &
Developing
Voluntary &
Community
Action*



Cefnogi Trydydd
Sector **Cymru**

Third Sector
Support **Wales**



Vice Chair of FLVC Paul Hinchliffe, welcomes Flintshire County Council members to our 2017 AGM.

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OUR TRUSTEES

Since April 2017

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Barbara Roberts
John Hatton
Jane Styles
Rhiannon Bidwell

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

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Since April 2017

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Chris Roberts
Debbie Long
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Fran Hughes
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Shaun Darlington
Sheila Bacon

Chief Officer
Technical Consultant
Volunteering Development Officer
Health & Social Care Manager
Volunteering Development Officer
Volunteering Development Officer
Well-Being Development Officer
Well-Being Manager
Funding Outreach Officer
Project Development Officer
Volunteer Centre Manager
Volunteering Development Officer
Communications Administrator
Information and Advice Officer
Funding Outreach Officer
Health & Social Care / QA Administrator
Third Sector Coordinator (SPoA & Early Help Hub)
Social Prescribing Officer
Volunteering Development Officer
Corlan Support Officer
Volunteer Centre Administrator
Business & Finance Manager
Finance Assistant

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FLINTSHIRE LOCAL VOLUNTARY COUNCIL

Company Limited by Guarantee Number 3301204 | Registered Charity Number 1062644
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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 16 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.

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

This is my third and final report as Chair of Flintshire Local Voluntary Council (FLVC). It has been a rewarding yet challenging three years with many changes, much positivity but some frustrations. The rewards have included meeting so many volunteers and trustees who give unstintingly of their time and energy to their chosen Third Sector organisation. FLVC, as the Third Sector support organisation within Flintshire, based at Corlan, welcomes all volunteers, trustees and members to take part in a myriad of events and training on offer throughout each year.

My frustrations have included the ever decreasing funding year on year which has inevitably led to reduced staff hours and cuts to our offer. Yet, I am proud that during this time we have achieved recognition of our quality service by achieving the Investors in Volunteers (IIV) Quality Standard, a Chwarae Teg Exemplar Employer award, both in 2017 and more recently PQASSO Level 1 - the Quality Assurance award for Third Sector organisations. PQASSO has enabled us to strengthen our governance to improve operating practices and better demonstrate outcomes. The PQASSO process has enabled staff and trustees to work together to review our Strategic Action Plan and to produce realistic operational targets which will be monitored on a regular basis. We will continue to survey all FLVC stakeholders through impact questionnaires and consultation with service users re the impact of the service received.

In March we were pleased to attend the High Sheriff of Clwyd Awards at Ruthin School, in which individuals and groups from Flintshire who give their time to help their local community were rewarded by Charlotte Howard, High Sheriff of Clwyd.

Hopefully you continue to receive information from FLVC via our e-bulletins. The General Data Protection Regulations (GDPR) that came into force in May this year affect all Third Sector organisations that store and process the personal data of beneficiaries, financial donors, staff, volunteers and trustees. FLVC continues to offer training and support on key issues and have run courses on topics such as GDPR, Safeguarding and Understanding Good Governance.

Training courses delivered by FLVC in 2017/18 include such diverse topics as Digital Fundraising,

Introduction to Social Value, Introduction to Community Shares, Emergency First Aid at work, Discrimination Awareness and Mental Health First Aid for young people. Please let us know if there is a training need within your organisation that we can help with.

FLVC provides support that enables the appropriate engagement with and influence of relevant public sector governance bodies through learning and developing relationships of mutual benefit. Flintshire's Compact continues to work effectively to ensure Flintshire County Council and the Health Board have regular and effective strategic dialogue with Third Sector representatives. A Third Sector Conference - Putting Co-Production into Practice was organised by FLVC in the Autumn of 2017. Sessions included - Strengthening and Empowering the Third Sector, The Principles of Co-Production, Resilient Communities, Well-North Wales, Getting Flintshire Moving and Social Prescribing. We plan to organise a similar Conference with a different theme this Autumn - so keep a lookout for information about this event!

