

# Voluntary Voice Newsletter

Issue 2 2019  
[www.flvc.org.uk](http://www.flvc.org.uk)



Vol Fest 2019 – Celebrating Volunteering in style see pages 10 and 11

*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
- 6 Engagement & Influencing
- 7 Training & Events
- 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:

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: [info@flvc.org.uk](mailto:info@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 Voluntary Voice

Thank you for taking the time to find out more about your local voluntary council. We are part of a national network of County Voluntary Councils and our role is to promote, support and develop the invaluable work that voluntary and community groups contribute to the lives of our families, our neighbours and ourselves.

### Third Sector Support Wales

#### How best can we support you?

Please keep us informed as to how we can support you best. Our staff have been out and about



conducting 'Listen and Learn' Visits with our members. If you would like a member of the FLVC team to visit you to find out more about your work and to see how we can support you best, please email [info@flvc.org.uk](mailto:info@flvc.org.uk) with your organisations contact details.

We are working with WCVA on the Third Sector Support Wales Business Plan from 2020 onwards, and the learning from our members and everyone linked to voluntary and community work across Flintshire will inform our planning for the future.

**Come and see us, or we can come to see you?**

Has your organisation received support from FLVC in the past? Take our short survey <https://www.surveymonkey.co.uk/r/VZMFD5X> and tell us what you think of our work.

Ydi'ch mudiad chi wedi cael cefnogaeth gan FLVC yn y gorffennol? Cwblhewch ein harolwg byr <https://www.surveymonkey.co.uk/r/6Z2CFLF> i roi gwybod eich barn am ein gwaith.

## Annual General Meeting and Awards Ceremony

Please add a note to your diary for the evening of **Thursday 12th September – from 5.15pm until 8.30pm** (with a light buffet at 7pm). This year we are delighted to include Flintshire's Best Kept Communities Awards in our Annual General Meeting event. Also, don't forget you can nominate any Young Person (aged 14-25) for recognition as part of our Tom Jones Awards. The Awards (named after the late Tom Jones OBE who was an FLVC trustee) are presented to Young People who make an outstanding contribution to their local community through volunteering. Contact [info@flvc.org.uk](mailto:info@flvc.org.uk) for more information



Our 2018 AGM

Chief Officer  
01352 744028  
[ann.woods@flvc.org.uk](mailto:ann.woods@flvc.org.uk)



## FLVC NETWORK MEETINGS 2019

|     | Volunteer Organisers Network  | N.E.W. Wellbeing Network  | Trustee Network   | Annual Event/ Network   |
|-----|---|---|---|---|
| Sep |   | <b>12th September 2019</b><br>9.30am - 12.00pm<br>Plas Pentwyn, Wrexham                                     | <b>19th September 2019</b><br>10.30am – 3.30pm<br>National Lottery Community Fund & FLVC Funding Info<br>Venue TBC  | <b>12th September 2019</b><br>5.15pm - 8.30pm<br>FLVC AGM / AWARDS CEREMONY<br>Theatr Clwyd                 |
| Oct | <b>14th October 2019</b><br>9.30am - 12.00pm<br>Corlan, Mold Business Park                                  |   | <b>10th October 2019</b><br>9.30am - 12.00pm<br>Venue Daniel Owen Centre<br><b>21st October 2019</b><br>10.30am–4.00pm<br>National Lottery Community Fund Surgery<br>Corlan, Mold Business Park |   |
| Nov |   | <b>14th November 2019</b><br>9.30am - 12.00pm<br>Cambria Business School Northop                            |   |   |
| Dec |   |   |   |   |
|     | To book a place please contact<br><a href="mailto:info@flvc.org.uk">info@flvc.org.uk</a> or<br>01352 744000 | To book a place please contact<br><a href="mailto:info@flvc.org.uk">info@flvc.org.uk</a> or<br>01352 744000 | To book a place please contact<br><a href="mailto:info@flvc.org.uk">info@flvc.org.uk</a> or<br>01352 744000   | To book a place please contact<br><a href="mailto:info@flvc.org.uk">info@flvc.org.uk</a> or<br>01352 744000 |

### Volunteer Organisers Network

The Volunteer Organisers Network provides an opportunity for third sector organisations to meet up to discuss current issues, help and support each other, share good practice and learning and to promote Volunteering Opportunities and events happening throughout Flintshire.

