



Evaluation of the CVSC Capacity Building Project

Version 1.2 – 18th March 2026

Cymorth
Cymunedol
Gwirfoddol
Conwy



Community
Voluntary
Support
Conwy

Funded by
UK Government



Wedi ei ariannu gan
Llywodraeth y DU



Contents

Glossary of terms and abbreviations	4
Crynodeb gweithredol	5
Executive summary	8
1. Introduction	10
2. Methodology	11
3. Project processes	13
3.1 Project start up	13
3.2 The Key Fund application process	14
3.3 Management of Key Fund grants	17
4. Projects supported by the CVSC Capacity Building Key Fund	20
4.1 Introduction	20
4.2 Micro or short projects	21
4.3 Revenue projects extending over several months	26
4.4 Investment projects	30
4.5 Themes across the range of projects supported	35
5. Capacity building – non-financial	36
5.1 Introduction	36
5.2 CVSC Conference	36
5.3 Training / Third Sector support events	41
5.4 Research	43
6. Progress towards outputs and outcomes	44
7. Conclusions, lessons learned and recommendations	46
7.1 Conclusions	46
7.2 Lessons learned and recommendations	48

Annex A – Project logic model	51
Annex B – Sample topic guide	54
Annex C – Overview of projects granted financial support	56
Annex D – Summary of conference feedback	68
Annex E – Summary of conference delegate behaviour change follow up	76
Annex F – Summary of training event participant feedback	80

Glossary of terms and abbreviations

Conference	CVSC Conference held at Venue Cymru, Llandudno on 13 th November 2025
Key Fund	CVSC Capacity Building Key Fund
UKSPF	UK Shared Prosperity Fund

Crynodeb gweithredol

Cefndir

Cyflawnwyd Prosiect Adeiladu Gallu CCGC rhwng mis Mehefin 2025 a mis Mawrth 2026, gyda chefnogaeth Cronfa Ffyniant Gyffredin y Deyrnas Unedig (UKSPF). Cafodd y prosiect ei lunio gyda thair elfen: Cronfa Allweddol gwerth £400,000 yn darparu grantiau i sefydliadau trydydd sector yn Sir Conwy; rhaglen o gefnogaeth adeiladu gallu anariannol, gan gynnwys cynhadledd a hyfforddiant ledled y sir; ac elfen lai o ymchwil i ddarpariaeth trafndiaeth gymunedol. Roedd y prosiect yn cydfynd ag is-themâu Iach a Chynhwysol UKSPF.

Cynhaliodd 20 Degrees Consulting Ltd werthusiad annibynnol gan ddefnyddio cyfweiliadau â rhanddeiliaid, arolygon, astudiaethau achos a data monitro, wedi'u harwain gan fodel rhesymeg prosiect ac yn gyson ag egwyddorion Llyfr Magenta Trysorlys EM.

Cyflawni a Rheoli

Er gwaethaf cyfnod cyflawni cywasgedig, rheolodd CCGC y prosiect yn effeithiol. Dechreuwyd hyrwyddo'r Gronfa Allweddol a'r gynhadledd cyn cael cymeradwyaeth ffurfiol, gan liniaru'r pwysau ar fuddiolwyr, i ryw raddau, tra'n cynnal diogelwch ariannol priodol. Teimlwyd yn gyffredinol fod y broses ymgeisio yn gymesur ac yn gefnogol. Roedd ymgeiswyr yn gwerthfawrogi hygyrchedd, gwybodaeth leol a pharodrwydd CCGC i ddarparu canllawiau cyn ymgeisio. Roedd prosesau gwneud penderfyniadau yn gadarn ac yn dryloyw. Teimlwyd fod gofynion monitro yn briodol i faint y grant. Cynorthwyodd hyblygrwydd mewn mynd i'r afael â thanwariant i gael y canlyniadau gorau posibl.

Cyflawniad y Gronfa Allweddol a'r Gwahaniaeth a Wnaed

Cymeradwywyd 42 o grantiau, gwerth £412,090. Roedd prosiectau'n amrywio o ddigwyddiadau cymunedol bach i wasanaethau a ariennir gan refeniw a mentrau buddsoddi neu ddichonoldeb. Ar draws y portffolio roedd cyllid naill ai'n galluogi gweithgaredd na fyddai wedi digwydd fel arall neu'n gwella ei faint a'i ansawdd. Roedd themâu cryf yn cynnwys cynhwysiant cymdeithasol trwy fynediad am ddim, gwell iechyd a lles, cydlyniant cymunedol a chynaliadwyedd gwirfoddolwyr cryfach.

Roedd cyfleoedd gwirfoddoli a gefnogwyd ac a grëwyd yn sylweddol uwch na'r targed. Roedd maint cyffredinol y cyfraniad i gymunedau yn sylweddol. Yn bwysig, dangosodd sawl prosiect buddsoddi a dichonoldeb botensial etifeddiaeth, gan gynnwys datblygu ynni adnewyddadwy, caffael asedau cymunedol, trawsnewid

manwerthu a sefydlu Parkrun. Pwysleisiodd buddiolwyr fod cyllid ar gyfer camau datblygu o'r fath yn brin, ond yn hollbwysig i ddatgloi canlyniadau tymor hwy.

Adeiladu Gallu Anariannol

Denodd Cynhadledd CCGC, a gynhaliwyd ym mis Tachwedd 2025, 221 o fynychwyr a 33 o arddangoswyr. Roedd yr adborth yn gadarnhaol iawn, gyda sgoriau bodlonrwydd uchel a thystiolaeth glir o ddysgu. Sesiynau ymarferol, seiliedig ar offer, yn enwedig yn ymwneud â deallusrwydd artiffisial a chyfathrebu digidol, a ddangosodd y trosiad cryfaf i newid sefydliadol.

Cafodd digwyddiadau hyfforddi annibynnol hefyd dderbyniad da, gan gynyddu gwybodaeth, hyder ac ymwybyddiaeth o arfer gorau. Dywedodd y cynrychiolwyr fod galw parhaus am gefnogaeth mewn ariannu cynaliadwyedd, rheoli gwirfoddolwyr, diogelu a llywodraethu.

Perfformiad o Gymharu â Thargedau

Rhagorwyd ar yr holl allbynnau a'r canlyniadau y cytunwyd arnynt, gan gynnwys nifer y sefydliadau oedd yn derbyn grantiau a chefnogaeth anariannol. Roedd cyfleoedd gwirfoddoli a gefnogwyd ac a grëwyd yn sylweddol uwch na'r disgwyl, ac arweiniodd astudiaethau dichonoldeb at fwy o brosiectau nag a ragwelwyd.

Casgliadau, Gwersi a Ddysgwyd ac Argymhellion

Rhoddodd y prosiect werth ychwanegol clir i'r trydydd sector yng Nghonwy. Gwelwyd gwelliant mewn gwerth am arian wrth i CCGC leihau ei gyfraniad at gostau cyflogau a gorbenion, gan ailddyrannu'r arian hwn i fuddiolwyr. Nodweddwyd dull CCGC gan bragmatiaeth, cymesuredd a dealltwriaeth gref o'r cyd-destun lleol. Cryfhaodd y cyfuniad o gefnogaeth ariannol ac anariannol wydnwch sefydliadol, galluogodd weithgarwch cymunedol a chefnogodd ddatblygiad gwirfoddolwyr.

Roedd gwersi allweddol yn cynnwys gwerth rheoli cronfeydd cydgysylltiedig ar draws ffrydiau ariannu lluosog; pwysigrwydd cynnal dull cyffyrddiad ysgafn a galluogol ar gyfer gweinyddu grantiau; a'r potensial sylweddol o ran etifeddiaeth cynnwys prosiectau buddsoddi a dichonoldeb o fewn y portffolio o brosiectau buddiolwyr a gefnogwyd.

Cynigiwyd naw argymhelliad, gyda llawer ohonynt yn canolbwyntio ar gymhwyso arfer da'r prosiect hwn i reoli cronfeydd yn y dyfodol. Roedd argymhellion eraill yn cynnwys cryfhau monitro cydnabyddiaeth cyllidwyr gan fuddiolwyr ac ystyried sut y gallai cynadleddau yn y dyfodol fod yn fwy fforddiadwy i CCGC.

Ar y cyfan, rhagorodd y prosiect ar ddisgwyliadau o fewn amserlen gyfyngedig a gwnaeth gyfraniad ystyrion at iechyd, lles, cynhwysiant a gwydnwch cymunedol ledled Sir Conwy.

Executive summary

Background

The CVSC Capacity Building Project was delivered between June 2025 and March 2026, supported by the UK Shared Prosperity Fund (UKSPF). The project was conceived with three elements: a £400,000 Key Fund providing grants to third sector organisations in Conwy County; a programme of non-financial capacity building support, including a county-wide conference and training; and a smaller element of research into community transport provision. The project aligned with the UKSPF Healthy and Inclusive sub-themes.

20 Degrees Consulting Ltd undertook an independent evaluation using stakeholder interviews, surveys, case studies and monitoring data, guided by a project logic model and consistent with HM Treasury's Magenta Book principles.