Thank you for taking the time to learn more about FLVC. If you would like to support and influence our work more directly, we have a small number of vacancies on our Board this year - would your organisation like to nominate you to represent the Third Sector as an FLVC trustee? We would like to attract people to the Board of Trustees from all parts of the county with a wide range of backgrounds, and preferably, with experience of the Voluntary Sector. We need people who want to see the Voluntary Sector grow in a positive and constructive manner, who will give their time, knowledge and experience to support the work of the organisation. The following skills and experience would be useful: supporting staff and volunteers, financial management, training, governance, strategic planning, marketing/publicity, fundraising and disability issues in addition to having good links with local communities and services. FLVC would also benefit from trustees who have entrepreneurial and business experience.

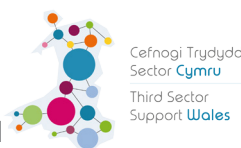
Marjorie Thomson
Chair FLVC



Marjorie Thomson Chair FLVC

CHIEF OFFICER'S REPORT

Third Sector Support Wales (TSSW) 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 future.



*Ann Woods -
Chief Officer FLVC*

Welcome to Flintshire Local Voluntary Council - your local branch of Third Sector Support Wales (Cefnogi Trydydd Sector Cymru).

This is my fifth year of presenting FLVC's Annual Report. Each of the past five years has presented financial challenges for our organisation, but we continue to seek ways of improving the quality and cost effectiveness of the services we provide, which fit within the areas of:

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

In this Annual report, you will see some of our achievements within these strands for 2017/18. Flintshire's Well-Being Plan* was finalised at the beginning of this year. As a partner on the Flintshire Public Services Board I have been heartened and enthused by the willingness of all public service partners to value and maximise the input of Third Sector support services in meeting the needs and aspirations of our local population. Priorities within Flintshire's Well-Being Plan are Community Safety, Economy and Skills, Environment, Healthy and independent Living and Resilient Communities.

In June of 2018, I had the privilege of attending the official launch of Flintshire's Early Help Hub - a multi-agency approach to supporting families experiencing the impact of Adverse Childhood Experiences. This service is being seen as a ground-breaking approach to family support in meeting the requirements of the Social Services and WellBeing Act (Wales) 2014. Through support from Families First, the Third Sector have been an integral part of the Strategic and Operational development of this innovative, and prudent approach to ensuring families whose needs do not meet the threshold for statutory services have access to help when they are struggling.

We have been working with Betsi Cadwaladr University Health Board to develop the role of the Wellbeing team and to explore how the Health and Social Care Facilitator funded roles can maximise opportunities for engagement

with service users and providers and to co-ordinate multi-agency service planning.

Regionally, we have been working with colleagues in all other North Wales County Voluntary Councils to provide training and support for evidencing Social Value and through our involvement in the North Wales Social Value Forum Steering group, we seek to influence commissioners to account for the wider benefits of Third Sector Support Services.

Collaborative work with the national body WCVA (Wales Council for Voluntary Action) has included representation on TSSW working groups regarding Safeguarding and Impact measurement.

We continue to seek opportunities (and resources) to develop our Generic Accredited Training for volunteers based within other Third Sector organisations. Our Supported Volunteering Programmes continue to flourish, providing much needed support for prospective volunteers requiring a helping hand.

In March of 2018, FLVC and Flintshire County Council were asked to present at a Welsh Government Conference on Community Asset Transfer support, as a result of our joint work in supporting groups interested in taking on local services and amenities.

We are working with Coleg Cambria and Glyndwr University to highlight and develop the links between lifelong learning, volunteering and wellbeing.

FLVC Trustees continue to work tirelessly to help us to improve the services we provide and have provided support and scrutiny for our Quality Assurance assessments in 2017/18. The staff team strive to ensure that FLVC is a warm welcoming space for all and we look forward to speaking to you soon, if we can help you in any way.