### Trustee Network

FLVC's Trustee Network meetings provide an opportunity to hear from experts on a range of relevant topics and to discuss current organisational issues with your peers and colleagues.

### NEW Wellbeing Network

The North East Wales Wellbeing Network provides an opportunity to meet staff and volunteers from third sector organisations and groups working in Flintshire and Wrexham that have an interest in health, social care and wellbeing. It provides a space to explore partnership working as well as hearing about and sharing new initiatives. The Network is also open to statutory partners and is free to join.

## Measuring and Managing your Social Value

FLVC has been taking part in a partnership project with all the County Voluntary Councils in North Wales, and we have just started our third and final year. As part of the project FLVC has developed their knowledge of social value, but the main part of the project is supporting third sector organisations that work in Flintshire to measure and manage their social value.

The organisations participating in Flintshire are DangerPoint, Care & Repair North East Wales, KIM Inspire and Menter Iaiith. FLVC and Mantell Gwynedd (the lead organisation) have undertaken focus groups with each organisation, including attending a school with DangerPoint and HMP Berwyn with Menter Iaiith.

DangerPoint is a safety centre based in Talacre, which aims to educate children and young people in safety awareness in order to reduce the incidents of accidental deaths and injury, and promote health, wellbeing and community safety. The core work of DangerPoint is a guided 3-hour interactive tour of the safety centre for primary schools, designed to teach children about making positive life choices and increase awareness of health and safety hazards.



FLVC and Mantell Gwynedd accompanied DangerPoint on one of these visits where the children were asked to design a poster about safety and also filled out a small questionnaire about their visit to DangerPoint. We are now working on the Social Value Report with DangerPoint, where we add financial values to the outcomes to determine their Social Return on Investment, and DangerPoint can use this information to change and improve.

## What is Social Value and Social Return on Investment (SROI)?

You've probably heard or seen something like "For every £1 invested, this project has generated £3.20 in social value." But what does this mean? Social value is a way of calculating the importance that people place on changes they experience in their lives, such as increased confidence, improved mental health, feeling safe at home, or even changes in income. An account of social value is a story about the changes experienced by people, which can be changes in wellbeing, income, cash savings or reallocation, as a result of taking part in the activities of an organisation. These things are important to us but some are not commonly measured in the same way as financial value: how do you put a cost on a feeling? A numerical value attached to a change is social value; a financial value like the one above is Social Return on Investment (SROI).

Measuring social value involves carrying out qualitative and then quantitative data collection with the people you work with to find out what outcomes they have experienced, and the relative importance and value of those outcomes. This can be focus groups, one-to-one chats or phone calls with a few people; followed by surveys or questionnaires which can be used widely.



Social value has the potential to help us change the way we understand the people we work with and make decisions about where to invest resources and what

activities to undertake. We use the data collected to understand, change and improve, and so deliver the greatest impact with the available resources. It can help us realise what is and is not working, and what can be changed so we can maximise the value we create, stand out from the crowd and potentially gain a competitive advantage.

Find out more about social value by visiting the Social Value UK website:

<http://www.socialvalueuk.org>

## The Peoples Platform

### *Our Future Wales*

To deliver on the aspirations of the Well-being of Future Generations Act, the Future Generations Commissioner for Wales, Sophie Howe, is asking for your help. Via <https://futuregenerations.wales/work/our-future-wales/> Sophie states 'I want to build on the successes of 'The Wales we Want' conversations, where communities across the country took ownership for involvement, raising their voices and feeding in their views, which formed the foundations of the legislation'.