Delivery and Management

Despite a compressed delivery period, CVSC managed the project effectively. Promotion of the Key Fund and conference began in advance of formal approval, mitigating pressure on beneficiaries, to an extent, while maintaining appropriate financial safeguards. The application process was widely regarded as proportionate and supportive. Applicants valued CVSC's accessibility, local knowledge and willingness to provide pre-application guidance. Decision-making processes were robust and transparent. Monitoring requirements were viewed as appropriate to grant size. Flexibility in addressing underspends helped maximise outcomes.

Key Fund Delivery and Difference Made

A total of 42 grants, worth £412,090.10, were approved. Projects ranged from small community events to revenue-funded services and investment or feasibility initiatives. Across the portfolio, funding either enabled activity that would not otherwise have occurred or enhanced its scale and quality. Strong themes included social inclusion through free access, improved health and wellbeing, community cohesion and strengthened volunteer sustainability.

Volunteer opportunities supported and created significantly exceeded target. The overall scale of contribution to communities was substantial. Importantly, several investment and feasibility projects demonstrated legacy potential, including renewable energy development, community asset acquisition, retail transformation and establishment of a Parkrun. Beneficiaries emphasized that funding for such developmental stages was scarce, yet critical to unlocking longer-term outcomes.

Non-Financial Capacity Building

The November 2025 CVSC Conference attracted 221 attendees and 33 exhibitors. Feedback was strongly positive, with high satisfaction ratings and clear evidence of learning. Practical, tool-based sessions, particularly around AI and digital communications, showed the strongest translation into organisational change.

Stand-alone training events were similarly well received, increasing knowledge, confidence and awareness of best practice. Delegates expressed ongoing demand for support in funding sustainability, volunteer management, safeguarding and governance.

Performance Against Targets

All agreed outputs and outcomes were exceeded, including the number of organisations receiving grants and non-financial support. Volunteer opportunities supported and created were substantially above expectations, and feasibility studies led to more projects than anticipated.

Conclusions, Lessons Learned and Recommendations

The project delivered clear added value to the third sector in Conwy. Value for money was enhanced by CVSC reducing its contribution to salary costs and overheads, re-allocating these funds to beneficiaries. CVSC's approach was characterised by pragmatism, proportionality and strong understanding of the local context. The combination of financial and non-financial support strengthened organisational resilience, enabled community activity and supported volunteer development.

Key lessons included the value of joined-up fund management across multiple funding streams; the importance of maintaining a light-touch, enabling approach to grant administration; and the significant legacy potential of including investment and feasibility projects within the portfolio of beneficiary projects supported.

Nine recommendations were proposed, many of which focused on applying the good practice of this project to the management of future funds. Other recommendations included strengthening monitoring of funder acknowledgement by beneficiaries and consideration of how future conferences could be more affordable for CVSC.

Overall, the project exceeded expectations within a constrained timeframe and made a meaningful contribution to health, wellbeing, inclusion and community resilience across Conwy County.

1. Introduction

The CVSC Voluntary Sector Key Fund was supported by the UK Shared Prosperity Fund (UKSPF) between June 2025 and March 2026. The project was approved with three distinct elements:

- A £400,000 key fund to support initiatives from 16 third sector organisations in Conwy
- A capacity building training programme for third sector organisations in the county, including a conference
- Research into community transport provision in Conwy County.

The project mapped on to two UKSPF sub-themes of:

- Healthy: Improve health and wellbeing
- Inclusive: Bringing communities together, tackling homelessness.

The project was expected to deliver a mix of outputs and outcomes:

Output targets:

- Award 16 grants to organisations working in Conwy County.
- Provide non-financial support to 100 organisations.
- Support the continuation of 30 volunteering opportunities in Conwy County.
- Support the development of 3 feasibility studies.

Outcome targets:

- Support the creation of 45 volunteering opportunities in Conwy County.
- Create 2 project opportunities by funding feasibility studies.

20 Degrees Consulting Ltd was appointed to carry out an evaluation of the project in July 2025 following a competitive tender process using Sell2Wales. This report is the result of that evaluation.

2. Methodology

A logic model for the project was developed at the outset of the evaluation and approved by the CVSC team. This is reproduced at [annex A](#). This set a baseline in how the project was expected to work and informed the evaluation’s research framework.

The evaluation was based upon best practice, as set out in H.M. Treasury’s Magenta Book¹. The evaluation drew upon findings from a mix of research methods and monitoring information:

- Stakeholder interviews – semi-structured – (option of Welsh or English). An example interview topic guide can be found at [annex B](#).
- Survey – follow up to conference
- Case studies – a mix of films and written
- Social media posts related to the project and its beneficiaries
- Use of project monitoring information.

A summary of participation is provided in table 2.1.

Table 2.1 – Summary of participation in evaluation by research method

Stakeholder group	Research method	Number approached	Number completed
CVSC team	Interview	3	3 (100%)
Organisations supported by Key Fund	Interview	29	22 (76%) ^(a)
	Filmed case study	4	4 (100%)
People attending the CVSC conference	Survey	14 ^(b)	13 (93%)

(a) Two of these interviews were carried out in Welsh. One further person was willing to be interviewed but was unable to do so within the interview window.

(b) CVSC asked attendees of the November 2025 Conference to provide feedback about the day. There were 35 responses but only 15 gave permission for recontact by 20 Degrees to understand the extent that learning from the event translated into benefits for the individual or their organisation. One of these was a CVSC trustee so was excluded to avoid biasing the sample.

¹ H.M. Treasury (2011) The Magenta Book. Available at <https://www.gov.uk/government/publications/the-magenta-book>. Accessed 6th February 2026

Documents provided to the evaluation by the CVSC team included:

- Contract between Cyngor Gwynedd and CVSC, including the project application and summary of target outputs and outcomes
- A project tracker
- A sample of application forms to the Key Fund
- A sample of grant assessments related to each application
- Minutes of the main panel meeting allocating Key Fund grants (3rd July 2025)
- Grant monitoring forms completed by beneficiary organisations at the end of their projects
- Project monitoring reports prepared for Cyngor Gwynedd by CVSC
- Feedback on the November 2025 conference
- Compilation of social media comment on the Conference
- Feedback from training events.

3. Project processes

3.1 Project start up

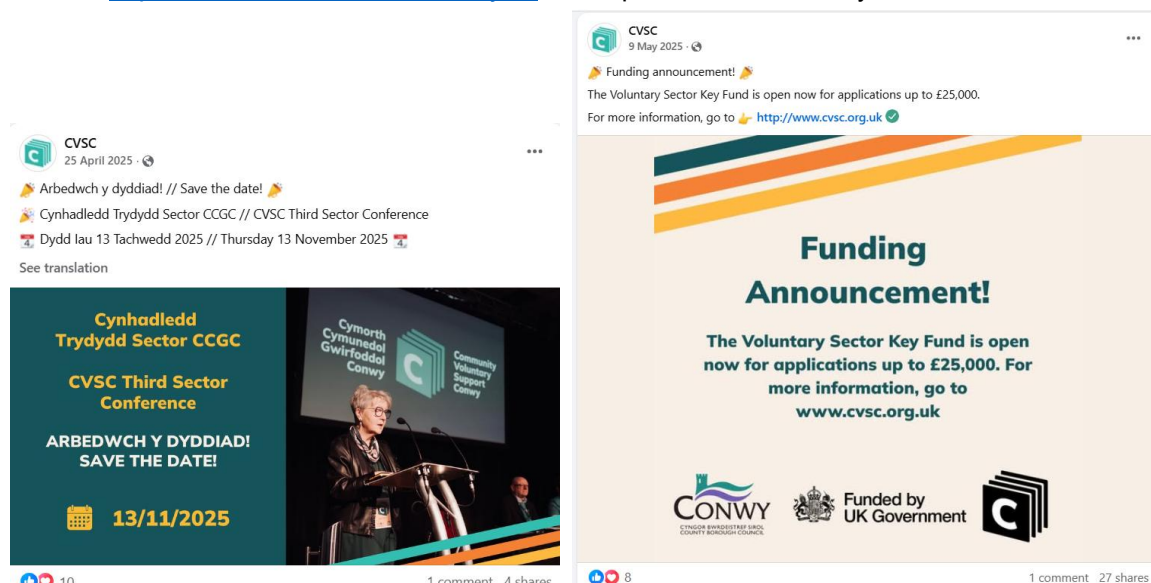
The project was a one year extension to the existing CVSC Capacity Building project resulting from the one year transition extension of UKSPF before that Fund was replaced. Consequently, the project team had developed and refined all of the processes necessary to run the project effectively.

While the project funding was notionally from April 2025 to March 2026, formal approval of the project was not received by CVSC until June 2025. There followed a short period of further delay while CVSC requested, and was granted, an advance payment of funding to support Key Fund grants to successful third sector applicants. Delivery of projects by Key Fund grant recipients was scheduled for completion by mid-January 2026, to allow for effective project closedown, reporting and evaluation. In practice this only gave beneficiary organisation seven months to deliver their projects, a period which included Christmas and New Year.

CVSC adopted a risk-based approach to the project start, mindful that successful applicants to the Key Fund needed as much time as possible to deliver successful projects. Moreover, the Conference required a significant effort to organise. Promotion of the Key Fund and initial arrangements for the Conference commenced before the receipt of the formal grant award letter, albeit CVSC did not make any financial commitments at that stage.