Ann Woods - Chief Officer FLVC
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ann.woods@flvc.org.uk

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 & 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 384 enquiries about volunteering
- ✓ We held 149 one-to-one Volunteer interviews
- ✓ 246 people received support from FLVC staff to take up volunteering opportunities
- ✓ 135 individuals attended our Volunteer Celebration Volfest in June 2017
- ✓ 4 Volunteer Organisers Network Forums were held during the year attended by a total of 70 participants
- ✓ Our supported Volunteering projects helped 88 individuals (with additional support needs) to access accredited Qualifications and taster volunteer sessions across Flintshire



Supported Volunteering in Mold Community Garden



FLVC Volunteer Centre Staff



Stepping up to Volunteering



FLVC Volunteer Mentor Training



Daffodils receive their High Sheriff Award

• 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.

'Thoroughly enjoyed the course. Nice to meet people from other organisations and understand their roles'

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

Is a supported Volunteering Project for Individuals with Learning Difficulties, run with The National Autistic Society Cymru. Quote from a Referrer to this project:

'we feel that it is providing valuable support and opportunities to people who are currently not able to access other support. There is a lack of provision of support services available to those with ASD and/or learning disabilities who are more able and lack a care package. This project is helping people to take part in activities and improve their social skills, build self-esteem and gain work experience'.

Community Learning Disability Team:

- 100% of participants indicated an improved sense of confidence and well-being to move on to future community engagement.
- Over 95% of participants noted an increase in work-based skills.

• Young People's Volunteering

Our partnership with Flintshire Youth Services supports young people to help build their coping skills and confidence and to move on to volunteer within their local community. In 2017/18, 27 young people benefitted from this support

• 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.

WHAT WAS OUR IMPACT?

• Generic Volunteer Induction

We run 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.

Volunteering Manager at FLVC Jan Owen comments...

The Volunteer Centre team have had a busy and productive year. Our support to the Third Sector is provided across the County of Flintshire, supporting individuals into volunteering opportunities, delivering accredited training and providing tailored support to organisations.

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.



AGM 2017

WHAT DID WE ACHIEVE?

- ✓ We responded to over 5,500 enquiries.
- ✓ Our website received over 53,000 visitors.
- ✓ 398 trustee enquiries were received and responded to.
- ✓ 215 individuals attended our Training Courses.
- ✓ We have developed a Volunteer Management Programme, to complement our Generic Volunteer Induction Course.
- ✓ 8 new organisations were formed including 5 registered charitable incorporated organisations.

WHAT WAS OUR IMPACT?

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

In Spring 2017 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.

This year we have been assessed for PQASSO Quality Mark status.

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

“ Thank you so much for all your help I am ecstatic to report that we have a charity number and can now progress with our memorial and publicity... the advice and support you have given me has been second to none. ”

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.

“FLVC was instrumental in helping us successfully obtain funding from the Peoples Health Trust which has allowed us to grow our staff team and increase the services and activities.”



North Wales Social Co-operation Forum

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 initiatives such as minor capital projects, community events, equipment, publicity, marketing, and training and awareness courses in Flintshire. 34 grants were made totalling £19,096.

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 Fund
- Burbo Bank Community Fund
- Cadwyn Clwyd

Bespoke training to small/medium sized organisations in Flintshire included GDPR (the new General Data Protection Regulations).

WHAT DID WE ACHIEVE?

- ✓ *This year we received 295 enquiries from community and voluntary organisations enabling these groups to access nearly £721,520 of funding from a wide range of sources.*
- ✓ *7 Funding Information Days were delivered.*
- ✓ *76 Organisations have been able to speak directly to grant funders at one to one sessions held in partnership with FLVC.*
- ✓ *In total 84 groups accessed direct assistance from the Heritage Lottery Fund, Peoples Health Trust, Children in Need, Big Lottery Awards for All Wales, Gwynt y Mor etc.*

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.



Early Help Hub Launch



FLVC Third Sector Conference November 2017

WHAT DID WE ACHIEVE?