Our Future Wales is a continuation of that movement - organisations, groups and individuals across all sectors in Wales are asked to debate the issues that matter to them as well as support and inform a collective manifesto. Have your say via <https://futuregenerations.wales/the-peoples-platform/>

This platform is designed to capture stories, statistics and suggestions from the people of Wales. Public bodies and others will be able to access the data set and filter the stories by location, theme and well-being goal. This means that we can create an archive of lived experience and a national ideas bank, helping us to better understand what communities are thinking and experiencing and highlighting opportunities and challenges that the Commissioner's office and public bodies across Wales need to listen to.

### *How can I get involved?*

- Collect stories – in person or online through sharing a link to the platform.
- Share your story and encourage others to share theirs.
- Use the stories and data collected to inform your work
- Getting involved with or running workshops based upon what we find out.

To find out more or register your interest please email [contactus@futuregenerations.wales](mailto:contactus@futuregenerations.wales) OR submit an **EXPRESSION OF INTEREST FORM**

## *The 5 Ways of Working*

The Well-being of Future Generations Act requires public bodies in Wales to use the 5 ways of working :

- Long term - the importance of balancing short-term needs with the needs to safeguard the ability to also meet long-term needs
- Integration – considering how the public body's well-being objectives may impact upon each of the well-being goals, on their objectives, or on the objectives of other public bodies
- Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves
- Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
- Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives

Supporting and challenging how public bodies are involving people in their planning and decision-making processes is a big priority for the office of the Future Generations Commissioner for Wales. the Commissioner's six priority areas are:

- Skills
- Better ways to keep people well
- Adverse childhood experiences
- Planning
- Housing
- Transport

<https://futuregenerations.wales/the-peoples-platform/>

<https://loncollector.sensemaker-suite.com/Collector/collector>.



## Home-Start Flintshire

are searching for volunteers to join #teamtangerine From April to June this year, they have had 40 referrals for families in need of support across our county. Therefore they are looking for volunteers to join them in helping families. They will be running their volunteer preparation sessions from September 9th with an opportunity to come in and meet the team and find out more about volunteering with Home-Start Flintshire, the week before.

### Volunteer Preparation Course

#### September-October 2019

The sessions will be held at Corlan, Unit 3, Mold Business Park, Wrexham Road, Mold CH7 1XP The course aims to be informal, relaxed and enjoyable. You can partake in the course without competing any written work. Most of the course involves informal discussion. All 12 sessions must be completed. For those seeking a qualification there is the option for volunteers to gain 3 credits at Level 2 (Open College Network).

Topics covered include :

- How Home-Start Helps Families
- Getting Started as a Home Visitor
- Getting Support, Commitment & boundaries, Volunteer Safety
- Values and Attitudes, Family Life & Supporting Parents
- Parent & Their Children
- Listening to Families and Confidentiality
- Safeguarding and Protecting Children.



Spaces on the course are limited – please contact the office to reserve your place on :

**01352 744060**

**admin@home-startflintshire.org.uk**

and help Home-Start help families across Flintshire.

## 3rd ALL WALES CHARITY GOVERNANCE, LAW AND FINANCE CONFERENCE

**At :** All Nations Centre, Sachville Avenue, Cardiff CF14 3NY (location)

**On :** Tuesday 24th September 2019 at 09:15pm - 16:30pm

**Cost :** 1st Delegate £75.00 (inc VAT) , Additional Delegates £50.00 (inc VAT)

**Contact :** Michele Jellings on **029 2038 6537**

We are delighted to announce that the Geldards Charity Team, in partnership with Baldwins and Brewin Dolphin, will be hosting their 3rd All-Wales Charity Governance, Law and Finance Conference on **Tuesday 24th September 2019 at the All Nations Centre, Cardiff.**

The 2019 Conference “Leaving a Legacy” is aimed at Charity Trustees, Chief Executives and Finance Directors and will provide a wide variety of informative sessions, all offering practical advice and guidance from a range of experts to help you stay on the right track.