Figure 3.1 – Promotion for the CVSC Conference and the application process for the Key Fund began before the formal grant award

Source: <https://www.facebook.com/conwyvol>, 25th April 2025 and 9th May 2025



The sample of applicants to the Key Fund were able to identify how they had heard about the Key Fund in order of frequency:

- An e-newsletter from CVSC – the majority indicated this direct approach to them was the way they heard about the opportunity
- An approach or application to another Fund managed by CVSC, typically the Gwynt-y-Môr Fund²
- An approach by the applicant to CVSC to ask what funding opportunities were available for a particular project they had in mind
- A referral from Conwy Council, typically from a team running another UKSPF-supported community fund
- CVSC social media promotion.

3.2 The Key Fund application process

Applicants to the Key Fund were required to complete a form with the following elements:

- Basic information about their organisation
- A description of their project, including why it was necessary, how long it would last, what short and long-term benefits could be expected for the community, evidence of support, how the project aligned with UKSPF themes and how legacy would be sustained
- Project financial details, plus details of financial control and compliance with UK subsidy control
- Confirmation of board / trustee / management committee approval for the application.

Applicants to the Key Fund provided a consistent view that the application process was straightforward and fit for purpose. The application questions were in line with what applicants expected and none were seen as superfluous.

“A great relief. Simple, short, to the point.”

Grant recipient commenting on the application process

² The Gwynt-y-Môr Offshore Wind Farm supported applications from coastal communities of Conwy, Denbighshire and Flintshire through a long term investment of £19 million over the lifetime of the wind farm. CVSC administered the Fund in co-operation with Flintshire and Denbighshire Councils for Voluntary Services. Further details available at <https://cvsc.org.uk/en/for-organisations/funding/home>. Accessed 9th February 2026

“It was easy, and it was user friendly, and it was proportionate to the amount of funding that we were requesting.”

Grant recipient commenting on the application process

Some of the beneficiary representatives suggested the ease of the application process was due to CVSC understanding the local third sector make-up and context.

“They were there at the end of the phone. [...] We had the conversation with them, just ran through things. So that was helpful, just to ensure that [...] our project would fit their criteria. [...] It was helpful just having that chat. And it makes a world of difference having that local sort of contact, isn't it, that local organisation, bit of hand holding.”

Grant recipient

“[CVSC is supportive] and patient as well, to be fair. And obviously, they have an understanding that we're all volunteers and they get that element. Not often do funders appreciate the fact that, you know, most of these projects are run by volunteers.”

Grant recipient

While some applicants felt experienced at proposal writing and did not need additional support from CVSC, the majority spoke to CVSC staff prior to application to clarify the fit of their intended project. In some cases this resulted in CVSC staff reviewing draft applications and making suggestions to improve fit with the Key Fund. Applicants tended to view CVSC as a positive enabler of the application process.

“So it's kind of like somebody that's there to make things a bit easier for you, not to put barriers. They want to give you the money. They want you to be able to support people.”

Grant recipient commenting on CVSC's role in the application process

Once the main grant offer letter had been received for the project and CVSC had permission to make up-front payments to the third sector grant recipients of the Key Fund, an approval panel was held on 3rd July 2025.

Comprehensive minutes were produced for this approval panel, enabling a good understanding of the discussions held. It was clear that there was a good level of debate within the panel, with appropriate scrutiny of applications with a view to teasing out the extent that projects could be delivered within the limited timeframe of the

initiative and deliver good benefits for appropriate communities. Table 3.1 summarises the approval rate from this meeting.

Table 3.1 – Project approval rate (Panel held 3rd July 2025)

	Number of projects	Percentage of total projects considered
Projects approved	20 ^(a)	51%
Projects partially approved (reduced financial commitment and outcomes)	7	18%
Projects rejected	11	28%
Further information requested before decision could be made	1 ^(b)	3%

(a) Two projects were approved with a slightly enhanced grant from that requested. In one instance the panel were aware of a complementary application to another funder that was oversubscribed and the other took account of the extent of the community need.

(b) While the panel wanted to support this project, in principle, the organisation was unable to deliver the project within the timescale of the funding. Consequently, the project was not supported.

At this stage, the value of the Key Fund was £400,00, although it was to rise later, and the value of applications was £559,642.04. This panel allocated £300,837.10³ of grant support. Furthermore, the panel made recommendations to 12 applicants regarding improvements in key policies, commonly safeguarding, or governance. In each case CVSC offered to help the applicants make these improvements. Some project beneficiaries were keen to note that the funding offered via CVSC was important but did not represent the entire benefit that CVSC offered.

“Community groups, they need this kind of investment coupled with the wraparound support CVSC provide. There's a lot of added value in this. The funding, it's not just the grant. It's far more than just the grants, isn't it? So it's invaluable for community groups to enable them to get projects off the ground.”
Grant recipient emphasizing the importance of both funding and advice

³ A further £13,660.36 could have been committed if the one project for which additional information was sought had been approved.

Beneficiary organisations allocated reduced budgets indicated they understood funds available were smaller than the total funds requested by the sector. Consequently, CVSC retained the trust of the sector. While acknowledging this position, the Capacity Building Project Manager noted the power imbalance between funder and beneficiary, potentially silencing any disquiet as applicants would likely work with CVSC on future grant applications.

In order to ensure timely approval of additional projects, these were considered on a case-by-case basis by the panel reviewing and commenting via e-mail. Additionally, CVSC had delegated authority to grant approvals for micro-grant applications up to £2,499.

One feature of CVSC's management of the application process stood out: the joined up nature of applications to CVSC to minimise bureaucracy for applicants. CVSC managed multiple funds on behalf of funders ranging from UKSPF to various wind farm funds. Consequently, CVSC was well placed to note levels of applications to each fund and encourage applications to the fund to which projects stood the best chance of support. A recurring theme amongst applicants was of how the Gwynt y-Môr (GYM) Fund was oversubscribed in mid 2025, so applicants were advised to think about the Key Fund instead of the GYM Fund. One applicant indicated their GYM application was diverted, successfully, to the Key Fund by the CVSC team without need to re-write the application. As noted in 3.2, another applicant to GYM had funding requested under GYM added to their Key Fund proposal during the panel discussion.

"We originally filled in the Gwynt-y-Môr application, then talked to [member of CVSC team] and found it was closing for the year, fully allocated. [...] [Member of the CVSC team] was very helpful. She accepted our [Key Fund] proposal on the Gwynt-y-Môr template."

Funding applicant

This 'joined up thinking' approach, rather than operating funds within siloes was greatly appreciated by applicants.

3.3 Management of Key Fund grants

CVSC had developed its processes during previous years of the Key Fund. It was relatively light touch, allowing organisations space to deliver, but were available to answer any queries. Where beneficiary organisations indicated they had questions, they indicated the Capacity Building Project Manager responded in a timely manner, with supportive advice.

There was a consistent view from organisational representatives that monitoring forms and proof of expenditure required by the CVSC team was “*straightforward*” and in line with their expectations for a grant of the size received. Where support was needed, the CVSC team were helpful.

“I think it's fair what they ask for. [...] So, I've got hundreds [of receipts] and so what I'm going to do is rather than try to, in some way, upload them electronically, I'm going in tomorrow and I'm meeting with [CVSC team] and I'll go through it all with them. So again, you know, any sort of difficulties that there might be in trying to put all the receipts, they're very happy to find a way to make it work.”

Grant beneficiary

The Capacity Building Project Manager indicated the majority of organisations provided their end of project monitoring reports on time. While some required follow up to clarify points of evidence, most were clear about their achievements.

A review of final monitoring reports provided a helpful overview of the diversity of projects supported, with some including photographs to illustrate activities undertaken.

Figure 3.2 – Example illustration of activities supported by the Key Fund

Source: Reproduced from the final monitoring report produced by Sir Henry Jones Museum



While the poster advertising the activity in figure 3.2 included acknowledgement of UK Government support, such acknowledgement was inconsistently applied across the range of monitoring reports and online promotion sampled from amongst beneficiary organisations. Nevertheless, most beneficiaries were able to name UKSPF as the ultimate funder of their project.

“UK Government [is the funder]. I know as it is on all forms and used on promotional material.”

Grant beneficiary

This reflected CVSC applying acknowledgement of UK Government support consistently in their promotion and on all documents produced by the project.

The Capacity Building Project Manager noted that more organisations had initial underspends than in previous years of the Key Fund. This was attributed to the short timescale available for delivery of the projects, coupled with organisations procuring better value goods / services than anticipated in budgetary estimates. As will be discussed later, organisations found CVSC to be flexible in re-allocation of budgets to maximize value from the grants, while ensuring spend continued to deliver on intended outcomes.

4. Projects supported by the CVSC Capacity Building Key Fund

4.1 Introduction

Table 4.1 summarises the scale of Key Fund approvals by the end of the project⁴.

Table 4.1 – Summary of project approvals

	Micro grants (£500 to £2,499)	Main grants (£2,500 to £25,000)	Total grants
Total number of projects approved	12	30	42
Total value of projects approved	£14,327.61	£397,762.49	£412,090.10
Average value of projects approved	£1,193.97	£13,258.75	£9,811.67

Projects aligned with either or both UKSPF sub-themes SO1: Healthy and SO3: Inclusive. Table 4.2 summarises the breakdown of projects by primary sub-theme.

