



Annual Impact Report 2021-22

I Gymunedau, gyda Chymunedau | For Communities, With Communities

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GAVO's Bankers

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GAVO's Solicitors

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Walter Hunter & Co., 24 Bridge
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GAVO's Registered Office

Room G2 Beechwood House, Beechwood Park, Christchurch Road, NEWPORT NP19 8AJ

GAVO is the longest-standing and largest County Voluntary Council (CVC) in Wales. GAVO represents the Third Sector at local, regional & national levels and is the infrastructure support organisation for the Third Sector in Blaenau Gwent, Caerphilly, Monmouthshire and Newport.

GAVO's role is set out in Welsh Government's Third Sector Scheme 2014 as:

- ◆ Enabling other Third Sector organisations to grow and develop;
- ◆ Supporting individual volunteers and collective voluntary action;

- ◆ Promoting good and safe governance across the Third Sector;
- ◆ Supporting Public Service design and delivery;
- ◆ Providing voice and representation for the wider sector; and
- ◆ Sharing good practice and innovation.

In addition to this Core Framework, GAVO has significant experience in developing and delivering projects and programmes which are a response to identified unmet community need, through collaborative approaches and partnership working.

Foreword by the GAVO Chair



Welcome to the GAVO Annual Impact Report for 2021/22.

During the financial year 2021/22 Wales was slowly coming out of Covid pandemic restrictions. GAVO has seen how the sector has adapted to the 'new' way of working. I would like to take this opportunity of thanking the GAVO Board, Staff and special thanks goes to the third sector organisations, partners and community groups for your support over this period.

GAVO continues to work in partnership with both the statutory and private sector, whose response has again been exemplary, allowing the third sector to adapt to different and new ways of working.

The GAVO Strategic Plan 2022-2025 was launched at the last GAVO AGM. The organisation is committed to working towards GAVO's Mission Statement, Aims and Values, ensuring that the third sector is supported.

GAVO is pleased to now have a base in each of its regional areas – Blaenau Gwent (Innovation Centre, Ebbw Vale), Caerphilly (Cherry Tree House, Oakdale), Monmouthshire (Sessions House, Usk) and Newport (Beechwood House, Newport).

We continue to represent the sector on a variety of strategic partnerships, including the Gwent Public Service Board and Regional Partnership Board for health. Information gathered at the Gwent PSB is passed through to each area via GAVO Forums, GAVO local committees and local partnership meetings, this ensures that the sector is regularly informed of emerging priorities across Gwent.

GAVO continues to be part of Third Sector Support Wales (TSSW), Wales Council for

Voluntary Action (WCVA) and ensures that the four pillars (volunteering, sustainable funding, governance and engagement and influencing) are at the forefront of GAVO's working practices.

Moving into the next financial year, I know that the GAVO Board, the officers and partners will continue to support our communities to the best of their ability.

Edward Watts MBE DL
Chair

A handwritten signature in black ink, appearing to read 'E. Watts'.

The GAVO Strategic Plan Can be found on the website at

<https://www.gavo.org.uk/about>

GAVO has LinkedIn, Facebook and Twitter pages and a YouTube channel:

<https://www.facebook.com/GAVOHQ>

<https://twitter.com/GAVOHQ>

https://www.youtube.com/channel/UCWRTK_EzCZfwq_u0xO2Syog

Statement of Financial Activity

(Including Income and Expenditure)

For the year end 31st March 2022

				31.03.22	31.03.21
	Unrestricted Funds	Restricted Funds	Pension Deficit Recovery Funds	Total Funds	Total Funds
	£	£	£	£	£
INCOME AND ENDOWMENTS					
Donations and Legacies	0	0	0	0	5,056
Charitable Activities	991,559	2,691,852	0	3,683,411	3,845,363
Other Trading Activities	2,775	0	0	2,775	12,035
Investment Income	137	0	0	137	284
Other income	0	0	0	0	800
Total Income	994,471	2,691,852	0	3,686,323	3,863,538
EXPENDITURE					
Expenditure on Charitable activities	972,285	2,691,852	(51,953)	3,612,184	3,227,807
Total Expenditure	972,285	2,691,852	(51,953)	3,612,184	3,227,807
Net income and Net Movement in Funds	22,186	0	51,953	74,139	635,731
RECONCILIATION OF FUNDS					
Total funds brought forward	996,517	0	(68,749)	927,768	292,037
Total funds carried forward	1,018,703	0	(16,796)	1,001,907	927,768

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

Statement of Financial Position

For the year end 31st March 2022

	31.03.22		31.03.21
	£	£	Total Funds as Restated £
FIXED ASSETS			
Tangible Fixed Assets		350,000	350,000
CURRENT ASSETS			
Debtors	327,130		330,894
Cash at bank and in hand	1,314,084		1,186,960
	1,641,214		1,517,854
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	972,511		871,337
Net Current Assets		668,703	646,517
Total assets less current liabilities		1,018,703	996,517
PROVISIONS			
Pensions and similar obligations		16,796	68,749
Net Assets		1,001,907	927,768
FUNDS OF THE CHARITY			
Pension deficit recovery funds		(16,796)	(68,749)
Unrestricted Funds		1,018,703	996,517
Total Charity Funds		1,001,907	927,768

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime. These financial statements were approved by the Board of Trustees and authorised for issue on 3rd February 2021, and are signed on behalf of the Board by:

MR E Watts MBE DL
Trustee



Mr D Jones
Trustee



A significant change undertaken in 2021 to 2022 was the move from thematic teams to a more regional approach to delivering services. The importance to communities to have access to local staff and a local response for our third sector members was identified during the pandemic. As was the need to work with different partners and provide a different response to needs in each county. As a result, GAVO has opened a locality office in each county. This provides a base for the core team of Community Development, Volunteering and Health & Wellbeing, and also for some projects, led by a designated Regional Strategic Lead Officer.

Staff are back out, working in communities as much as possible and some projects have their own bases as you will see from the report. This report reflects the change and is provided on a county by county basis.