**Book Now via Eventbrite**

## FLINTSHIRE TRUSTEES INFORMATION NETWORK

### UNDERSTANDING CYBER SECURITY

A Cybercrime Seminar

Presented by Constable Dave Allmark

At The Daniel Owen Centre

On Thursday October 10th from 9.30 am – 12 pm

**For further information, please contact:**

**John Gray Tel: 01352 744005**

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

## FUNDING 2020 GSK IMPACT AWARDS

All charities struggle to meet their core costs and the GSK IMPACT Awards are designed to provide much needed core funding, training and national recognition for small to medium sized charities working to improve people's health and wellbeing in the UK. Up to 20 awards will be made ranging from £3,000 to £40,000. You can apply if your organisation is at least three years' old, a registered charity, working in a health related field in the UK, with income between £80,000 and £2.5 million. The awards are designed to recognise success and achievements for existing work so you do not need to present a new project.

Winning organisations will have a film made, receive support with press and publicity and be given a set of promotional materials. They will also be offered free training and development valued at a further £9,500. Many previous winners have commented that the training, the new ideas and enthusiasm that they take away, and the connections they make is even more important than the award money.

### 2020 GSK IMPACT Awards in partnership with The King's Fund

Closing date for applications: 23 September 2019.  
For more information, or to apply for a GSK IMPACT Award visit the website:

[www.kingsfund.org.uk/gskimpactawards](http://www.kingsfund.org.uk/gskimpactawards)

### Youth Led Grant success story -Gwernymyndd Pantomime



The Gwernymyndd Pantomime Youth Committee was successful with their Youth Led Grant 2018/19 application for audio equipment, which enabled their young volunteers to take on technical support for their 2019 shows. The new equipment helped

the teenagers to become sound and lighting engineers, supported by the young director, Cameron Williams, who also wrote this



year's show. Their 2019 run of Snow White and the 7 Dwarves was a sell-out, and played to a packed house every night to critical acclaim.

The young volunteers will be back in action in February 2020 at half term, with their 10th anniversary performance of Cinderella. Follow the Gwernymyndd Pantomime Group on Facebook for more details.

<https://en-gb.facebook.com/gwernymyndd.panto>

### Youth Led Grant

Grants of £500 and £1,000 are available for young people engaging in a youth led volunteering projects. The grant must be used for voluntary activity on a youth-led project in Flintshire. The majority of young people involved must be between the ages of 14-25 years old. Projects can run until 29th February 2020.

We would welcome applications that support these priority areas:

- **Early Years (0-7 year olds)**
- **Housing**
- **Social Care**
- **Mental Health**
- **Skills and Employability**
- **De-carbonisation**

If you have any questions or wish to request an application pack, please contact Heather Hicks on email: [Heather.hicks@flvc.org.uk](mailto:Heather.hicks@flvc.org.uk) or **01352 754004**

The closing date for applications is **Friday 20 September 2019**

## *Bryn Gwalia Bowling Club Fund News*



New Clubhouse Roof

The work to replace the Northhop Institute Bowling Clubhouse roof is now completed, thanks to a £2,500 grant from the Bryn Gwalia Bowling Club Fund. The fund is a diminishing pot, but there will be at least one more round of funding. The deadline for applications to Round 6 of the fund is **Friday 20th September 2019**.



Members of Northhop Institute Bowling Club, Bryn Gwalia Bowling Club Trustees & FLVC Funding Officer

## *In Kind Direct*

In Kind Direct, a charity founded by HRH The Prince of Wales, is set up to provide UK charities, not for profit organisations and social enterprises with new



usable consumer goods. Goods range from toiletries, clothes, toys, cleaning products and a range of other items that can be used to:

- Give to people you support free of charge
- Run your projects and activities
- Clean and maintain your facilities

Registration is free. You pay a small charge for their service, which contributes towards the cost of running a warehouse, staff, packaging and includes delivery.

To see how other organisations have benefited, please visit the website:

<https://www.inkinddirect.org/>

If you have any questions, please contact the Charities Team on

**0300 30 20 200 or**

[info@inkinddirect.org](mailto:info@inkinddirect.org)

## *Sport Wales Community Chest*

Community Chest offers grant awards of up to £1,500 in any 12-months towards increasing participation and improving standards. Funding is available for Sports Clubs, Association Youth Clubs and Community Groups.