Table 4.2 – Alignment of projects supported with UKSPF sub-themes

Source: CVSC monitoring information

UKSPF sub-theme	Number of projects supported
S01. Healthy: Improve health and wellbeing	23
S03. Inclusive: Bringing communities together, tackling Homelessness	19

[Annex C](#) provides an overview of projects supported through the Key Fund. While the nature of projects and types of organisations supported were varied, it was possible to classify projects into some general themes:

- Micro (less than £2,500 in value) or short projects – sometimes an event or activity lasting for only a single day
- Revenue projects extending throughout the available timescale – sometimes tackling a time-limited issue

⁴ Although the original value of the Key Fund was budgeted at £400,000, CVSC identified a further £12,000 at an early stage of the project for re-allocation to the Key Fund from the budget originally allocated to CVSC for management / overheads.

- Projects requiring an up-front investment. Sometimes this would release an on-going legacy. Sometimes it was a contribution to a feasibility phase that would unlock more substantial investment and potentially realise a strong legacy.

Sets of three case studies will be used to illustrate each of these three themes and the diversity of projects supported within each theme.

4.2 Micro or short projects

These projects ranged from day trips for pensioner groups through to events for entire communities. Typical benefits reported included:

- Reduced social isolation, contributing to improved wellbeing
- Volunteer retention, through volunteer efforts being acknowledged, sometimes through an invitation to a day trip or a light meal
- Community-building, sometimes by bringing together people of different ages.

Case study 4.1 illustrates the elements of reducing social isolation and community building for a relatively small grant contribution.

Case study 4.1 – Inter-generational meals at Betws-y-Coed

A representative of Betws-y-Coed Community Council outlined how retired members of the community joined the children at a local school for lunch on a monthly basis.

Haf Jones, Clerk to Betws-y-Coed Community Council

Source: 20 Degrees & Break Every Chain Productions

English subtitles - <https://youtu.be/36749hKkyro>

Welsh subtitles - <https://youtu.be/cRuWF4ofiSA>

Runtime: 1 minute 41 seconds

Benefits to the organisation

Changed the perception of the Community Council from that of a meeting of community councillors to that of an enabler of projects that meet the community's needs.

Benefits to the community

Tackles isolation by bringing older members of the community together over a meal. Young and older members of the community get to know each other better, promoting community cohesion.

Effect on volunteering

New volunteers from the community have engaged with the project to invite the retired members of the community to each lunch.

The next case study illustrates support for a one-day event aimed at a broad range of people from a specific Conwy community.

Case study 4.2 – Meeting the needs of a community

The residents of Llanwrst highlighted a desire for more community events in a town council survey. The Key Fund supported the third year of the resulting *Dafydd ap Siencyn Festival*, celebrating a local 'Robin Hood'-type character. This allowed it to be more extensive than previous years.

The programme included:

- Art & literature exhibition and awards
- Live music
- A Rebel Hunt
- Activities with Dwylo Bach
- Storyteller
- Medieval forge
- Forest art sessions
- Birds of prey display
- Medieval fancy dress
- Sensory den
- Traditional fair games
- Legend of Dafydd ap Siencyn (Talk)
- Market stalls (local traders)
- Hog roast
- Archery lessons
- Medieval knights
- Forest activities & crafts
- Animal encounters
- Acrobatics
- Face painting
- Bouncy castle
- Massage therapy

Figure 4.1 – Selection of images from the 2025 Dafydd ap Siencyn Festival

Source: <https://www.cyngorllanrwst.cymru/en/dafydd-ap-siencyn-festival>. Accessed 16th February 2026



A representative of the Town Council indicated the Key Fund support:

“...made the event much more interesting, varied and educational. It allowed the funding of a storyteller, a wood craftsman, dancers, two bands, a group called Animal Encounters, which brought along unusual animals, and educated children and adults on climate change and species loss.”

Moreover, *“the wider community benefitted greatly from the joyous and varied nature of events on the day. The fact that this was a free event meant that social inclusion was evident. The event also promoted the use of the Welsh language in the area - with competition entries from the children and Welsh language use on the day demonstrating vividly the fact that the Welsh language is alive.”*

Commenting on the volunteering aspect of the day, the Town Council representative noted, *“About a dozen volunteers took part, [...] enough to be of great help. They may help the council and community in the future with such events. They all seemed to very much enjoy taking part and helping on the day.”*

Benefits to the organisation

Enabled the organisers to expand the range of activities at the Festival, so broadening the appeal. Attendance was estimated at around 250, with numbers reportedly suppressed in the afternoon due to rain.

Benefits to the community

Promotion of social cohesion through celebration of shared folklore and shared experiences. Added value opportunities for local traders.

Effect on volunteering

New volunteers attracted, with potential to engage these volunteers for future events.

The final case study for this section focuses on a day trip for older members of a community, something replicated in some other projects supported by the fund.

Case study 4.3 – A day trip for Clwb yr Heulwen

Clwb yr Heulwen was a social club for people of pensionable age in Llansannan⁵. They met monthly between April and November. There was an annual trip for which the treasurer sought funding each year to ensure no one was excluded on the basis of affordability.

The 2025 trip, supported by the Key Fund, was to Tacla Taid (Anglesey Transport Museum), with a stop for a meal at a Garden Centre on the way home.

⁵ Llansannan was reported to be the most remote village in North Wales by the Daily Post <https://www.dailypost.co.uk/news/north-wales-news/most-isolated-village-north-wales-25760557>. It is allocated nine miles from both Abergele and Denbigh.

Figure 4.2 – On the way to Anglesey

Source:

http://www.llansannan.org/item/taith_flynyddol_clwb_yr_heulwen_2025_annual_clwb_yr_heulwen_s_outing.html. Accessed 16th February 2026



An account of the trip was made available on the Llansannan Community Council website⁶.

The Treasurer suggested, *“Everybody obviously enjoyed the fact that they were sitting amongst friends, being able to chat the entire time, socialising. Many had never been to that particular establishment on Anglesey. They were quite impressed. Some were not so impressed. But this is life. And then to cap it off with the garden centre, it give them an opportunity to have a good look around there and again sit and have a meal of some kind, whether it was substantial or whether it was just a snack, the choice was theirs. They had a thoroughly good day out. They were away from the village at just on 10 o’ clock and back at half past six. So, yeah, they’d had a full day out.”*

Benefits to the organisation

Allowed the club to offer a full day trip and ensure no one was excluded. Also, an opportunity to offer places to volunteers and support volunteer retention.

⁶ Cyngor Cymuned Llansannan Community Council (2025) Taith Flynyddol Clwb yr Heulwenr 2025 Annual Clwb yr Heulwen’s outing. Available at http://www.llansannan.org/item/taith_flynyddol_clwb_yr_heulwen_2025_annual_clwb_yr_heulwen_s_outing.html. Accessed 16th February 2026

Benefits to the community

A social day trip for pensioners, with no one excluded on the grounds of affordability.

Effect on volunteering

The club had half a dozen volunteers (not of pensionable age) who supported the club through the year by setting up tables and chairs, making tea and sandwiches, and serving people. They were also invited to join the trip. “So it's just a little *thank you.*”

4.3 Revenue projects extending over several months

This category of projects was diverse. They ranged from projects to accelerate plans to make a difference to communities, to tackling pressing issues to feasibility work or pilot projects to test an idea.

The first case study in this section looks at how a community centre was made more sustainable by providing capacity to analyse its running costs and be around to improve the experience for facility users. This had a knock on effect in terms of community spirit development.

Case study 4.4 – Llanfairfechan Community Hall

The Project Development Officer for Llanfairfechan Community Hall reflected on the work enabled by Key Fund support, and difference it made to the organisation, the community and volunteering.

Chris Potter, Project Development Officer, Llanfairfechan Community Hall

Source: 20 Degrees & Break Every Chain Productions

English subtitles - <https://youtu.be/N0DvPAA14-0>

Welsh subtitles - <https://youtu.be/34w5G2RxOig>

Runtime: 4 minutes 25 seconds

Benefits to the organisation

The Key Fund supported the salary costs of the Project Development Officer, enabling sufficient capacity to address long-standing issues facing the hall and embrace opportunities. As a result, use of the hall increased by around 100%, with revenue similarly increasing. A cost reduction programme was undertaken in parallel. This introduced energy efficient lighting and heating. While these plans to reduce carbon emissions and improve sustainability were already in place, the capacity to manage that work fast-tracked implementation. Drainage issues were addressed also, and the on-site cinema was re-opened 60 years after shutting. Efficiencies were also introduced to the hall booking system and accounting practices.

Figure 4.3 – Online bookings for community hall

Source: <https://hallbookingonline.com/llanfairfechan/>, 21st February 2026



Benefits to the community

The Community Hall was the last community space available to the community of Llanfairfechan. Key Fund support enabled capacity to bring in new events and activities. All of these attracted more people from the community into the space and helped to build community spirit, as evidenced by increased volunteering.