Blaenau Gwent

The core Blaenau Gwent Team are based at

Ebbw Vale Innovation Centre, Festival Dr, Ebbw Vale NP23 8XA

Community Development

The need for development support has continued to grow within Blaenau Gwent, which has been challenging as many venues throughout the area remained closed at the outset of the year due to COVID. The positive side to this as the year progressed, however, was that requests for volunteers increased, linked back in with community venues reopening and organisations increased activity indicating pandemic recovery. Within the area, and through our Regional Strategic Lead Officer, GAVO is leading on the Wellbeing Plan's Age Friendly Communities Priority and has supported partners such as the 50Plus Forum during the year to communicate the vision for the action area. There has been continued support by partners and the sector for GAVO to take this forward which has been a positive for the communities in Blaenau Gwent. During the year. Our Officer has also been engaged in collaboration with VAMT (Voluntary Action Merthyr Tydfil), the County Voluntary Council (CVC) that covers Merthyr in providing a joint funding event for the benefit of both regions. With the Gwent PSB in mind, work will be progressing to reintroduce the Blaenau Gwent Voluntary Sector Forum which will be directly linked to the new Gwent governance arrangements around the Gwent PSB. It is important that the localism remains and work has been progressing during the year to ensure this will be at its most impactful for the sector. Engagement Officers, funded through Covid recovery money,

supported the re-opening of the sector through a series of questionnaires across Gwent on funding, and development which were analysed locally to ensure that the team were responding appropriately to local need.

Funding support has been a significant element of the work with the Loneliness and Isolation Fund and Winter Pressures Grants being fully allocated to local groups.

Volunteering

Volunteers' Week, always a big part of the GAVO calendar, remained largely a virtual event, with the organisation offering many opportunities for promotion of volunteering through social media, video and the provision of "thank you" certificates for the great support given by volunteers within our communities.

Staff changes during the year saw new Volunteering Officers in post in Blaenau Gwent to support Adult and Youth volunteering. An early introduction was support for Fresher's Fayres in Blaenau Gwent and was a real positive opportunity to re-engage with all ages about volunteering and about GAVO and its wider services.

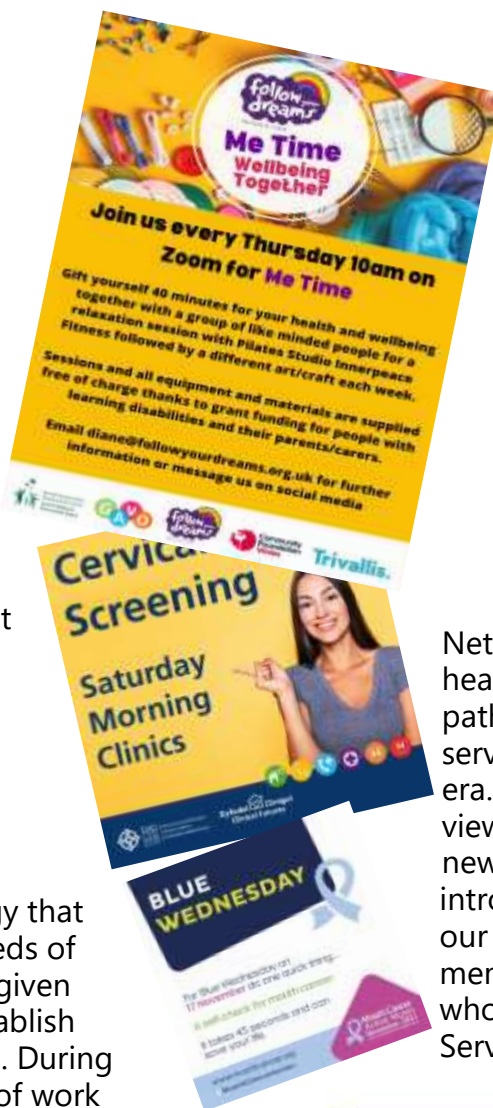
During the year, GAVO conducted a Gwent-wide Volunteering questionnaire. The results have enabled the Volunteering Officers to formulate an effective strategy that can specifically target the needs of the community and has also given local staff a useful way to establish new, productive relationships. During the year, an important piece of work across Gwent began in Blaenau Gwent to tackle Food Poverty and our Officers have been key in this work, in linking with local Community Centres and Tai Calon to provide support and advice and recruit volunteers to

help the growing issue. Our GAVO staff have also been working to develop a fully funded collaborative project with Volunteer Matters and the local authority around Loneliness and Isolation support and were pleased to learn that funding will be granted to Volunteering Matters to continue the work they were doing throughout the pandemic and expand upon it. There have also been positive outcomes from cross promotion between volunteering and the Blaenau Gwent Communities 4 Work (C4W) team and with Maximus which runs the probation service and which has led to good contacts and potential to support ex-offenders into volunteering.

Health and Social Care (H&SC)

During the year, our Health and Social Care Officer has worked closely with the befriending scheme in Blaenau Gwent run by Volunteering Matters (VM) which was funded until September 2021. Relationships with providers and volunteers have continued to improve as organisations re-open and where staff have re-established connections with organisations.

Our H&SC Officer has also been aiding recovery through meeting and focusing work with the Integrated Wellbeing Network Lead to map all mental health support services and pathways in Blaenau Gwent, a vital service as we leave the pandemic era. From a collaborative point of view, links have been made with the new BG Carers Support Service and introductions made to partners, and our Officer has also met a new staff member at Cyfannol Women's Aid who is running a Domestic Abuse Service based in Ebbw Vale.



Our H&SC Officer has been working with ABUHB partners including planning how to increase uptake of cancer screening in BG in particular in relation to breast, cervical and bowel. Our staff have been heavily involved in focusing a social media campaign to aid in publicising this important issue. They have also been linking with the area's Volunteer Officers and Transport Co-Ordinator to recruit volunteer drivers for the Transport to Health pilot scheme in Brynmawr, which has seen drivers contacted through the My Surgery App, through staff and partner networks and social media. Our Health and Social Care Officer continues to work with ABUHB Public Health Team to promote and encourage uptake of the Connect 5 Mental

Health Training Programme; seen as an important task to ensure there are as many front-line workers across various roles and sectors trained as possible in order to raise awareness of Mental Health issues and where people can find further support.

The Weekly Burst has remained a popular and vital way of communicating health information.



Communities for Work—C4W & C4W+

GAVO continues to deliver the Welsh Government and European Funded Community Employability Programmes across Blaenau Gwent in partnership with the DWP and ensure that those who face most disadvantage to accessing employment are given the support and financial help to reduce barriers to employment and seeking work.

