



FLVC

Flintshire Local **Voluntary** Council

CGLISFf

Cyngor **Gwirfoddol** Lleol Sir Fflint

Annual Impact Report 2020/21

**Supporting, Promoting
and Developing the
Voluntary and
Community Sector**

OUR TRUSTEES

from April 2020

Paul Hinchliffe Chair

Barbara Roberts Vice Chair

Wendy Carter

Pip Perry MBE

Liz Holland

Marjorie Thomson

John Hatton

Tim Byram

Jane Styles

Rhiannon Bidwell

Bill Brereton

Lee Tiratira

Flintshire Local Voluntary Council

CORLAN
Unit 3 Mold Business Park
Wrexham Road
MOLD
Flintshire CH7 1XP

☎ 01352 744000

✉ info@flvc.org.uk

www.flvc.org.uk

🐦 @FLVCnews 🌐 flvcpage

Company Limited by Guarantee Number 3301204
Registered Charity Number 1062644

OUR STAFF

from April 2020

Ann Woods Chief Officer

Sarah Owens Third Sector Development Manager
(Core Services)

Volunteer Centre

Jan Owen Third Sector Development Manager
(until June 2020)

Debbie Long Senior Volunteering Development Officer

Claire Worrall Volunteering Development Officer

Kris Kordiak Volunteering Development Officer

Funding and Governance

Shaun Darlington Third Sector Development Manager
(Funding and Governance)

Heather Hicks Funding Outreach Officer

Health and Social Care Team

Millie Boswell Third Sector Development Manager
(Health and Social Care)

Kate Newman Third Sector Development Manager
(Health and Social Care)

Kate Howard Third Sector Coordinator (SPoA)

Dafydd Gwynedd Third Sector Coordinator (SPoA)

Joanne Overton-Jones Third Sector Coordinator
(Early Help Hub)

Nia Lloyd-Williams Third Sector Coordinator
(SPoA and Early Help Hub)

Hannah Dovey Third Sector Co-ordinator
(Young People and Young Families)

Admin Team

Karen Peters Health & Social Care/QA/HR
Administrator

Mel Salisbury Communications & Finance
Administrator

FLINTSHIRE LOCAL VOLUNTARY COUNCIL

Part of Third Sector Support Wales



Cefnogi Trydydd
Sector **Cymru**

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 220 members and 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.



Understanding the third sector and its contribution to our communities and people's lives provides my organisation with a strong foundation for partnership working and improving services.



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



FLVC are a fantastic partner in a number of work areas and projects. I really enjoy the collaboration and the team are exceptional with a can-do attitude and a passion for people and positive change. Thank you.



FLVC CHAIRS ANNUAL REPORT 2021



Twelve months ago I said that I hoped for our next AGM we would be able to meet in person, but sadly as we all know, Covid19 has not disappeared. So once again, for our 2021 AGM we are meeting virtually.

It has certainly been a difficult year for everybody – individuals, organisations and communities. The challenges have been immense but the outcomes for individuals and organisations have been a huge credit to Flintshire.

Remote working has had many challenges but it has enabled more time for Strategic partnerships to meet on a more regular basis, as the lack of geography/travel has enabled easier planning of meetings via Zoom/Teams.

The FLVC staff have responded to all of the challenges they have faced and have adapted to meet whatever was needed. They have continued to work well with partner organisations to deliver support to the community, in the areas of Volunteering, Funding, Governance or access to Health and Well Being support. The Third Sector has certainly had to step up to the plate which it has done magnificently and has made its mark. FLVC has been involved in the distribution of Welsh Government funding to assist organisations in meeting the challenges of the Pandemic.

So I must thank and congratulate all FLVC staff for what they have achieved over the last 12 months.

We continue to work well with many organisations from the County Council and the Health Board to many others.

This AGM sees me reach the end of my 3 years as Chair of the Board of Trustees at FLVC and I must pay tribute the members of the Board for the way they have supported me, Ann and the whole staff team. It has been a great honour for me to Chair this organisation.

May I wish everybody well for the forthcoming challenges.

Paul Hinchliffe Chair
FLVC Sept 2021

CHIEF OFFICER'S REPORT



This is my eighth year of presenting FLVC's Annual Report and I continue to regard it as a privilege to represent and support the work of volunteers and community groups across Flintshire. The world we live in changed so much in 2020 as the Covid 19 pandemic took hold – the response of volunteers and community groups to help others was astounding. Our staff, whilst adjusting to home-based working, worked tirelessly to help the sector and those in need of support.