Effect on volunteering

The committee of 11 people were supported by providing analysis of what needed to be done to improve various aspects of the facility and its operation. However, a further 15 volunteers were recruited to help with cleaning, set up and host events. More volunteers will be recruited to support the technical side of music and spoken work events, a growing feature of the centre's programme.

The next case study looks at how short term funding proved helpful in addressing a pressing need for support for survivors of domestic abuse.

Case study 4.5 – Support for survivors of domestic abuse

DASU (Domestic Abuse Safety Unit) was a specialist domestic abuse organisation supporting anybody experiencing domestic abuse, from children to adults, including elderly people. The organisation received around 6,500 referrals per year. A representative of the organisation explained how the Key Fund was able to help:

“It increased the capacity of our children and young people's service and counselling provision for victims of domestic abuse. This reduced waiting lists, enabled us to offer

more 1-2-1 sessions for children and young people affected by domestic abuse, and provide more therapeutic support to adult survivors of domestic abuse.

It just doesn't feel right for us to have a waiting list for domestic abuse services, and certainly for children and young people. [...] Children, they go to CAMHS⁷. We've heard nightmare stories that children have to wait a year, two years for support. I was supporting a family last week where they, in that particular area that they lived in, there was no support for this particular child because she was under 10 years old. So if she was 10, she could have accessed services, but because she was 7, she couldn't access the services. So we bridged that gap."

The representative of the organisation went on to share another story to illustrate the difference that the funding made at the level of an individual / family.

"This particular client was going through court. She was being supported by our IDVA⁸ team. So it's a very high risk, you know, in a very dangerous situation. But then you know what the IDVA will do, they will keep that person safe. [...] Do they need to move home? Do they need safety mechanisms around the house? Do they need police markers? Do they need to put legal remedies in place like injunctions and things like that? So when that is deemed safe, the IDVAs will then refer the client on to more community based support.

So because the court, you know, with court you have to maybe wait sometimes a year before your case goes to court. So this client had been waiting for counselling for quite some time and had referred herself to the GP [but there was a long waiting list for support]. So with this funding we were able to support her through that process. So, if you're thinking about going to court, I mean, I've been to court, it's a very scary process. You're talking about something really personal that's happened to you and your children. It's quite a traumatic experience where some of our clients will say they're being re-traumatised in a way, having to go over it. You know that this kind of like changed her life. She doesn't know what she would have done if our counsellor hadn't been there to support her through that process."

Benefits to the organisation

The target to remove the waiting list for children and young people in Conwy for counselling following domestic abuse within their family was achieved for the lifetime of the funding.

⁷ Child and Adolescent Mental Health Services

⁸ Independent Domestic Violence Advisors

“We’ve be able to contact people and say, ‘Right, we’ve got support ready for you now, you don’t have to wait any longer.’ It’s amazing for us to be able to do that.”

Member of DASU team

Benefits to the community

Counselling and support for children and adults in a timely manner. In particular, a parent and child could go through counselling at the same time, enabling DASU to consider the needs of the family and not individuals in isolation.

Effect on volunteering

Two people were able to volunteer in a children and young people’s group.

The final case study in this section looks at how Key Fund support enabled a new approach to volunteering to be piloted.

Case study 4.6 – Aberconwy Care and Share

The organisation supported people in need of food. Volunteers got to know particular families and undertook shopping trips, tailoring what was bought to the needs of the family being supported. The organisation was run entirely by volunteers, with around 28 active at the end of 2025.

The pilot project was to find out whether any beneficiaries of the organisation felt able to volunteer for the organisation. Four people came forward. It became apparent that a motivator for their engagement was to work in their own communities, being seen as people that supported the community, not simply as people that needed support.

Figure 4.4 – Announcement of Key Fund support

Source: <https://www.facebook.com/people/Aberconwy-Care-and-Share-Charity/61576979481830/>, 21st July 2025

Exciting News!

We’ve received a **£5,000** grant from the **UK Shared Prosperity Fund**, delivered in partnership with CVSC!

- ✓ Support people we currently work with to become volunteers and help others in need
- ✓ Provide a holiday-time supplement for families with school-aged children—easing the pressure when free school meals aren’t available during the summer and Christmas holidays



Funded by
UK Shared Prosperity Fund



The organisation needed to adapt the way shopping took place with these volunteers. While traditional volunteers tended to pay for groceries on a credit card and claim back the costs on production of receipts, the financial situation of beneficiary volunteers could be more precarious, so shopping vouchers were provided, with spend again supported by production of receipts.

“It's been beneficial to see how such a thing could work in practise going forward. And I think it will be also beneficial when it is no longer a project and [...] our recipient volunteers can hopefully just be alongside the other volunteers, coming to the midst of the meetings, maybe giving some insight into what it's really like to live on the edge and to be receiving from us. [...] So, I think they've got a lot to offer the organisation.”

Member of the Care and Share team

Benefits to the organisation

Additional capacity due to four new volunteers. The potential for greater insight into the recipient point of view enhancing the organisation's way of operating.

Benefits to the community

Those volunteering felt they were 'giving back' to their communities, enhancing their self-esteem. More people were able to be supported by the organisations due to enhanced volunteer capacity.

Effect on volunteering

Four new volunteers were recruited.

4.4 Investment projects

Some investment projects formed feasibility phase elements of larger projects. Other investment projects achieved long-term benefits from a one-off investment. Typically, applicants were not able to identify where else they could have secured funding for feasibility phases, yet substantial legacy was possible if funding could be found for these earlier elements. Case study 4.7 provides an example relating to Clwb Rygbi Nant Conwy.

Case study 4.7 – Investing in the feasibility phase unlocking long-term benefits

The electricity costs of Clwb Rygbi Nant Conwy rose to £20,000 p.a. when energy prices spiked in the wake of the Russian invasion of Ukraine. This helped focus thinking within the club on the Net Zero agenda as such energy costs were unsustainable. A Net Zero committee was formed, resulting in initiatives such as solar panel installation and greater use of LED lighting.

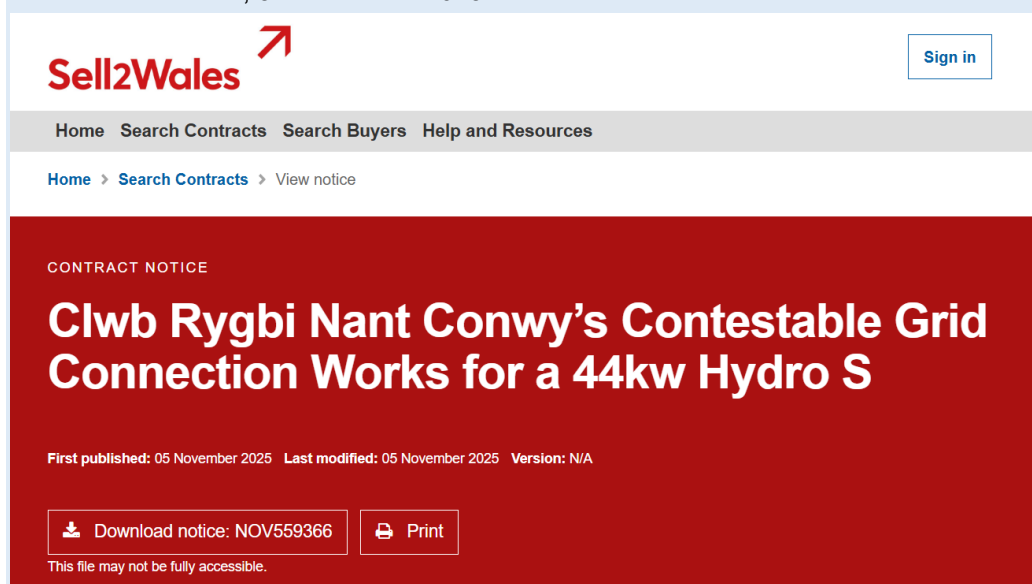
Their current initiative was to develop a 44kW hydro-electric scheme. While a fairly small output, it would power the club and enable excess electricity to be sold via the Grid. Key Fund support enabled the project specification and costs to be finalised, liaise with statutory bodies to secure licences and planning consents, and specify the electrical infrastructure requirements within the club.

“It's made a huge difference because we wouldn't have been able to get to this point without this funding. [...] Funders don't normally have an appetite to fund the developmental elements [of capital projects such as this]. Once you've had the planning, the consent and everything, trying to get access to funding isn't that difficult. So in a way, this phase that we're in now, there's an element of risk in it and CVSC have supported us along the way and enabled us to get to this point. We wouldn't have done that without their support. I'm not sure where this funding would have come from had we not got it from CVSC.”

Member of the Clwb Rygbi Nant Conwy Net Zero Committee

Figure 4.5 – Procurement notice on Sell2Wales

Source: Sell2Wales, 5th November 2025



The screenshot shows the Sell2Wales website interface. At the top left is the Sell2Wales logo with a red arrow icon. To the right is a 'Sign in' button. Below the logo is a navigation bar with links for 'Home', 'Search Contracts', 'Search Buyers', and 'Help and Resources'. A breadcrumb trail shows 'Home > Search Contracts > View notice'. The main content area has a red background with the text 'CONTRACT NOTICE' in small white letters. Below that is the title 'Clwb Rygbi Nant Conwy's Contestable Grid Connection Works for a 44kw Hydro S' in large white font. Underneath the title, it says 'First published: 05 November 2025 Last modified: 05 November 2025 Version: N/A'. At the bottom of the red area are two buttons: 'Download notice: NOV559366' and 'Print'. Below the buttons, it says 'This file may not be fully accessible.'