Participants of each programme have been provided with intensive one to one mentoring through a personal development plan and supported with a dedicated Community Employment Mentor who is able to access training, work placements, interviews and ultimately job opportunities in partnership with local providers and employers.

Since inception, the C4W and C4W+ programmes have:

During the financial year 2021/22:

Engaged with
625
individuals

Supported
388
into
employment

A significant amount of time has been spent to ensure the Programmes are marketed and promoted, paying additional attention to those who are hardest to reach, either because of their geographic isolation from town centres, or because of their economic status (i.e., if people are not claiming benefits, we don't necessarily know where they are and how to reach them). With this in mind, GAVO has delivered the programmes in 4 of the main Town Centre's in Blaenau Gwent in addition to outreach facilities that are situated in more remote communities across the county borough that are more easily accessible. The outreach facilities working on a timetable throughout each week.

In terms of marketing the programme, as many innovative ways as possible have been used to try and reach those who are actively seeking employment and to those who are most in need of support and don't know how to access support that our programmes can offer.

Engaged with
2760
individuals

Supported
1343
into
employment

Some of the Marketing and promotional methods that have been used during this reporting period include a Digi Van, a Text to service, Taxi Wraps (supported by local taxi firms), and an online escape room and window wraps:



As part of the support that we provide, Academies in various sectors are available to participants, taking through a journey of training, work experience placements and interviews in a specific sector which have included:



In addition to this support, we have been able to offer, unique to programme participants, direct access into Mental Health support through MIND and support from CAB. While both these services are freely available, through Service Level Agreements, we are able to offer a direct referral into the services which means that participants do not have to go through the process of waiting lists.

The CAB project has only been implemented in the last quarter of the year. During the year there have been some excellent outcomes for people who have accessed this support which include:-

Financial outcomes summary

		January 2022	February 2022	March 2022	Grand Total
Income gain	Number of outcomes	3	2	4	9
	Client count	3	1	3	6
	Amount	£4,098	£340	£8,182	£12,620
	Average per outcome	£1,366	£170	£2,045	£1,402
	Average per client	£1,366	£340	£2,727	£2,103
Other	Number of outcomes		5	7	12
	Client count		4	4	8
	Amount		£4,549	£0	£4,549
	Average per outcome		£910	£0	£379
	Average per client		£1,137	£0	£569

“The outcomes are far ranging as clients have had increased incomes, better advice to accessing support from the correct agency. There have been income gains of £12,600 for clients during one quarter” CAB

The MIND Mental Health project continues to support the Community Employment Programmes in Blaenau Gwent and while most of the work that is being undertaken is done via telephone and TEAMS, there are encouraging numbers coming through. The relationship between mental health and unemployment is bi-directional. Good mental health is a key influence on employability, finding a job and sustaining that job. Unemployment causes stress, which ultimately has long term physiological health effects and can have negative consequences for people's mental health including depressions, anxiety and lower self-esteem. During 2021/22, 30 participants have received one to one mental health support in order to help fulfil their aspirations for employment.

C4W Good News Story

Summary

CS was a 26-year-old single mother of 2 children aged 5 and under with no support around her who had not worked since having her children, with no qualifications.

Background

CS was referred to the CFW Adult Mentor by Abertillery JCP after her circumstances changed and she had to stop claiming IS and had to start claiming UC

The engagement...

An initial assessment was completed by the Triage officer and she was passed to a mentor for support. A meeting followed with CS in Abertillery Library, her local outreach venue, to start her participant portfolio needs assessment and follow up appointments. There were a number of barriers that were preventing her from finding work. CS was a single mother to 2 children aged 5 and under and she had no family support around her to help with childcare. She hadn't worked since she had her children and was also a non-driver. She did not have a laptop and was only able to access the internet on her mobile phone.

Her short and long term goals were discussed and it was discovered that her dream job was working in a school as Teaching Assistant as she

felt this would be a good career option to work around her children. However she thought this was an unrealistic goal as she had not done very well in school and did not have any qualifications.

CS was reassured that this was not unrealistic and that the fact that she did not do very well in school or have any qualifications did not matter. Her personal development plan was developed with her, training, discussed and the Teaching Assistant Academy that C4W facilitate was suggested. It was agreed that CS could join the course late as it had already started, allowing her to still be able to complete the TA qualification and Paediatric First Aid in the classroom with the other candidates, safeguarding and food hygiene courses were arranged separately. CS was given the opportunity to join on late to the course or wait until September when the next Academy would be run, but she chose to dive in deep and join the course.

CS was worried about childcare having never left her children with anyone apart from family before, so she was apprehensive about using a child minder. The mentor reassured her and suggested that a meeting with one of the local childminders to discuss her fears. Concerns allayed, the barrier funds were accessed to pay for the childcare costs and CS was able to complete the TA Course and Paediatric First Aid whilst her children were being cared for. She also undertook safeguarding and food hygiene course on line using one of the Chromebooks

that are loaned out to participants from CFW. CS then signed up for other Adult Learning Wales courses including autism awareness and dyslexia awareness which will enhance her already growing CV.

With mentor support CS has signed up with a Teaching Agency, accessing the barrier fund to pay for her EWC registration and DBS.

CS told her mentor that the whole experience had made her more positive and given her motivation to work and she was no longer worried about leaving her children with the childminder to go to work, which was something she wouldn't even have contemplated.

She was encouraged to contact Teacher Active once children were settled back into school and was offered a long term position at Cwmcarn Primary School. CS was overjoyed, especially as her friend working nearby could provide a lift share. The final barrier was finding a childcare

provider who did not require an upfront payment as Universal Credit help would not start until after a month of employment. After consultation with WG and submission of the file, it was agreed that the barrier fund could be used and everything was put in place for her to start work. Importantly, the mentor kept in touch to ensure everything was going well.

CS has a long term contract at the school and is so happy with the way everything has worked out. She can't thank CFW enough for all of the support she received and it is without a doubt that she could not have achieved what she has without the help of the programme. CS's life has changed so much for the better.

