

ANNUAL IMPACT REPORT

2018/19

*Supporting,
Promoting &
Developing
Voluntary &
Community
Action*



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



FLVC Trustees Marjorie Thomson and Paul Hinchliffe welcome the Chairman of Flintshire County Council, Cllr Paul Cunningham, and his consort to our 2018 AGM.

CONTENTS

Our Staff & Trustees	3
Flintshire Local Voluntary Council	4
Chair's Report	5
Chief Officer's Report	6
Volunteering	7-8
Good Governance	9
Sustainable Funding	10
Engagement and Influencing	11-12
FLVC Accounts 2018/19	14

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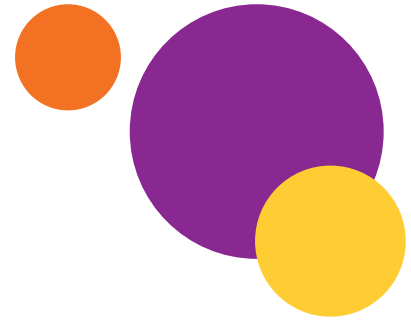
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Volunteering Development Officer
Third Sector Coordinator for Early Help Hub
Volunteering Development Officer
Third Sector Coordinator – Social Prescribing
Volunteering Development Officer
Wellbeing Development Officer
Wellbeing Manager
Funding Outreach 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)
Corlan Support Officer
Volunteer Centre Administrator
Business & Finance Manager
Finance Assistant

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FLINTSHIRE LOCAL VOLUNTARY COUNCIL

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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 15 staff, part time and full time. Since 2008 FLVC has been based at CORLAN on Mold Business Park. FLVC has over 200 members. FLVC draws its funding from a variety of sources, including Welsh Government, Flintshire County Council, Families First and Betsi Cadwaladr University Health Board (BCUHB).

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

I welcome you to my first Chairs Report having taken over in September 2018, It has once again been a very challenging time for the Third sector and for FLVC, we have had an uncertain 2 years as to where we would be based as our lease at Corlan expired in May 2018. Having looked at a variety of alternative premises, the Corlan building was sold earlier this year and we were able to negotiate a new lease with the new owners for just the area in Corlan that FLVC uses, rather than being responsible for the whole building. FLVC can now concentrate on our core activities and working with and supporting Third Sector organisations and Volunteers in Flintshire. Funding continues to be an issue but we work with a range of organisations to ensure we utilise the funds that we attract in the best and most cost effective way. It is hoped that some funding streams in the future will have a longer life than the standard 12 month duration.

As a member of the National Infrastructure that is **Third Sector Support Wales**, we now have more stringent monitoring and evaluation procedures to help us to ensure that we are providing quality support services to groups and individuals across the County of Flintshire. Please take time to complete our online impact survey if you have received any type of support from our officers – you will see the link on most forms of FLVC correspondence, or we can send the link separately if you wish. The survey is anonymous and all responses will be reported to the FLVC Board.

In March I was delighted to attend the Declaration of the **New High Sheriff of Clwyd**, at St Deiniols Church in Hawarden, Stephanie Catherall. Stephanie paid a visit to FLVC early in her year of office and shared her aims and ambitions for her year as High Sheriff. We were delighted to find out from Stephanie that she has chosen Volunteering as a key focus for her work in 2019/20.

I continue to be amazed and delighted by the hard work and professionalism of the **FLVC Team**. They continue to demonstrate on a daily basis the resilience and adaptability in working with a range of Volunteers and other bodies throughout Flintshire. Please let us know if there is a training or support 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 ensure that Flintshire County Council and the Health Board have regular and effective strategic dialogue with Third Sector representatives.

Thank you for taking the time to learn more about FLVC. We would also like to take some time to learn more about your work. This year, our **'Listen and Learn'** Visits have enabled FLVC staff to visit community groups to learn about the work that they do, and to see if we could be of any help and/or link groups with resources and potential partnerships that could benefit their work. Contact a member of the FLVC staff team if you would like us to pop out to have a chat with you and/or your team. (If you are a member organisation, your membership renewal documentation will have included an invitation for a Listen and Learn visit).