Criteria and guidance is available at

<http://sport.wales/funding-support/our-grants/community-chest.aspx>

## *Need Help Fundraising?*

If you need help fundraising, then have you considered checking out this page at Charity Digital News where the best online funding platforms for charities have been listed? It might be well worth a look at:

<https://www.charitydigitalnews.co.uk/2019/02/21/the-best-free-online-fundraising-platforms-for-charities/>

# **VOLUNTEERING** *VOLFEST Celebrates Flintshire Volunteering in Style*



The River Dee Community Centre in Flint was the venue for this year's VolFest – FLVC's Annual Celebration of Volunteering, linking in with the National Volunteers' Week Celebrations.

The High Sheriff of Clwyd, Stephanie Catherall, who has chosen Volunteering as a key focus of her work, presented Volunteering Certificates to 120 individuals from 14 organisations and spoke on the immeasurable contribution that volunteers make to our local communities.

A lovely lunch was provided by our hosts at River Dee Community Centre and Pastor Stephen Harmes informed those present of the facilities offered at the centre, which is available for all organisations to hire.



Entertainment, with some sparkle, was provided by Art and Soul Tribe whose aim is to develop community cohesion and resilient mental health with

grassroots projects, events and shows. Hoola hooping and a Burlesque performance provided a magical display and even the feathers matched FLVC team colours! Organisations attending on the day included

## **ART & SOUL TRIBE**

'We are a collective of creatives on a mission - social change. Our shows, events, shoots & projects tackle bullying, hate crime, intolerance and prejudice'.



## **AURA LEISURE & LIBRARIES**

The volunteers have supported the Aura Sport Development Team, Community Sport Hubs acted as Coaches and Assistant Coaches within Schools and in the community, supported our officers with festivals for primary and secondary school pupils.

## **BETSI CADWALADR UNIVERSITY HEALTH BOARD – local hospitals**

Our volunteers give their time each week to their local hospitals. They provide a befriending service, where they serve tea and coffee whilst having a friendly chat with patients, visitors and staff.

## **FLINTSHIRE COMMUNITY PARENTS**

Our volunteers support vulnerable families in their own homes. Without the volunteers, these families would have nobody to turn to.

## **FLVC SUPPORT VOLUNTEERS**

FLVC Support Volunteers help out with our Supported Volunteering Projects and have also helped in providing reception support at Corlan. They help participants feel at ease, and give encouragement & support.



**HOME-START FLINTSHIRE**

Home-Start volunteers offer peer support to families both within the family home and in group support sessions, supporting parents to cope better with life's challenges and give children the best possible start in life.

**MOLD TOWN COUNCIL**

Mold Town Council are very lucky to have a group of dedicated volunteers who give up their free time to help the town. Volunteers are an essential part of the events that the Town Council organises.

**NORTH EAST WALES MIND**

Volunteers at North East Wales Mind 'are our public face as 'meet and greet' volunteers, they support with administration duties and offer tailored support during our group wellbeing sessions'.

**NORTH WALES SUPERKIDS**

Superkids relies totally on volunteers, to help with providing Christmas presents and outings for families in need. Also 3 students from Chester University were recognised for helping with a variety of tasks such as fact-finding or sorting through bags of donated second hand items.

**ONLINE-WATCH LINK CYMRU**

'Our volunteers, both in our communities and those who help us in our day to day services, are the heart of 'OWL Cymru'. We feel very privileged to have so many who do so much for us'.

**VICTIM SUPPORT**

Our Volunteers provide emotional and practical support to anyone who has been a victim of crime.

They give their time and understanding to the victims to enable them to rebuild their confidence and make sense of what has happened to them and their families.

**TANDEM CYMRU**

Our volunteers help their peers and are invaluable on trips & excursions and also help with community events in Mold.