In our role as a CVC we continue to help to co-ordinate:

- Offers of support for help (through our Volunteer Centre team)
- Requests for help from the residents of Flintshire (through our WellBeing and Social Prescribing Team) and
- Support for Third Sector groups who have adapted their services/set up to help local residents (through Funding and Governance support)
- Support for the 're-opening' of services as Government guidelines allow
- Building on the recognition of the vital role the Third Sector plays – through engaging and influencing at a strategic level

My sincere thanks to everyone linked to FLVC, including our Staff, Trustees, Volunteers and members on behalf of all Flintshire residents.

Looking forward, we are focussing on supporting Third Sector groups and Community Venues as they start to return to delivering face-to-face services and maximising the impact volunteers can make in supporting our local communities.

With thanks

Ann Woods Chief Officer FLVC



VOLUNTEERING

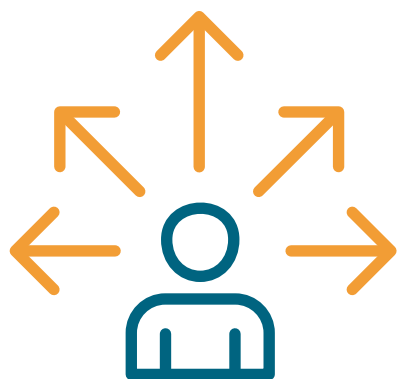
“

Invaluable support from FLVC, I have found the volunteer organisers networking meetings particularly helpful.

”

Our Volunteer Centre team are here to:

- Promote good practice and innovation in volunteering – to enable more people to take part and to increase the impact of volunteering;
- Provide information, guidance and signposting – for individuals to volunteer and for organisations to develop quality volunteering placements;
- Manage a database of volunteering opportunities- for brokerage and management of volunteering;
- Facilitate networks and training– for learning, sharing and continuously improving volunteering experience;
- Organise events, promotion and recognition – to encourage and celebrate volunteer achievement and champion the contribution of volunteering to the wellbeing of Wales.
- Administer and promote grant programmes – to develop organisations’ capacity to recruit and support volunteers



What Did We Achieve?

Our Volunteer Centre played a key role in Flintshire's Covid 19 Response and Recovery. We enabled over 200 Volunteers to be deployed throughout Flintshire during the pandemic to support individuals, organisations and the community via distribution of PPE, Prescription/Food collection & delivery, non-clinical support for the Vaccine roll out to support GP surgeries and 1-2-1 befriending opportunities for vulnerable and isolated individuals

“Always professional, always supportive, excellent courses.”



Over the year 468 Individuals were supported to access Volunteering opportunities

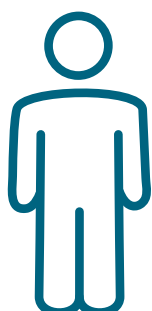


Over 70 Flintshire based organisations were supported to develop good practice in volunteer management

5 Volunteer Network Forums were held during the year attended by a total of 56 participants



The team attended over 75 events /meetings to raise awareness and promote volunteering across Flintshire and beyond



Our supported Volunteering projects enabled 102 individuals (with additional support needs) to access accredited qualifications and taster volunteer sessions across Flintshire

“The Volunteer centre staff have been extremely supportive and have always been on hand with any questions I have, providing me with an array of information.”

GOOD GOVERNANCE

The overall goal of TSSW's work on good governance is for those involved in running third sector organisations effectively lead their organisations and to maintain high standards of governance.

Our outcomes are for those involved in running third sector organisations to:

- access information, advice and support on good governance;
- have increased confidence in leading their organisations;
- have improved ability to recruit and retain skilled trustees;
- have increased skills to lead their organisations.



What Did We Achieve?



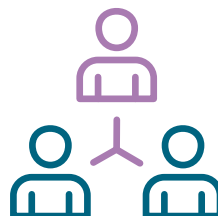
Our website received over 28,000 visitors and information was disseminated to organisations via e-groups

“

The support we have received has been very comprehensive. We are very impressed with the depth of knowledge shown by your officers. The range of solutions offered and the ongoing support has been great. Thank you.