She said "without the help and support I have received over the past few months I would still be sat at home with no prospects getting myself deeper in to debt and more and more depressed. I now have a career in front of me and I am going to be a positive role model for my children. I cannot wait to see what the future is going to bring"

Transport to Health Programme (T2H) Blaenau Gwent & Caerphilly

During the year, GAVO implemented the Transport to Health Programme with funding from ABUHB, focussing particularly on access to The Grange Hospital from Blaenau Gwent, Caerphilly and South Powys. The early months were focused on working closely with GAVO staff to gain an understanding of the current situation regarding Community Transport (CT) across the target areas and subsequently building a picture of the whole ABUHB footprint.

The Officer, seconded from Bridges in Abergavenny, was active in contacting local AMs and MPs to discuss issues with transport to health raised by their constituents which was negative in terms of CT but positive in terms of interaction. The Officer created a Directory of Transport Services which has been circulated to

all hospital wards and health centres in ABUHB and to all existing Community Transport schemes.

Circa £70k in grants have been distributed throughout the year, with the Officer working with these projects on their monitoring and evaluation in order to report back to ABUHB. At the end of the year funding for the post was agreed, to continue with the Officer returning to Bridges with GAVO links to be maintained.





Caerphilly

The core Caerphilly Team are based at

**Cherry Tree House, Carlton Drive, Pen-y-Fan Industrial Estate, Crumlin
NEWPORT NP11 4EA**

Community Development

For Third Sector development, group enquiries for funding, auditing and legal advice continued to increase as more restrictions were lifted and the community were proactive in looking to resume activities. It was highly positive to see funding being agreed for specific centres across the borough to support the expansion of services, which shows confidence in recovery. This was vital for communities, as was our help in supporting these developments.

As with all Development staff across GAVO, the Voluntary Sector Emergency Fund was launched with impressive responses. As such, our Officer has engaged with third sector

organisations providing facilities and activities for these groups, such as community centres and religious venues. During the year, the Winter Pressures Fund was fully allocated and 15 groups were awarded funding. During the year, GAVO has continued to run the Caerphilly Voluntary Sector Forum and Voluntary Sector Representatives Sub Committee and played a key role in Voluntary Sector Liaison meetings with CCBC when they were re-instated, which has had good representation and importantly, Public Service Board (PSB) influence.

Officers have also been active in working with United Welsh to develop and constitute groups within their social housing settings and held meetings with Smart Money Cymru to explain the issue with retrospective funding on some

successful grant awards and the possibility of short term loans at no cost. Staff have also kept communication to a high by providing the first Caerphilly Third Sector Bulletin which provides a roundup of information and third sector activity in the county borough.



Volunteering

Volunteering continues to be prominent in Caerphilly, with many new opportunities surfacing and volunteers receiving many recognition award certificates for hours completed during the year. Staff have been supporting Cash4U funded projects which ensure a great opportunity for collaboration with other youth related projects across the area. Social media is a key resource in Caerphilly with staff raising awareness of Volunteering via Email / Facebook for associated providers, and provided updates and new engagement opportunities and training.

The new GAVO Youth Volunteering Officer in Caerphilly supported the £20,000 Caerphilly County Borough Council/GAVO Youth focused grant, advertised to existing organisations in a position to pilot wellbeing activities for young people. During the year our officer made links with the probation service as they were looking at utilising GAVO services to place some ex-offenders in volunteering opportunities. GAVO have been providing support and access to the Volunteering Wales system.

The joint working post with Caerphilly County Borough Council, the Buddy Scheme Volunteer Co-Ordinator / Employer Supported Volunteering has been working to provide volunteering opportunities on Volunteering Wales that were easy and accessible to Caerphilly County Borough staff as part of the Volunteering Action Area. This has helped improve links with the Local

Authority and its Corporate Social responsibility opportunities.

GAVO staff were instrumental in a volunteer led tree planting project as part of the environmental action area for the current Caerphilly Well-being Plan with 5,000 shrubs being planted on a site at Ynys Hywel Farm to convert grass land to woodland. The First Minister attended in March and saw it as a great success for the area. Staff have been involved in the Chatty Cafe Rhymney, carrying out focused activities and volunteering events to increase recruitment and engagement.



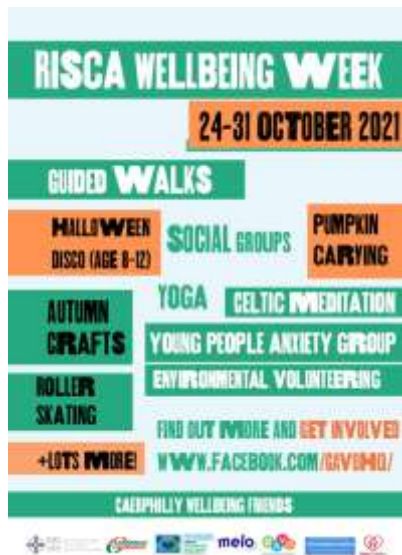
Health and Social Care (H&SC)

H&SC have continued to support organisations and have been active in working with partners across the region. Our Officer has been working closely with the Integrated Wellbeing Networks (IWN) as well as looking at joint working opportunities within the region, for example, the work with Royal Park in Rhymney. The work around the park has been a real collaborative effort by all partners to come together to plan and hold a community event in Rhymney Park, working in partnership to improve the Park for the benefit of the community.

Our Health, Social Care and Wellbeing Partnership Officer has been involved in the return of the Wellbeing Friends Coffee Morning, which restarted early in the year and has been positive in providing COVID guidance updates, discussions around the booster vaccination programme and a future programme for wellbeing friends going forward.

In partnership with the IWN and others, our

staff member has been integral in supporting the planning of the Risca wellbeing week with the idea to showcase what already happens on a weekly basis in Risca, and also host a number of taster sessions to engage with local people and families.



provided to families to support continued language development at home.



Collaboration within GAVO has been evident with our Officer and GAVO's Gwent Transport Co-Ordinator meeting Neighbourhood Care Network (NCN) Leads to discuss support for patients accessing medical appointments and The Grange hospital with the NCN's taking this seriously enough to commit NCN funds towards the transport scheme, particularly around the COVID booster.

The project Facebook page continues to grow and has now reached over 700 followers with staff creating new posts and videos to support speech and language for pre-school children. In relation to the Voices Programmes, they began the online delivery of two new Let's Talk with Your Family courses during the year with more families with babies and spreading the early language key messages across the borough.