Benefits to the organisation

The project will make the club more sustainable, both financially and from a net zero perspective. The Key Fund support “got the project over the line”.

Benefits to the community

Clwb Rygbi Nant Conwy was large, with 10 junior teams, a youth team, 3 men's teams and a women's team. This touched a lot of people in the community. However, the club reached more people than those directly involved in the rugby. The club offered

a site that was used by older generations to socialise and both the Urdd and the local school used the facility.

Effect on volunteering

The club has a large volunteer base of some 100 regular volunteers, supplemented by a further 100 volunteers on an *ad hoc* basis. Making the club more sustainable would support this volunteering to continue into the future. The project enabled recruitment of a small number of new volunteers. The Net Zero Committee had 10 members, some of which were brought in to benefit from their specific expertise in areas ranging from electric systems to tax advice.

However, not all investment projects were elements of larger projects. Case study 4.8 illustrates how a relatively small investment could lead to significant legacy benefits for the foreseeable future, with added value multiplier effects for businesses in the locality. As a volunteer-run initiative with no on-going costs, the benefits will continue accruing for the foreseeable future.

Case study 4.8 – On-going health and economic benefits from a modest investment

A small group of health professionals noted the health and wellbeing benefits brought about through the Parkrun movement and decided to try to bring these benefits to Rhos-on-Sea.

Establishment of a Parkrun requires £4,000 but Parkrun UK does not allow new locations to crowd source this funding due to the problems of returning a large volume of small donations to unsuccessful crowd funding attempts. Furthermore Parkrun UK would not support an application to the National Lottery Community Fund for establishing a local group, preferring to retain that option for national-scale projects. Consequently, the Rhos-on-Sea team completed an application to the Gwynt-y-Môr Fund, only to learn that the fund was over-subscribed and had just shut for the year. However, the Key Fund was then announced.

“[The Key Fund Project Manager] was very helpful. She accepted our proposal on the Gwynt-y-Môr template. There was an issue with VAT when the grant was approved but she met with Parkrun to assure the charity that they could claim back the VAT.”

Representative of Y Promenâd Parkrun, Llandrillo-yn-Rhos

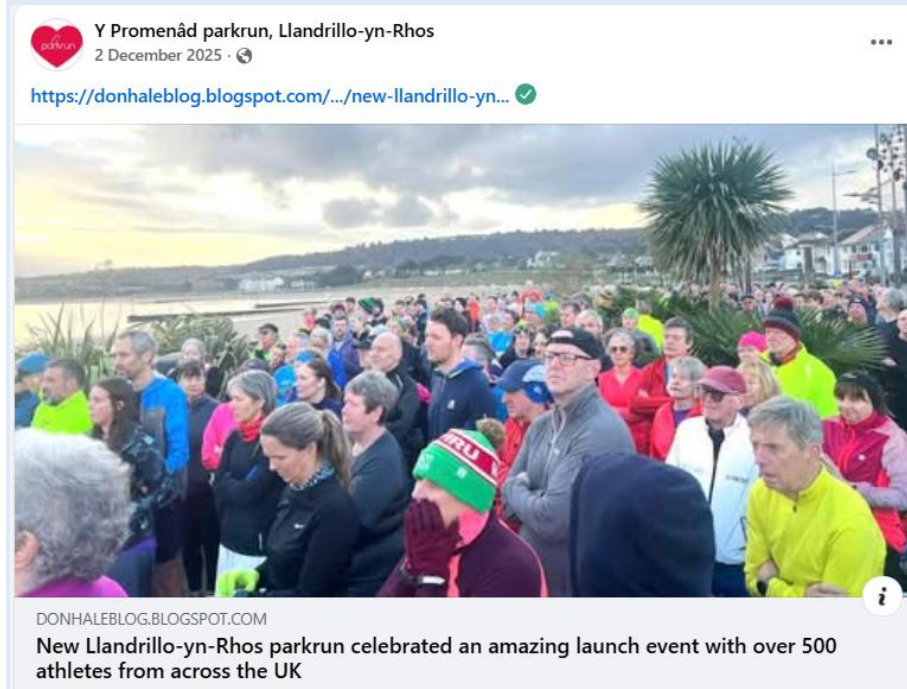
Benefits to the organisation

Y Promenâd Parkrun, Llandrillo-yn-Rhos was established. The first event was held on 29th November 2025, attracting 501 participants for this launch event.

Figure 4.6 – The scale of attendance

Credit: donhaleblogger@blogspot.com shared at

<https://www.facebook.com/Ypromenadparkrunllandrilloynrhos/>, 2nd December 2025



Benefits to the community

The eight events held during the monitoring period drew an average attendance of 477, albeit a Christmas day run attracted 620. Such large volumes of runners suggested significant potential health benefits through engagement in regular exercise. The original aspiration for this parkrun was 200 participants per event.

An unanticipated benefit for the community was the impact on the local economy. The parkrun started at 9.00am on Saturday mornings, so most runners finished by 9.30-9.45am. Many then headed to local cafés, to the extent that all seven cafés around the harbour tended to be full for an hour. A representative of the Promenâd parkrun suggested cafés in the village were usually quiet until at least 10.30am, even in summer, so the additional trade was welcomed by the local business community. Moreover, these post-run meet ups offered social interaction, likely to lead to additional community-building and wellbeing gains.

Effect on volunteering

The eight park runs held during the monitoring period resulted in 215 incidences of volunteering by 113 people.

Another investment, related in case study 4.9, led to different benefits but again served to illustrate how a relatively modest investment could make an on-going difference to people.

Case study 4.9 – Reaching across the Bayside area

A representative of Bayside Radio outlined how investment in new equipment improved access and raised the profile of third sector activities across the Bayside area of North Wales.

Simon Wynne, Operations Director, Coast Community Radio & Media (Bayside Radio)

Source: 20 Degrees & Break Every Chain Productions

English subtitles - <https://youtu.be/cyDKggjsC94>

Welsh subtitles - https://youtu.be/f3jH_Y18HtE

Runtime: 2 minutes 15 seconds

Benefits to the organisation

Introduction of new equipment enabled live programming for the first time. This enabled live breakfast and drivetime shows, live news and traffic reporting to be broadcast and also enabled off-site broadcasting.

Benefits to the community

Introduced more content featuring third sector organisations of the area, giving them a platform to promote their activities. This enabled Bayside Radio to present live programmes from third sector events for the first time.

Effect on volunteering

Volunteers having access issues at the station were able to contribute to programming remotely from their homes, opening up their ability to engage. Also, starting live output increased the need for volunteers, expanding the number of volunteering opportunities.

4.5 Themes across the range of projects supported

Some key themes emerged from representatives of Key Fund beneficiary organisations:

- Key Fund grants enabled delivery or added value. Funding was either essential to deliver an event or activity or enhanced the scale or quality of provision for a time-limited period.
- There was a strong theme of community cohesion and inclusion. Key Fund support enabled free participation in events, reducing barriers to engagement. This ranged from intergenerational participation through to celebrations of local identity.
- There was also a strong theme of health and wellbeing for communities ranging from veterans to retired people, and from survivors of abuse to those seeking time in woodland.
- There was a theme of volunteer bases being stabilised. Activities demonstrated appreciation for volunteers and provided training, both of which supported volunteer retention. New volunteers were recruited. While the numbers on many projects were modest, they were nonetheless meaningful in the context of groups with a relatively small baseline of volunteers, potentially helping to avoid burnout.

Case study 4.10 – Soft launch of refurbished St David’s Hospice Shop in Llandudno

Credit: Stuart Brookes Norrie, TV Conwy

<https://www.facebook.com/share/v/1AsBVacH9Y/> (2 minutes 14 seconds)

5. Capacity building – non-financial

5.1 Introduction

While the financial grants provided to third sector organisations in Conwy were a significant feature of this project, non-financial support was provided also. An element of this provision was considered in the advice and guidance provided to applicants to the Key Fund, as outlined in [3.2](#). However, this tended to be in response to queries raised during the application process or resulting from review of policies or governance documents provided by Key Fund applicants. There were also more proactive elements to the non-financial capacity building offer.

5.2 CVSC Conference

The CVSC conference on 13th November 2025 was the major capacity building initiative of the project. It was a full day event held at Venue Cymru in Llandudno and attracted 221 attendees⁹. This compared with 248 bookings¹⁰ for the event i.e. an 89% attendance rate¹¹. The exhibition element of the conference was made up of 33 stands.

The programme started and concluded with plenary sessions made up of a welcome address by the CVSC Chief Executive and ended with the provocatively entitled session ‘Should the third sector go on strike?’. However, the bulk of the programme was made up of workshop sessions summarised in table 5.1 i.e. delegates could select sessions to support their own development needs and interests.