”

We have worked with Welsh Government and local authority colleagues to support organisations and community venues with their policy and practice for 're-opening' as Covid 19 restrictions eased



45 Organisations were supported with their governance issues

274 trustee enquiries were received and responded to



SUSTAINABLE FUNDING

Our Funding Support service aims to help

- Third sector organisations to effectively secure and generate the resources they need to survive and grow
- Third sector organisations to be resilient and have the skills, knowledge and capacity to sustain their organisations



“

FLVC's access to up to date funding and grants availability, and advice on eligibility criteria has been invaluable”

What Did We Achieve?



We supported 124 community and voluntary organisations to access in excess of £607,900.00 from a number of funding sources

A digital Meet the Funder event was held with the National Lottery Community Fund, and a number of digital appointments were made for 1-2-1 support.



“

Having worked in partnership with FLVC over this pandemic I have realised how much support they do actually give to other voluntary organisations and groups within the county. It is extremely effective and very well organised.

”



We administered 7 grant funds (a total of 97 individual grants awarded):

- FCC Flintshire Community chest, awarded 21 grants totalling £14,581.63
- Early Help Transformation Fund, awarded 15 grants totalling £131,474
- Voluntary Services Emergency Fund awarded 31 grants totalling £26,591
- Comic Relief Covid Emergency Fund, awarded 14 grants totalling £27,475
- Flintshire Befriending Fund (Friend in Need) awarded 6 grants totalling £12,500
- Flintshire Learning Disability Fund awarded 5 grants totalling £5,000
- Youth Led Grants, awarded 5 grants totalling £5,000

ENGAGEMENT and INFLUENCING



As a member of Third Sector Support Wales we work to ensure that

- Public bodies recognise the value and current and potential contribution of Third Sector organisations.
- Third Sector organisations play an active role in engaging and working with people and communities, including seldom heard groups;
- Third Sector organisations have the skills and capacity to effectively influence and shape policy at all levels;
- Third Sector organisations meaningfully engage with each other and in turn with public bodies in policy development and service co-production;
- The voices of individuals and groups inform and influence policy development, service planning and delivery;

“

FLVC have been a critical partner in the COVID-19 response for the council and have worked with Social Services on the strategic response to the pandemic.

”

“

Brilliant collaboration, vision and support.

”

What did we achieve

- We have met regularly with Statutory and Third Sector partners as part of the local, regional and national Covid 19 Response and Recovery Planning
- We have worked with partners in co-ordinating Third Sector links to the Test trace Protect Service
- We have worked with Flintshire County Council and Betsi Cadwaladr University Health Board to influence procurement practice for a multi-agency approach to Public Services
- We have led on work as part of the joint Flintshire and Wrexham Public Services Board 'Community Resilience' Workstreams
- We have worked with TSSW partners on the national Learning and Development Strategy, Impact workstream and Safeguarding Community of Practice
- We link to Regional Strategic Planning meetings regarding Workforce Development and Adult Community Learning
- We have worked with a national working group exploring options for Volunteering in Health and Social Care, and have developed a Flintshire-based pilot programme to support the care sector

HEALTH and SOCIAL CARE

In 2020/21 we

Betsi Cadwaladr University Health Board fund key Health and Social Care Facilitator roles within each CVC in North Wales. This role provides a key Strategic link between Health, Social Care and Third Sector organisations. FLVC also have a Social Prescribing team, working collaboratively with Statutory sector colleagues to link Flintshire residents with community-based health and wellbeing services.



Contributed to local, regional and national Covid 19 Response and Recovery planning on both a Strategic and Operational level

Had a 700% increase in calls via the Single Point of Access in April and May due to the pandemic



Expanded our Social Prescribing Team from 2 to 5 members of staff

Provided Third Sector training to Test Trace and Protect Staff



Co-ordinated a Third Sector response to contribute to work of the Local Implementation Team (Mental Health)



Developed a bespoke package of volunteer support to help within Social Care settings

In collaboration with AVOW in Wrexham, we host Health and Social Care Network meetings, attended by up to 50 participants. Bringing together Third and Statutory sector service providers to learn, share and consult on key Multi-agency strategies,



“

I just wanted to say thank you for all the work you are doing, it is really positive for me to see our services and organisations working so well together.”