Our Officer has also been involved in the initial meeting for Creative Prescribing which was held at the end of the year. Following the success of last year's Nature Prescribing pilot, IWN and representatives from CCBC's Arts Development chaired this meeting to bring together third sector, arts and creative groups to gauge interest.



Early Language Programme

The Early Language project continued to provide support for speech and language to families and children across Caerphilly. The project was successful in receiving funding through underspend in Families First and from this they were able to purchase resources to support the key messages for early language support at home and to provide booklets to support the delivery of the online Let's Talk to Your Baby course, which commenced in quarter 2 of 2021/22. For our Early Language Project, the first Let's Talk with Your Baby (pilot) group was completed at the end of August and in September the Early Language Officers met with the parents and babies to gather constructive feedback. Babble Bags have been

Staff continue to support individual families with bespoke support for early language and are working in partnership with other Early Years services in Health and the Local Authority.





Monmouthshire

The Monmouthshire Team are based at:

Sessions House, Maryport Street, Usk, Monmouthshire NP15 1AD

Community Development

GAVO continues to work with our PSB partners in the structure of the Monmouthshire Programme Board and PSB, with a view of continuing our progression within the Active Citizenship Action area. GAVO's Development Manager has been working in partnership with Mon CC and others on a hub initiative and with the food poverty programme in the Chepstow area. The new TogetherWORKS hub in Caldicot opened during the latter part of the year, providing even more scope for new initiatives and projects in the area. Our Development Officer providing dedicated time to support the TogetherWORKS Hub alongside two members of staff who have been appointed, with a consultant to oversee the paperwork and reporting on the project and a hub coordinator to help drive forward new initiatives and deliver project impacts.



Relationships with partners in Chepstow and local groups also continue to grow with enquiries increasing with GAVO recording increasing diversity of enquiries. Funding work has also been intense in respect of ICF and VSRF in Monmouthshire, with a higher number of funding applications received for both. GAVO staff have been leading on the

Community Support Networks which are encouraging new people to engage locally, and which dovetails perfectly into regional development work. During the year, our Development Officers have been key in administering and supporting both the WCVA Strategic Projects Fund (approximately £42k) and Community Renewal Fund (approximately £82k) to potentially deliver further Community Hubs in Monmouthshire.

Volunteering

Our new officers are continuing to develop their understanding of volunteering in Monmouthshire and have been gathering resources to ensure that they are able to support volunteers and organisations to the continued high standards within the county.

Support continues within Monmouthshire to provide positive volunteering opportunities through Volunteering Wales. Due to demand, our staff in Monmouthshire have developed a greater use of GAVO's Volunteering Facebook page for the area. Engagement has increased by 2500%, page likes by 175% and people reached 2704% increase. The key successes have been #TipTuesday and #Opportunity of the Week, which following on from piloting in Monmouthshire have now been implemented as working practice across the other regions. Our Officers have been heavily involved in the Community Support Networks working closely with Monmouthshire County Council to connect with community members. Officers have also been linking with other partners, notably Aneurin University Health Board on the Diverse Communities Health Forum, working

together with other organisations to create an event that is going to encourage people from all communities to attend and receive health checks and important health messages. Work has progressed and been positive with our involvement in working with Community Champions across the county. These community champions are Volunteers who are trained to give guidance to the people of Monmouthshire on what's happening in their community, also on occasions also having the knowledge to divert to specialist services. Our Officers have worked closely with the rest of the Monmouthshire Team to tackle digital inclusion, with staff attending meetings and learning about the process of setting up a digital inclusion network, finding out the needs of the community and putting in place support. The Community Support Networks hosted by Officers in Caldicot and Chepstow have been a success and have given staff a real insight into the priorities of the community. Staff have also been key in setting up and supporting events, one being with Girlguiding Gwent with the event aimed at giving visitors an idea of the role that volunteers do, and to hopefully encourage some people to sign up to become a volunteer with the organisation.

Health and Social Care (H&SC)

Our H&SC Officer has also been working with partners on COVID recovery plans and been assisting with designing a monitoring process for feedback to Regional Partnership Board Transformation fund, which will allow for improved involvement of the sector. The collaboration with Neighbourhood Care Networks (NCN's) and MCC to pilot Community Wellbeing Link workers has commenced with the 6 months pilot funded from Transition monies via MCC. GAVO is hosting the 2 full-time equivalent posts (3 officers) who have been building relationships with GP practices and meeting people who may benefit from support in the community or voluntary sector.

These Officers have been involved with groups looking at tackling poverty, inequality and digital inclusion and assisting in developing awareness campaigns for wellbeing and mental health support and cascading information out to a wide network with recruitment underway. The new Community Link workers are an

excellent addition to the Team and will add to GAVO's role in Abergavenny and the south of the County. Our H&SC Officer has been building relationships with the Psychological Wellbeing Practitioners who are based in GP surgeries and linking with the Primary Care analyst and the MCC Wellbeing team to avoid duplication and to work together to evidence impacts. Our GAVO staff member has also inputted into an Active Citizenship and Volunteering strategy for Monmouthshire and represented GAVO on partnership groups concerned with ageing well, poverty and inequality.

Monmouthshire Carers Project

Our Monmouthshire Carers Officer has been focused on Carers events which have gradually resumed following COVID. During the year, carers have been offered a £10 voucher to be spent at various outlets within Monmouthshire and Ex-carers have also been recognised especially during this difficult time and have been given a £60 voucher in appreciation of their caring role. The Carers Officer

engaged with over 1,000 carers to promote a Christmas Luncheon in November and December 2021, which was well received and well attended. Working in partnership, our Officer has also been involved in inter-generational events which were organised for young and adult carers and hosted in Gilwern Outdoor Pursuits Centre, which was a great collaboration opportunity. During the year, our long standing Carers Officer retired, a new Carers Officer to be appointed in the new financial year, with full details of their work and contacts available on the GAVO Website, <https://www.gavo.org.uk/>





Newport

The Newport Team are based at:

**Room G5, Beechwood House, Beechwood Park, Christchurch Road, NEWPORT
NP19 8AJ**

Community Development

GAVO is the joint lead on the Right Skills action area and through progressive discussion, the action area has split to focus work on a number of specific streams. GAVO is leading on identifying community groups to survey opinion on Adult Community Learning for employees, volunteers and wider. Engagement has been a focus of the Regional Strategic Lead Officer, with COVID response being a particular concern.

which has been able to restart during the year as the Newport Network with many new and old participants. Organisations have been slow to gain confidence to come together face to face and meetings continued on Zoom and Teams until the latter part of the year.