Table 5.1 – Session options for delegates

Session 1	Session 2	Session 3
AI for funding applications	More than grants: creating other income	Engaging businesses in sponsorship schemes
Shaping your volunteer strategy	AI for leaders	Smartphone video workshop
Thinking of setting up a CIC?	Cymraeg: why does it matter?	Mental wellbeing for staff and volunteers
Post with purpose: social media for the third sector	Principles of project costing	Being any ally: supporting the LGBTQ+ community
Senedd 2026: changes, impact and manifestos	The new approach to volunteering	Exploring the future of WCVA membership

⁹ Attendees split into 166 delegates and 55 exhibition stallholders and service providers

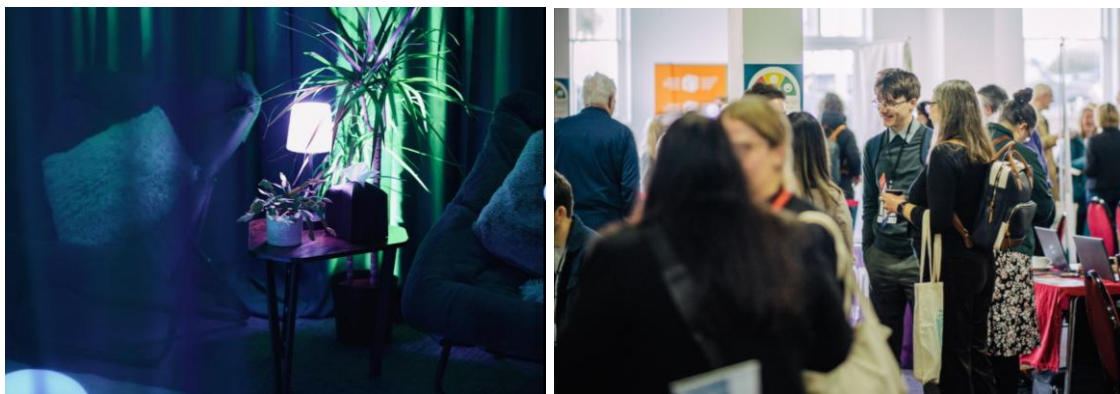
¹⁰ Bookings split into 184 delegates and 64 exhibition stallholders and service providers, so the delegate attendance rate (90%) was slightly higher than the stallholder rate (86%)

¹¹ In an attempt to encourage those booking to turn up to this free event, participants were told at booking that the refreshment costs would be recharged if they did not turn up without cancelling in advance.

In parallel to these sessions, indeed most of the day, an exhibition of organisations of relevance to the third sector in Conwy was held. This included organisations ranging from WCVA to funding organisations and organisations running projects recruiting or supporting volunteers. A ‘sensory cave’ or wellbeing space was also available for the use of delegates throughout the day.

Figure 5.1 - Sensory cave contrasting with the busyness of the conference exhibition

Source: https://www.facebook.com/photo/?fbid=1266765512162752&set=pb.100064879440297.-2207520000&locale=en_GB and https://www.facebook.com/photo/?fbid=1272580358247934&set=pb.100064879440297.-2207520000&locale=en_GB accessed 22nd February 2026



A set of resources, including podcasts recorded on the day and links to key sponsors and funders was circulated to attendees following the event:

<https://padlet.com/josephinehastings/cynhadledd-trydydd-sector-ccgc-cvsc-third-sector-conference--y320bnd8et17ioh9>

Case study 5.1 provides a sense of the day and how it was perceived by some of the participants.

Case study 5.1 – A flavour of the CVSC Conference 2025

Source: 20 Degrees & Break Every Chain Productions

English subtitles: <https://youtu.be/09eeX1sJnSc>

Welsh subtitles: <https://youtu.be/XqB7nVdkfj8>

Runtime: 1 minute 11 seconds

The positive responses to the conference portrayed in case study 5.1 exemplified the trend of positive responses provided to evaluators by delegates and stand holders throughout the conference. Recurring themes were:

- Sessions were engaging and topical
- Session content was practically useful for delegates
- There were substantial opportunities for networking and peer learning, both during the sessions, refreshment periods and at the final third sector social gathering at the end of the day.

Post event feedback was requested from delegates through a digital survey by the CVSC team. Responses are summarised in [annex D](#). As there were only 35 responses (a response rate of 16%), they cannot be assumed to be representative. Nevertheless, there was a high degree of overlap with the qualitative feedback above. 95% of respondents gave the conference a four or five star rating (out of five)¹² and the following themes emerged as most valued by delegates¹³:

- Networking and relationship building opportunities
- High quality, varied and relevant sessions
- Strong exhibitor / funder presence.

Despite this strongly positive view of the conference overall, some delegates offered ideas for improvement for future years.

There was a strong theme that survey respondents would have appreciated greater detail of the sessions and their timings before the conference¹⁴. This implied some delegates did not receive / did not notice the conference programme attached to an e-mail sent to delegates in advance of the conference. However, in a similar vein, delegates would have appreciated a list of exhibitors prior to attending so that they could plan their approach to various organisations, in particular funders. Other suggestions within this theme were a return to a one-page overview of the day's sessions and posters of this overview around the venue. In reality, such overview posters were displayed around the venue, albeit they were not reproduced within individual delegate packs.

¹² Responses to annex D, question 1



¹³ Responses to annex D, question 2

¹⁴ Responses to annex D, question 3

Figure 5.2 – Conference overview poster


Source: CVSC project monitoring system

CVSC Third Sector Conference 2025							
Time	Main Hall	Conwy	Deganwy	Rhuddlan	Harlech	Orme Suite	Gwydir
09:00-10:00	Registration Opens - Tea & Coffee served in Main Hall					Funding & Information Fair	Quiet Room (NuroCove)
10:00-10:20	Welcome - Main Hall						Quiet Room (NuroCove)
10:30-11:15	AI for Funding Applications	Thinking of Setting Up a CIC?	Shaping your Volunteering Strategy	Social Media for the Third Sector	Senedd 2026	Funding & Information Fair	Quiet Room (NuroCove)
11:15-11:45	Break - Tea & Coffee served in Main Hall					Funding & Information Fair	Quiet Room (NuroCove)
11:45-12:30	More than Grants: Creating Other Income	Cymraeg: Why does it Matter?	AI for Leaders	The Principles of Project Costing	The New Approach to Volunteering	Funding & Information Fair	Quiet Room (NuroCove)
12:30-13:30	Lunch - Served in Main Hall						Quiet Room (NuroCove)
13:30-13:45	Main Hall - CVSC: A Year in Review						Quiet Room (NuroCove)
14:00-14:45	Engaging Businesses in Sponsorship Schemes	Mental Wellbeing for Staff and Volunteers	Smartphone Video Workshop	Being an ally: Supporting the LGBTQ+ community	WCVA Membership	Funding & Information Fair	Quiet Room (NuroCove)
15:00-15:45	Main Hall - Should the Third Sector Go On Strike?					Funding & Information Fair	Quiet Room (NuroCove)
15:45-17:00	Main Hall - Third Sector Social: Join us for networking and refreshments!						

Funded by
UK Government

Cymorth
Cymunedol
Gwirfoddol
Conwy



Community
Voluntary
Support
Conwy

The other strong theme voiced by survey respondents was for repeats of workshops during the day as delegates had to choose from five workshops in each session¹⁵. Sometimes their favoured workshops were all in the same session. These calls by some for repeated workshops, access to notes of workshops people could not attend and for an additional session all emphasized the perceived value of the workshop content. Notably some delegates asked for longer workshops to maximize learning on a topic, while others wanted shorter workshops to fit in another session; some wanted less ‘talking from the front’, with greater interaction. However, such responses emphasized people’s different learning styles, rather than a clear trend for changes to the programme structure.

Looking beyond the conference, delegates were asked what CVSC could do better to support their organisation. The strongest theme was of satisfaction with CVSC, with any suggestions offered as enhancements, rather than as negative comments¹⁶. There was demand for more, or more frequent, practical training. There was continued emphasis on networking and partnership facilitation. Similarly, there was ongoing need for funding advice and project support. There was also a desire for support towards enhanced promotion / visibility of member organisations.

¹⁵ Ibid

¹⁶ Responses to annex D. question 5

When asked what training could CVSC helpfully offer, there were some strong themes prompted by the examples quoted by CVSC in the feedback survey¹⁷:

- Funding and financial sustainability
- Volunteer management and supervision
- Safeguarding and risk
- Governance and trustee roles
- Digital skills and AI.

Delegates were asked what, if anything, they intended to do differently as a result of learning at the conference¹⁸. Themes from the responses signalled a strong overlap with certain workshop sessions:

- Adoption and integration of AI (strong theme)
- Development of volunteering strategies (strong theme)
- Strengthening digital/ social media practice (strong theme)
- Fundraising and income diversification (moderate theme)
- Pursue collaborations as a result of contacts made at the event.

While these themes indicated what delegates intended to do, evaluators were able to follow up those giving permission to do so, to understand what actual behaviour change had resulted in practice. [Annex E](#) summarises responses.

Around three quarters of respondents translated an intention to implement learning to clear or partial implementation, with approximately half of respondents clearly implementing what they intended. However, the sample of feedback respondents was small and self-selected (biased), so caution is needed when interpreting this feedback i.e. it cannot be assumed as representative of the full population of conference delegates.