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.

Paul Hinchliffe
Chair FLVC



Paul Hinchliffe 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 Trudydd Sector Cymru).

This is my sixth year of presenting FLVC's Annual Report and I continue to be astounded by the creativity, commitment and energy that the Voluntary and Community sector has. At FLVC we are proud to represent the Third Sector and we continue to seek ways of improving the quality and cost effectiveness of the services we provide, Generally, our work fits within the following areas

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

In this Annual report, you will see some of our achievements within these strands for 2018/19.

The WellBeing of Future Generations (Wales) Act 2015 asks us to Act Today for a Better Tomorrow. The groups and individuals we have the privilege to work with are doing just this – acting naturally, instinctively and responsively to improve the lives of others. If you would like to add your thoughts to the Future Generations Commissioners reports for how Public Services and communities can support the future wellbeing of our children and grandchildren, please do so via <https://futuregenerations.wales/work/our-future-wales/> Flintshire's Well-Being Plan (in response to the WellBeing of Future Generations Act) continues to be revised via the multi-agency Public Services Board.

I have joined Public Sector colleagues from partner agencies in learning, with Glyndwr University, how to improve and develop Public Service Leadership skills and explore creative approaches to working with complex issues.

Regionally, we continue to work 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 have sought to influence commissioners to account for the wider benefits of Third Sector Support Services. Third Sector Strategies and Social Value Policies must be taken from the shelf and put into practice.

We are members of the North Wales Social Prescribing Community of Practice and are working with Health and Social Care colleagues in Flintshire to develop resources for Social Prescribing – linking individuals to resources within their communities that can support their well-being.

Our Supported Volunteering Programmes continue to provide a stepping stone into volunteering for those who might otherwise not have the confidence to access such opportunities. If you are aware of an individual who might benefit from this support, please get in touch.

Third Sector groups operating in Flintshire are invited to contact us for any issue regarding the running of their organisation. If we do not have the answers we will try and ensure we will find someone who has. Whether you require help with policy, good practice, funding or just want to have a chat about how things are going, we look forward to hearing from you.

Ann Woods - Chief Officer FLVC
01352 744028
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 achievement of individual volunteers and their collective contribution to the well-being and cohesion of Wales.



Wheels For All in Deeside.



FLVC Volunteer Centre Team



Our Back Yard

What Did We Achieve?

- ✓ 120 individuals attended our Volunteer Celebration Volfest in June 2019. 210 certificates of achievement were issued.
- ✓ 3 Volunteer Organisers Network Forums were held during the year attended by a total of 37 organisations to promote and recruit volunteers.
- ✓ 4 Volunteer Network Forums were held during the year attended by a total of 58 participants.

- ✓ Our supported Volunteering projects helped 85 individuals (with additional support needs) to access accredited qualifications and taster volunteer sessions across Flintshire.
- ✓ 34 Flintshire based organisations were supported to develop good practice in volunteer management.
- ✓ The team attended over 150 events / meetings to raise awareness and promote volunteering across Flintshire.



Volunteers keeping coastal path clean



Emerge Community Arts

• 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.

100% of participants gave the maximum score for achieving the following outcomes.

- Safe
- Healthy
- Achieving
- Supported
- Active
- Respected
- Responsible
- Included

Quote from beneficiary:

“ **Confidence to build on confidence to know that the mountain in front of me (felt like that) is slowly able to be climbed.** ”

• Stepping Up to Volunteering

This is our supported volunteering project for people with mild learning disabilities and/or Autism Spectrum Conditions.

Quote from a participant to this project: ‘Volunteering has done so much for me. It has been a step up for me in life. I wouldn’t be in this building (independent volunteering placement) if it wasn’t for the course. It has broadened my horizons and I’ve been able to put it on my CV.’