Our Officer has been engaging with community partners in Pill, attending Wednesday walks with partner organisations. These walks have helped make connections including Pill Mill Centre,



Our new Development Officer has been actively engaging with the communities the team support, collaborating with partners and providing support to groups with funding and governance advice, with positive feedback. Our Officer is also looking into ideas of how to incorporate asset mapping and asset based development with strength based approaches for groups in the renewed Newport Forum

NCC staff and Gwent Police. Community visits to Ringland and Maindee have helped engage with a wide variety of groups, board directors, individuals and partner organisations during the re-opening of the sector post Covid. All these opportunities have started to help build bridges between different organisations which has seen so many positive impacts for Newport.

The Officer has developed a monthly newsletter

circulated to a wide contact list, containing funding opportunities and information for the sector.

Volunteering

Our Newport Volunteering Officers have had many links with the Youth Council, focusing on the Youth Led Grants and have had real positive engagement with Newport City Council (NCC) who were keen to assist with the preparation of processes for the annual small grant funding cycle 21/22. A key focus has been integration with existing groups and this has progressed well over the year with many new and old links in place. Our Officers have been active at a Newport based Fresher's events which both provided great engagement opportunities with many young people aged 14-25 years, registering their details with us for follow up information, support and guidance.

Our Volunteering Officer has secured a partnership with University of Wales Civic Engagement Scheme, designed to encourage students to engage and volunteer in the communities in which they are studying. This pilot project allows GAVO to promote appropriate volunteering opportunities on the USW Careers Connect platform with the potential of placing more Newport students as a result of the scheme. These opportunities have been carefully selected to ensure they are accessible to students in terms of location and flexibility of the role around their studying. GAVO staff have been invited to return to speak to another Occupational Therapy Recovery Through Activity user group about access to and the benefits of Volunteering.

Staff have been collaborating with other CVC's to share best practice around City of Sanctuary projects (CoS), through meetings organised by Swansea CVS.

Volunteering Officers have developed an effective partnership with Volunteering Matters in Newport, allowing GAVO to identify volunteers with local groups to join training programmes being run by them, benefitting volunteers by providing them with the opportunity to upskill.

Health and Social Care (H&SC)

Our Health and Social Care Officer, as Regional Strategic Lead, has been involved in key discussions with Newport County Council (NCC) regarding Food Poverty initiatives, continuing to support the progress of a FoodCycle UK initiative for Newport. She has engaged GAVO's Volunteering Officer to support FoodCycle with recruiting volunteers for the Community Food Project.

The Regional Strategic Lead supports third sector involvement in the One Newport Partnership via the Third Sector Partnership Council, working with the Development Officer to ensure there are opportunities for information sharing at the Third Sector Network. The Network nominating a new representative for the Right Skills Board during the year.



Partnership working with ABUHB has also progressed around developing services e.g. bereavement support, mental health, wound care (establishing Lindsay Leg Club for Newport). Staff have also initiated discussions on developing third sector support to GP practices and third sector support for patients who are currently waiting for treatment, discussing a funded role to actively manage referrals to third sector support while people are waiting due to the COVID backlog. Our Officer has put forward proposals to the NCN's to develop 2 posts to support the Multi-Disciplinary Team and Virtual Ward model to assist with effectively engaging the relevant third sector services to support patients on

discharge from hospital. These posts could be a key element of the model for delivery moving forward and would also help to map gaps and provide support for commissioning services based on need and unmet need. As in Blaenau Gwent, work has been progressing to support Bowel Cancer UK, raising awareness of research looking at improving outcomes for people with Bowel Cancer, raising awareness of the work with the Newport NCN's East and West.

The Winter Pressures and ICF Small Grant Schemes were fully allocated during the year benefitting small organisations and communities across Newport.

A key issue in Newport is digital exclusion and our Officer has been actively contributing to the Newport Digital Inclusion steering group collaborating on informing the digital inclusion strategy with specific focus on including people with disabilities, sensory impairment and those with cognitive impairment.

Newport Parenting Project

Our Newport Participation Officer has been busy linking to the work of the Bettws Early Learning Centre and has become a lead on the Community Action and Inclusion group, planning community engagement activities in Bettws. The group has also worked alongside the Green and Safe Spaces to Play work-stream, Building Blocks meetings and with Save the Children to update them along with GAVO Management on project progress and participated in discussion around the potential for Innovation Funding that could support this project. During the year, our Officer undertook Circles of Security training to enable her to begin new Circles of Security (CoS) Groups with Barnardos and this has continued throughout the year. Our Officer has also focused on providing these opportunities specifically targeting men during the year after monitoring data and analytics on the audience participating in these early in the year. Our Officer has also attended a reflective practice session and agreed to try to encourage more CoS facilitators to attend. Our Officer attended an Early Years Development and Childcare Partnership meeting and spoke to the meeting about issues around mental health emerging after the last lockdown period and the drive to

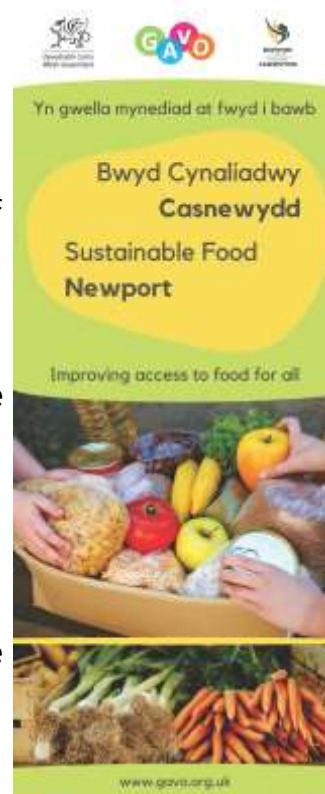
change the access for Adult Mental Health resources especially where there are children living in the household.