- ✓ *General Information and Support Services offered to over 120 contacts within voluntary and community groups in Flintshire.*
- ✓ *Our North East Wales Well-Being e-bulletin reaches over 318 contacts each week.*
- ✓ *Over 53,000 visitors to our website which provides information and advice to community groups and our partners.*

We are working with the Public Service Board in Flintshire within the 'Resilient Communities' and 'Healthy and Independent Living' priorities ensuring the Social Value of the Third Sector is promoted and to develop effective partnership working in the delivery of Flintshire's Well-Being Plan.

We have Third Sector Co-ordinator posts based within the Single Point of Access and the Early Help Hub for Families, providing on-site multi-agency support for 'What Matters' to the residents of Flintshire and are also working with all agencies in developing wider Social Prescribing support.

We are working with Mantell Gwynedd (the County Voluntary Council for Gwynedd) and our CVC colleagues across North Wales to deliver Social Value training and support to Third Sector organisations. FLVC's Chief Officer co-Chairs the Social Value Forum Steering Group (through the North Wales Social Care and Wellbeing Improvement Collaborative (NWSWIC)) which is making links with all North Wales Local Authorities regarding the requirements within the Social Services and Well-Being Act for local authorities to maximise their collaboration with Social Value organisations.

Our Health and Social Care Team (covering Flintshire and Wrexham) continue to work with Wrexham and Flintshire Local Authorities, Betsi Cadwaladr University Health Board, Public Health Wales and other statutory and Third sector partners on key issues and priorities including a focus on engagement with service users and co-production.

We are working with Glyndwr University and Coleg Cambria to strengthen our approach to developing opportunities for volunteering and evidencing the benefits third sector engagement brings to well-being.

FLVC staff are working with WCVA in developing our shared offer for support for Safeguarding issues and also in evidencing the impact of our work.

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?

- *Our Third Sector Conference in September 2017 was run in collaboration with the Co-Production Network for Wales and engaged over 100 colleagues in discussions regarding the Principles of Co-Production, Resilient Communities, Well North Wales, Social Prescribing and also the impact of Adverse Childhood Experiences.*
- *Our work with Flintshire County Council in supporting groups interested in the Community Asset Transfer (CAT) process has been seen as a model of good practice by Welsh Government. Ann Woods, Chief Officer and Ian Bancroft, Head of Organisational Change at Flintshire County Council facilitated CAT workshops at a Welsh Government Conference in Llanrwst in March.*



Theatr Clwyd Volunteering Workshop



Autism in the Workplace course delivered at Corlan



Trustees past and present celebrate FLVC'S 20th Birthday



Kirsty Ann Hughes receives the Tom Jones Volunteering Award for Young People in 2017.



Mold walkers.

FLVC ACCOUNTS 2017/18

Statement Of Financial Activities For the year ended 31st March

	Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
INCOME AND ENDOWMENTS FROM				
Charitable activities				
Wales Council for Voluntary Action	98,143	58,386	156,529	159,208
Welsh Government	-	4,000	4,000	4,000
Flintshire County Council	16,066	229,215	245,281	232,002
Other Public Bodies	-	66,550	66,550	51,808
Other trading activities	125,894	26,666	152,560	143,910
Investment income	610	-	610	551
Total	240,713	384,817	625,530	591,479
EXPENDITURE ON				
Raising funds				
Other trading activities	3,593	-	3,593	1,271
	3,593	-	3,593	1,271
Charitable activities				
Salaries and staff expenses	141,245	263,835	405,080	358,218
Office expenses	43,379	11,056	54,435	61,109
Expenses and fees	12,137	4,037	16,174	26,559
Volunteers and training	1,927	21,029	22,956	27,819
Premises expenses	60,349	30,512	90,861	85,409
Depreciation	742	319	1,061	3,896
Governance	3,322	2,511	5,833	-
Grant disbursements: GwirVol	-	3,278	3,278	4,035
Grant disbursements: Community Chest	-	19,096	19,096	18,468
Total	266,694	355,673	622,367	586,784
NET INCOME/(EXPENDITURE)	(25,981)	29,144	3,163	4,695
RECONCILIATION OF FUNDS				
Total funds brought forward	130,816	265,603	396,419	391,724
TOTAL FUNDS CARRIED FORWARD	104,835	294,747	399,582	396,419

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 2018