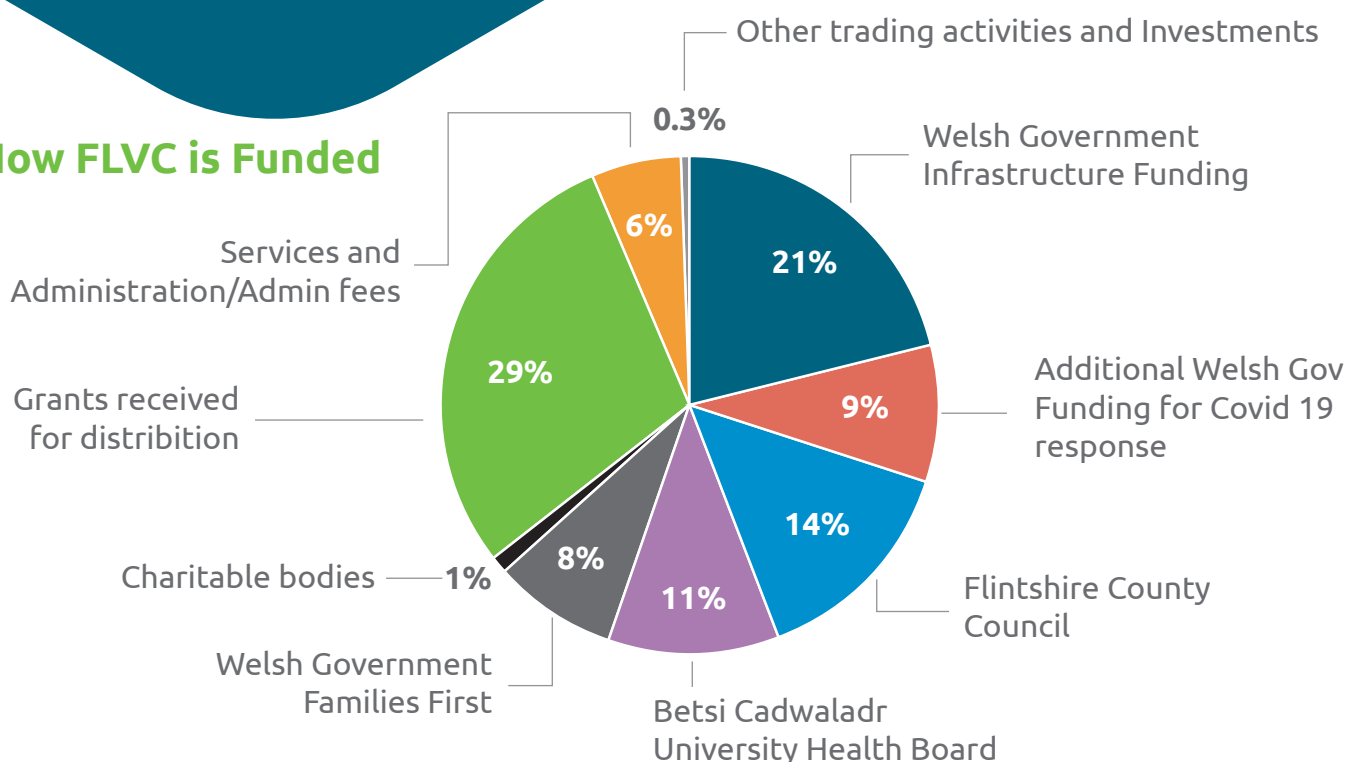
“Can I just say thank you for all the support you have offered during this time. It has been really useful and given us a chance to interact, share ideas and learn from one another.”

”

SUMMARY OF ACCOUNTS

For the year ending 31 March 2021

How FLVC is Funded



Total Income during 2020/21 **£734,059**

Expenditure 2019/20 and 2020/21

Staff Costs
Premises Costs
Depreciation
AGM expenses
Professional Fees
Volunteers and Training
Contractors and Consultants
Insurance and Indemnities
Governance costs
Grant disbursements

2021

324,939
55,207
3,221
1,041
6,026
10,685
17,925
2,047
4,317
210,813

£636,221

2020

330,909
78,934
2,365
3,227
5,317
8,731
2,800
2,520
4,933
29,271

£469,007

TOTAL

Total Expenditure during 2020/21 **£636,221**