Food Sustainability Project

During the year, GAVO appointed a Food Poverty Officer, funded by Newport City Council through WLGA money. The Officer has met with a number of groups offering food to clients and many community growing projects with the aim of developing a strong network. Among these were a number of BAME groups and organisations who were able to advise on the additional barriers that exist to ethnic minorities when it comes to accessing emergency food support services. These included:

- Lack of availability of culturally appropriate food parcels
- Lack of understanding of the barriers some users and potential users
- Attracting volunteers with specific skills/availability
- Insufficient space for storage
- Lack of knowledge of other support services
- Some duplication of service provision
- Increasing costs for fuel and utilities
- Provision of unlimited food parcels can result in dependency

In addition to meeting food supply groups our Officer has made many introductory links and held meetings throughout Newport with key individuals and partner organisations who in turn can provide support for the project. The Project included a Food Sustainability Grant Scheme to be administered by the Officer which will support food sustainability projects.





Gwent-wide

Education Programme for Patients (EPP)

The EPP has continued to provide online training opportunities across Gwent with in person training commencing towards the end of the Financial year. The EPP team has met the new Health Minister Eluned Morgan at the Velodrome Newport in June which showcased the work GAVO had done with the new Long COVID course. The GAVO team were congratulated by the Health Minister on the success of the EPP programme and the versatility of the NHS working with third partner agencies, even being mentioned later when interviewed by the BBC.



During the year, EPP created a new and exciting EPP Film, with the film being centred around courses offered and referral pathways across Gwent. Over the lockdown, EPP in GAVO recorded 80+ courses, the most online courses

available across Wales. EPP have had the opportunity to present to new psychological wellbeing practitioners in October as there were new staff coming into post each month and they differ in work from the Primary mental health team referrals. Our Officer carried out a presentation to the practitioners in the surgeries on the successes of EPP. The project has had some positive praise from Primary mental health teams which really evidences the impacts of the project.

Do you recognise any of these symptoms?
Know someone who does?

Condition
Muscle
Medical
Fatigue
Fibromyalgia
Pain
Joint
Awareness
Illness

Free Living with Chronic Pain Course

Are you interested in joining a virtual group for a 7 week course on Chronic Pain Management?
All from the comfort of your own home!

Forfeiting Virtual Courses:

MSK Pain Management Course - Thurs 1.00 pm to 2.30 pm, 6th March - 11 April 2023
MSK Pain Management Course - Thurs 6.30 pm to 7.30 pm, 29th April - 20 May 2023
MSK Pain Management Course - Thurs 9.00 am to 11.30 am, 19 April - 18 May 2023

NICE Living with Long Term Condition course

- Stress
- Tiredness
- Pain
- Tense muscles
- Difficult emotions
- Difficulties with sleep
- Depression
- Mobility issues

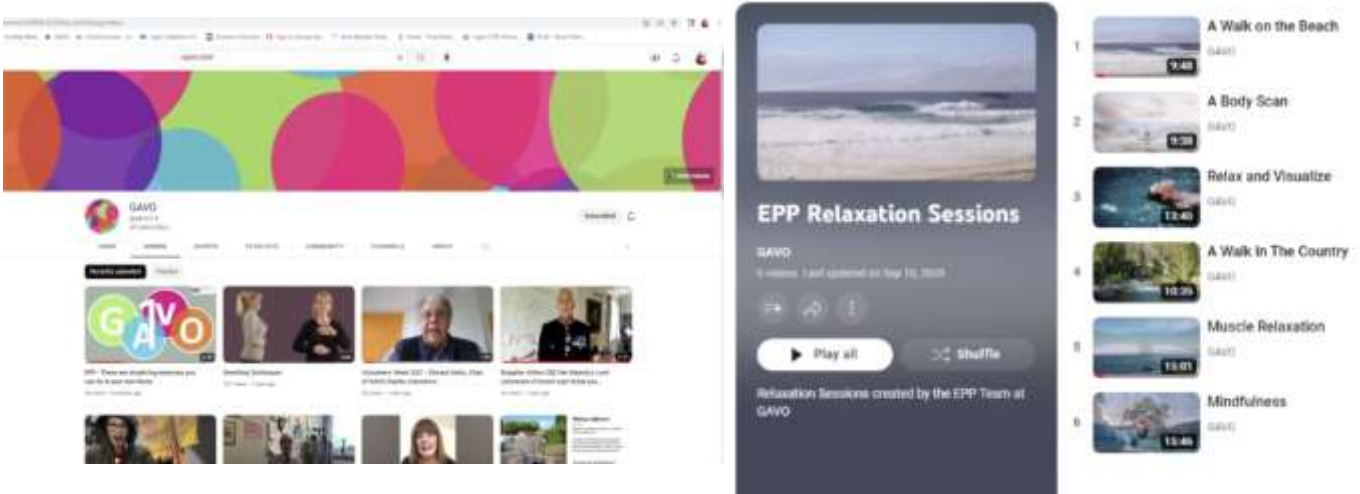
Do you recognise any of these symptoms?
Are you interested in joining a group for 1.5 hours
For 7 week self - Management course via Zoom

Thursday 1st April 10:30 am - 12:00 pm

Staff have carried out a combined presentation to ABUHB end of year review with EPP project and following this, staff received overwhelming support from ABUHB staff on their accomplishments during the pandemic. Due to the success of the team, GAVO has been funded for extra days going forward to support the local General Practitioners with courses.

Courses will continue throughout the year 2022/23, with details of these courses available on the GAVO website, <https://www.gavo.org.uk/>.

The EPP films can be found on the GAVO YouTube Channel https://www.youtube.com/channel/UCWRTK_EzCZfwq_u0xO2Syog/videos



GAVO Restart—Risk Assessment Project (WG Volunteering in Wales Funded)



The Risk Assessment Project began in 2020/21 but due to extended lockdown regulations could not begin properly until the end of the financial year. Following conversations with WG the project was extended into 2021/22.

The project was designed to support third sector organisations in ownership of or managing community buildings to undertake professional risk assessments to allow them to re-open safely, and give trustees the confidence to start providing activities and services again. Each organisation received a risk assessment visit and follow up report and advice on the safe use of the premises, advising on putting in place all the measures required to meet covid regulations. As well as the immediate covid requirements, the professional assessors also provided more holistic advice on health and safety, covering asbestos, electrical installations, PAT testing, legionella testing etc.