During the 2018/2019 financial year, 75% of participants received an accreditation from Adult Learning Wales at Level 1 (awarded by Agored Cymru). Out of the 30 participants that engaged with the supported volunteering courses, 95% moved onto an independent opportunity through support from Volunteer Centre staff. These opportunities include

independent volunteering opportunities, higher education, other supported courses, work placements and paid work. During the evaluation process 100% of participants told us they made new friends, 100 % built confidence and 95% said they learnt new skills. All of the participants said they tried different types of volunteering

• Investing in Volunteers (IIV)

FLVC are delighted to meet the Investing in Volunteers Quality Standard. 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 Manager at FLVC Jan Owen comments...

“ **It’s great to see that there are more people volunteering and engaging in community activities each year in Flintshire. It’s inspiring to see the willingness of people to help others. Being a small part of this is truly humbling.** ”



ODEL involve - Receive their High Sheriff Award

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.

WHAT DID WE ACHIEVE?

- ✓ Our website received over 48,000 visitors and information was disseminated to organisations via e-groups and our newsletter "Voluntary Voice"
- ✓ 283 trustee enquiries were received and responded to.
- ✓ Over 188 participants benefitted from 17 training courses facilitated by FLVC over the year
- ✓ 9 new organisations were formed including 8 registered charitable incorporated organisations. Many more were guided through change in their group including amendments to their governing documents.



Funding and Governance Team

WHAT WAS OUR IMPACT?

This year we were awarded the PQASSO (recently rebranded as 'Trusted Charity Mark') quality status ensuring Good governance within our own organisation as we support other organisations with their policy and procedure.

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

“

- FLVC is a helping hand to any organisation – we are very proud to be a member
- Professional advice and practical help from FLVC was invaluable.
- FLVC support, guidance, training, advice – has been very important to us in the run up to becoming constituted and becoming a registered charity, and in our first full year of operation. The staff have been given many good tips and advice to guide along that road.

”

SUSTAINABLE FUNDING



Heather with Northop Institute Bowling Club

• 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.

“ **Many thanks for arranging such a fruitful meeting. It is so hard to get funders in one place.**

Excellent, very informative. ”

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. 30 grants were made totalling £19,807.

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
- 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 208 enquiries from community and voluntary organisations enabling these groups to access £397,082 from a wide range of sources.
- ✓ 7 Funding Information Days were delivered.
- ✓ 31 participants have been able to speak directly to grant funders at one to one sessions held in partnership with FLVC
- ✓ In total 129 groups accessed direct assistance from the National Lottery Community Fund, Local Giving, Landfill Disposals Tax Community Scheme, Gwynt y Mor Community Fund, Sport Wales, Cadwyn Clwyd, Social Investment Cymru, Wheelabrator Community Fund, Grow Wild, Wales for Africa.

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.

Our thematic networks help us to engage with volunteers and community groups – to connect, share information and good practice and to influence positive change. Contact our offices if you would like to join us at one or more of the following Network Meetings, facilitated by FLVC staff.

- **Trustee Information Network**
- **North East Wales Wellbeing Network**
- **Volunteering Network Meeting**

WHAT DID WE ACHIEVE?

- ✓ *General information and Support Service offered to over 228 contacts (from 1.10.18-30.6.19) within voluntary and community groups in Flintshire.*
- ✓ *Our North East Wales Well-being e-bulletin reaches over 259 contacts each day.*
- ✓ *Over 48,000 visitors to our website which provides information and advice to community groups and our partners*
- ✓ *157 participants to the NEW Wellbeing Network*
- ✓ *New GP Social Prescribing role (third sector)*



SPoA Un Pwynt Mynediad



Linking Volunteering to Higher Education

We provide regular information about local, regional and national policy developments and other items of interest through the general FLVC e-bulletin and the North East Wales Wellbeing Daily Digest. Please contact us if you would like to receive these e-bulletins.

We provide links to and from the Public Services Board to help to ensure a partnership response to WellBeing Plans. FLVC administer Flintshire's Third Sector Partnership Group, which has provided informed responses to local and national strategies. This group was established in 2018 to help link the wider Third Sector with discussions at Flintshire's Compact meetings – linking Health, Local Authority and Third Sector responses.