**WILD GROUND**

Our volunteers are involved in practical conservation at our nature reserves, for example in woodland, grassland and pond management and in habitat creation. Volunteers also help out with events, surveys, fundraising, school visits, photography, Welsh translations and as trustees.

**VISION SUPPORT**

Our volunteers help to facilitate our social groups and assist with the running of our resource centres. They help to organise fundraising events and trips for service users, as well as providing service-users with information & support.



**If you require any additional information about any of the organisations above, or would like a member of FLVC staff to come and meet your volunteers, please contact us.**

## UK Charity Governance Code

The UK Charity Governance Code is a practical tool to help charities and their trustees develop high standards of governance by setting out principles and recommended practice. If you would like to assess your charity's governance against the Code, you can use this simple free assessment template which is available in Welsh and English.

[https://www.wcva.org.uk/advice-guidance/advice-guidance-latest/2019/02/cgc-tool-\(1\)](https://www.wcva.org.uk/advice-guidance/advice-guidance-latest/2019/02/cgc-tool-(1))

## Gofod3

Gofod3 is an annual event organised by WCVA, in collaboration with the third sector including FLVC. Unlike any other event in Wales, it is our space to learn from each other, to motivate and inspire one another.

The latest presentation slides from Gofod 3 are now available on the WCVA website. Here are some of the titles which may be of interest of people involved in the governance of organisations:

- Avoiding Disputes
- Community Asset Transfers
- How to improve your governance in 12 steps
- Serious incident reporting and charity law update
- Safeguarding in charities

<https://www.gofod3.cymru/resources>

## Charity Commission outlines approach to regulation

Speaking at the Charity Commission's annual public meeting in Manchester on 5 March, the Commission's Chief Executive and Chair conveyed a message to the sector about what to expect from its regulator over the next five years.

The Commission's Chief Executive, Helen Stephenson made it clear that the regulator's capacity is still on a "knife edge", after experiencing the "double whammy" of funding cuts and increasing demand for its services. The Commission currently receives on average 260 emails or phone calls from customers per day.

However, plans to address this through a consultation on whether the Commission should charge charities for regulation are on hold because the government is preoccupied with Brexit. Last year the government

gave the Commission an additional £5m per year, until a consultation on charging charities could come about, which has enabled the regulator to recruit additional staff. Further information:

<https://www.wcva.org.uk/advice-guidance/advice-guidance-latest/2019/03/commission-update>

## The Disclosure and Barring Service (DBS) has updated its guidance leaflets.

- Charity Trustees
- DBS Checks: Working with adults in the charity sector
- DBS checks: Working with children in the charity sector
- Barring referrals: Your guide to how and when to make one
- Regulated activity with adults in Wales
- Regulated activity with children in Wales

There are a range of other leaflets covering specific roles.

If you have any questions or concerns about safeguarding in your organisation, don't hesitate to get in touch with our free Safeguarding service by email

[safeguarding@wcva.org.uk](mailto:safeguarding@wcva.org.uk) or telephone 0300 111 0124 (option 6)

<https://www.wcva.org.uk/advice-guidance/advice-guidance-latest/2019/05/dbs-leaflets>

## Legislation and guidance updates

ACAS guidance on age discrimination

Over 50s now make up nearly a third of the UK workforce and research shows young and older employees can experience discrimination based on age. To help avoid unlawful age discrimination in the workplace, ACAS has published new guidance.

<https://www.acas.org.uk/index.aspx?articleid=6653>

## Protect your charity from fraud and cyber crime

According to the Office for National Statistics, Fraud is the most reported crime in the UK. An individual in the UK is 10 times more likely to be a victim of fraud than theft and the charity sector is no different.

Fraud poses a serious risk to valuable funds and sensitive data, and can damage the good reputation of charities, affecting public trust and confidence in the sector as a whole.

To assist you to combat this threat where you will discover useful resource to assist your efforts, please visit the Charity Commission's website at:

<https://www.gov.uk/guidance/protect-your-charity-from-fraud>