The project provided ongoing telephone advice lines for six months to enable groups to receive further advice when any issues arose. 40 organisations benefitted from the scheme across the GAVO area, with excellent feedback from those assessed. The feedback from the risk assessors highlighted a wider need for organisations with their own buildings to understand their responsibilities as some trustees were unaware of some of the legislative requirements, identifying potential training or project work for the future.



Corporate Services

WHAT WE DO: We provide a range of support to GAVO's core operation and its projects, to ensure we maintain a high quality delivery of services.

Training

During 2021/22, GAVO continued to deliver targeted interventions linked to our core TSSW delivery and has continued to promote, educate and engage with the TSSW Knowledge Hub. The website for the TSSW knowledge hub is shown below:

<https://thirdsectorsupport.wales/>

We have continued to source and provide training opportunities with a view of positively upskilling voluntary and community organisation members in line with the demand of the Third Sector.

Marketing and IT

Social media platforms have been pivotal to our continued communication with members with our changes to our ways of working. Focusing on the expansion of Social Media platforms was a focal point during Covid recovery. We continue to expand the use of our brand for all documentation and promotional materials, ensuring we have a strong and consistent visual identity. We continue to use the brand positively on any information documents aimed at the Third Sector, leaflets and marketing materials including selfie frames and business cards. The branding has also been fully embedded into GAVO's social media and digital content which is aimed at improving quality of service, content and engagement. We have continued to look at utilising social media to promote third sector activities throughout the year, particularly those that have been able to adapt to offering their services on line.

The IT Officer role has been vital in the support of staff through improved accessibility and functionality to meet the needs of the organisation whilst continuing to monitor, review and update a number of online platforms. The ability to use virtual meeting platforms has allowed the organisation to

provide support to members and the sector in an even more agile way than ever before, with the use of Teams and Zoom to enable forums and meetings to evolve and be more inclusive to many organisations and people within our communities.

Finance and HR

The Finance Department continues to ensure the finance function for GAVO is managed in line with the required legislation. The Finance Team continues to work with the newest Sage Cloud package which has improved data safety and the management of purchase and sales ledgers. The online systems have allowed the team to continue the processing of payroll for GAVO's staff, projects and various Third Sector partners. GAVO's finance team has also continued to administer grants to the Third Sector, provided support to organisations and has provided advice and support when needed.



GAVO's Human Resources function is an important role in the Corporate structure to ensure support is continually available to staff, providing advice and guidance to line managers and continually ensuring that the legislative context is acknowledged through our policies.

Facilities

In line with the restructure, GAVO has taken the opportunity to review its buildings during 2021/22. GAVO has moved out of its original office, Ty Derwen, during the year while the building sale proceeds and has now located in each of the regions of our Gwent footprint. GAVO's core County Voluntary Council business is now conducted from the Innovation Centre in Blaenau Gwent, Cherry Tree House in Caerphilly, Sessions House in Monmouthshire and Beechwood House in Newport. Information on locations and the services provided from these buildings is located on the website.

Engagement & Influencing



Stephen Tiley
Chief Executive Officer

Third Sector Support Wales

GAVO continues its links with TSSW Networks which have been beneficial for problem solving and promotion of our work and the work of the sector in Gwent. It provides the sector and GAVO that key opportunity to link into the national picture and have a voice where needed but also gives us the opportunity to learn from others across Wales.

There have been real collaborative approaches to national working, with Wales Council for Voluntary Action (WCVA) and other CVC CEO's, with attendance at the Third Sector Support Wales (TSSW) Executive, CVC Cymru, TSSW Safeguarding Board. Officers of GAVO have been attending various committees such as the Volunteer Practitioner Network, Funding Network and the Learning Steering Group to name a few. This national link allows for influence and engagement through communication streams between TSSW (GAVO is a member) and Welsh Government. Communication continues with MPs, MSs and Local Councillors which has helped influence the development of policy, legislation and agree funding which have been so critical during the pandemic and will continue to be important moving forward.

The CEO continues to be part of the South East Wales Collective which is a gathering of CVC CEO's covering South East Wales. Outside of this group, it has been useful to have discussions with partner CVC CEO's to discuss impacts, ways of working and identify opportunities to progress collectively.

Gwent Public Services Board

The Gwent PSB held its first meeting in September 2021, with all County Public Service Boards (PSBs) now ceased, having carried out their last meetings. There will be regional support in the form of "Local Delivery Groups" at which GAVO will continue to represent the third sector as well as at the Gwent PSB level. The focus for GAVO will now be overseeing and supporting the transitions into the regional way of working. Even though GAVO continue to be the Lead on Age Friendly Communities in Blaenau Gwent, Volunteering in Caerphilly, Active Citizenship in Monmouthshire and co-lead on Right Skills in Newport under the current Wellbeing Actions, GAVO will, as the next iteration of Wellbeing Plans come into play from April 2023, Co-Lead with Gwent Police and the Office of the Police and Crime Commissioner on the Cohesive Communities Priority. This will ensure the Sector has a sound footing in the next Wellbeing Plans and actions.

More importantly for the sector, GAVO SMT have started the work of producing the Gwent Third Sector Partnership Agreement for approval during 2023/24. The new Gwent Third Sector Partnership Agreement will be the governing document for the Gwent PSB for their working and collaborative relationship with the Third Sector for Gwent.

Regional Partnership Board

GAVO is represented on the Gwent Regional Partnership Board at Board level and at Leadership Group by SMT. At the beginning of the year the RPB considered the Welsh Government White Paper on Rebalancing Care and Support produced by the Minister Julie Morgan, which reviewed the role of Regional Partnership Boards across Wales. It was important for GAVO to be involved at all levels of those conversations to ensure the role of the third sector was considered.

During the year, consideration was given to the new funding scheme to replace ICF—Integrated Care Fund and Transition Fund with RIF—Regional Integration Fund.

The Year at a Glance

124

Groups awarded with funding by GAVO through local grant schemes totalling

£288,305

119

Groups supported to obtain funding of

£1,790,965

2,367

Interactions with organisations to provide direct advice

1,432

Individuals supported with volunteering

387

Individuals placed into volunteering