We have the privilege of representing the Third Sector at a Strategic Level, locally regionally and nationally with our Third Sector Support Wales partners

FLVC are working with colleagues as part of the North Wales Community of Practice for Social Prescribing. We have Third Sector Co-ordinator/Social Prescribing posts based within Flintshire's 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.

We have worked 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 to Measure and Manage their Social Value.

Our work with the North Wales Social Value Forum Steering Group (through the North Wales Social Care and Wellbeing Improvement Collaborative (NWSWIC)) has helped to make links with all North Wales Local Authorities and the Health Board regarding the requirements within the Social Services and Well-Being Act to share their Social Value Policies and to evidence how they can maximise their collaboration with Social Value organisations.

Our Health and Social Care Team (covering Flintshire and Wrexham) have worked with 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 signed a Memorandum of Understanding with Glyndwr University at our 2018 AGM, and have since been working with University Staff to enable learners to experience the potential of volunteering in complementing their studies, and to explore how the Third Sector work could be a possible future career choice.

We are working with our national body WCVA to maximise the opportunities for Third Sector Support Wales (TSSW) to deliver innovative approaches to responding to the needs of our communities and to ensure that the TSSW is delivering effective support for the voluntary and community groups we are here to represent .

WHAT WAS OUR IMPACT?

Our work with Flintshire County Council in supporting groups interested in the Community Asset Transfer (CAT) process continues to be seen as a model of good practice by Welsh Government.

We have been working with the Early Action Together Programme to help support vulnerability and to help mitigate the impact of Adverse Childhood Experiences 'FLVC have been a significant and crucial partner in delivering the Early Action Together programme in both Flintshire and in terms of informing a regional approach. FLVC have been fully engaged in the work of the programme and ensured that third sector partners are an integral part in supporting vulnerable people through early help pathways. – Partnership Lead North Wales Early Action Together Programme.



*Please accept the Committee's gratitude for the contribution that the third and voluntary sectors are providing and the invaluable support that is being provided to organisations by the Flintshire Local Voluntary Council'.
Social & Health
Overview and Scrutiny
Committee, Flintshire
County Council*





Glyndwr & FLVC sign their Memorandum of Understanding



Step Up Step Out



Supported Volunteering with FLVC



Volfest 2019



Chloe Ann Brooks receives the Tom Jones Volunteering Award for Young People in 2018



AGM 2018

FLVC ACCOUNTS 2018/19

Statement Of Financial Activities For the year ended 31st March

	Unrestricted funds	Restricted funds	2019 Total funds	2018 Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Charitable activities				
Wales Council for Voluntary Action	98,144	58,386	156,530	156,529
Welsh Government	-	69,830	69,830	4,000
Flintshire County Council	16,066	140,056	156,122	245,281
Other Public Bodies	-	73,816	73,816	66,550
Charitable Bodies	-	7,500	7,500	-
Other trading activities	83,573	15,067	98,640	152,560
Investment income	1,628	-	1,628	610
Total	199,411	364,655	564,066	625,530
EXPENDITURE ON				
Raising funds				
Other trading activities	655	-	655	3,593
	655	-	655	3,593
Charitable activities				
Salaries and staff expenses	92,968	273,736	366,704	405,080
Office expenses	19,343	15,270	34,613	54,435
Expenses and fees	26,294	12,759	39,053	16,174
Volunteers and training	1,129	18,423	19,552	22,956
Premises expenses	91,555	16,547	108,102	90,861
Depreciation and surplus/deficit on disposals	(1,233)	973	(260)	1,061
Governance	2,073	2,960	5,033	5,833
Grant disbursements: Community Chest	-	14,405	14,405	19,096
Grant disbursements: Youth Led Grants (GwirVol)	-	7,466	7,466	3,278
Grant disbursements: Youth Community Fund	-	9,000	9,000	-
Total	232,784	371,539	604,323	622,367
NET INCOME/(EXPENDITURE)	(33,373)	(6,884)	(40,257)	3,163
RECONCILIATION OF FUNDS				
Total funds brought forward	104,831	294,751	399,582	396,419
TOTAL FUNDS CARRIED FORWARD	71,458	287,867	359,325	399,582

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 2019