A more meaningful understanding of intended to actual translation of learning to action came from analysis of the types of learning that translated successfully. Practical, applied, tool-focused sessions generated the highest conversion from intention to action for individuals. In some cases, the benefits flowed through from the individual to their organisation. The strongest example of translated intention to action was from learning about AI and digital/social media. Delegates reported:

¹⁷ Responses to annex D, question 6

¹⁸ Responses to annex D, question 4

- Productivity gains
- Support for policy development
- Increased confidence.

The findings also identified strategic governance changes in some cases. Funding intentions showed increased confidence but slower visible change¹⁹. Volunteer strategy was an area showing weaker translation from intent to practice.

5.3 Training / Third Sector support events

There were additional training and support sessions beyond those offered at the conference. Table 5.2 provides an overview:

Table 5.2 – Overview of stand-alone training and volunteer engagement events

Source: CVSC project monitoring information

Date	Course / Event	Number of organisations attending	Number of participants attending
19/05/25	Volunteering Fair	12 (stallholders)	Not recorded
06/06/25	Volunteers' Week Event	17	19
08/07/25	Funding Fair	29	Not recorded
30/09/25	Introduction to Volunteer Management	10	10
07/10/25	Volunteering and the Law	5	12
08/10/25	Supervision of Volunteers	5	10
20/10/25	Business Planning for the Third Sector	6	8
26/11/25	Video Skills for Charities	4	5
01/12/25	Yhmynghoriad Cymunedol 101	4	4
03/12/25	Community Consultation 101	7	8
20/01/26	Being an Effective Trustee Team	6	8
11/03/26	Bookkeeping Basics	6	6

Number of organisations attending collected by CVSC, in line with output and outcomes required by UKSPF. Number of participants in training recorded but number of attendees at open events not recorded.

¹⁹ Follow up was approximately three months after the conference. While translation of learning into practice could still occur, the likelihood of this resulting from the conference learning lessens over time.

CVSC requested completion of a feedback survey by delegates following training events. A summary of responses is reproduced in [annex F](#). Responses were consistent across the courses, so the summary was presented for total rather than individual events.

Delegates regarded the training courses highly, with every aspect of courses rated as good or excellent by 97% of participants²⁰. There were clear trends in responses to a question probing what delegates found most useful²¹. Content was perceived to be high-quality and informative. Training was seen as practical in nature, offering usable outputs, such as templates, new ideas and guidance. The opportunity for peer learning and networking was also a strong theme.

Moving from delegate reactions to the training courses (Level 1 of the Kirkpatrick model of training evaluation²²), table 5.3 makes clear strong learning (Level 2) took place.

Table 5.3 To what extent do you agree or disagree with the following statements: (n=36)

Source: CVSC monitoring information. Greater detail available at annex F, responses to question 5

Statement	Number (percentage) of delegates 'strongly to somewhat agreeing'
It's increased my knowledge of the subject	35 (97%)
I've improved my skills	35 (97%)
It's increased my confidence to perform my role	35 (97%)
I'm more aware of best practice	35 (97%)
I feel more connected to specialist support	34 (94%)

The further breakdown in Annex F²³ indicates between 78% and 92% of reactions strongly agreed with each statement.

The overarching response from delegates was of satisfaction with the training and strong endorsement of the trainers that delivered their sessions²⁴. A small number of

²⁰ Annex F, responses to questions 2 and 4

²¹ Annex F, responses to question 3

²² There are four levels to the Kirkpatrick model of training evaluation: 1. Reaction – were the participants pleased with the programme? 2. Learning – what did the participants learn in the programme? 3. Behaviour – did the participants change their behaviour based on what was learned? 4. Results – did the change in behaviour positively affect the organization? See, for example, Phillips, J.J. (2004) Handbook of Training Evaluation and Measurement Methods, Jaico Publishing House, Mumbai

²³ Annex F, responses to question 5

²⁴ Annex F, responses to question 9

ideas were offered to improve the timing or accessibility of future courses²⁵, but there were no consistent calls for change that amounted to trends.

Delegates were asked whether they had any suggestions for future training courses²⁶. Although one of the two strongest trends was for courses around volunteer management and retention, this was likely driven by two-thirds of respondents being on courses related to volunteer management and 50% of respondents being volunteer managers / coordinators²⁷. The other key trend in requests was for safeguarding training. Other training topics suggested included governance, funding bid skills, accessibility and dealing with HR issues.

5.4 Research

CVSC commissioned a report into community transport provision in Conwy County. It identified specific unmet needs, particularly in rural areas:

- Travel to work provision was too impractical, inconvenient or unreliable for some
- Some school pupils were unable to access after school clubs or get home from their school of choice
- People with health issues struggled to reach bus stops or the total travel times for short activities proved impractical.

The result of a variety of barriers to engagement with the public transport provision that did exist resulted in:

- Loneliness and isolation, particularly for some of the most vulnerable in society
- A negative impact on the vibrancy and viability of Conwy's villages and towns
- Third sector organisations are threatened, with some social groups facing closure because potential participants can no longer access provision as rural bus services have been reduced, become more expensive or services are cancelled, leaving participants stranded.

The report concluded that any Community Transport initiative to tackle the issues raised should only be pursued if it presents a sustainable long-term solution and is integrated into the wider transport infrastructure.

²⁵ Annex F, responses to question 6

²⁶ Annex F, responses to question 8

²⁷ Annex F, responses to questions 7 and 1

6. Progress towards outputs and outcomes

Table 6.1 summarises the outputs and outcomes achieved by the project.

Key

Green	Target achieved or exceeded
Amber	Target partially achieved or insufficient evidence of achievement
Red	Target not achieved or no evidence of having been achieved

Table 6.1 – Progress towards output targets

Source: CVSC project monitoring information

Description	Target	Output
Number of organisations receiving grants	16	40 ^(a)
Number of organisations receiving non-financial support	100	146
Number of volunteer opportunities supported	30	1,031 ^(b)
Number of feasibility studies developed as a result of support	3	6

(a) Although 42 projects were approved, two micro-projects were excluded from the output as the two organisations had been supported during the 2023-25 period of UKSPF funding for projects that were not materially different.

(b) A single project, providing online sensory loss awareness training by the Centre of Sight-Sight-Sound, resulted in 750 volunteers enrolling and start training. 83% were verified as having completed and passed the training from the learning management system i.e. the most conservative contribution to the support output from this single provision was 622, reducing the output to 903.

While the contributions from other organisations substantially exceeded the target also, it was likely the contribution by some was an understatement, and in at least one instance their contribution appeared to be an overstatement. Interviews conducted with beneficiary organisations identified volunteers supported through this project that were not recorded on the self-completed grant beneficiary monitoring forms, and so were not recorded by CVSC. Similarly, there was at least one organisation that reported the same number of volunteers supported as created, suggesting a potential misunderstanding that volunteers supported could be the same people registered as volunteer opportunities created.

Overall, while the exact number of volunteer opportunities supported can be debated, the material fact remains that the output substantially exceeded the target.

Table 6.2 – Progress towards outcome targets

Source: CVSC project monitoring information

Description	Target	Output
Number of volunteer opportunities created as a result of support	45	115
Number of projects arising from funded feasibility studies	2	4

7. Conclusions, lessons learned and recommendations

7.1 Conclusions

CVSC demonstrated maturity as a manager of funding during the initiation phase of the project. There was recognition that the short timescale of this extension project put pressure on potential beneficiaries of the Key Fund. CVSC's pragmatic approach to promotion prior to receipt of the formal project grant offer letter, but not approval of beneficiary grants, mitigated this pressure to some extent, while managing financial risk to CVSC effectively.

Value for money was enhanced at an early stage of the project by CVSC reducing its salary cost and overhead contribution, re-allocating these funds to beneficiaries.

The findings presented a strong view by beneficiary organisations that CVSC was an enabler of the grant application process. CVSC demonstrably minimised bureaucracy and added value through understanding of the sector and the different funding options available to third sector organisations in Conwy.

The findings demonstrated robust and fit-for-purpose consideration of grant applications to the Key Fund. Trust in the process was demonstrable, to the extent that applicants that had budgets scaled back respected CVSC's position.

The pragmatic and supportive approach to Key Fund grant applications largely translated into fit-for-purpose monitoring of beneficiary projects. One area of weakness was inconsistent recognition of UKSPF funding in the promotional materials of some beneficiaries.

The pragmatic and timely approach to approvals for underspend re-allocation by beneficiary organisations was appreciated. This contributed to outcome maximisation, while ensuring funds were spent appropriately.

The findings indicated projects supported by Key Fund grants:

- Enabled delivery of activities that otherwise may not have happened. In some cases, the findings made clear the activities would not have happened.
- Increased quality and scale of community events.
- Promoted social inclusion through free access.
- Promoted health and wellbeing through active, therapeutic and/or social activities.
- Strengthened volunteer sustainability.

- Delivered visible, place-based outcomes.

This was in line with the stated objectives of the Key Fund.

Delivery of activities from day trips for retired people to woodland wellbeing programmes or support for well-known organisations such as the RSPCA are relatively common for revenue-based projects supporting the third sector. A stand out feature of this project was support for *investment* projects. Examples included:

- a new approach to retail provision by St David's Hospice
- support for a community seeking to build houses on a former school site in an area where local, young people could not afford housing
- establishment of a parkrun
- support to implement a hydro-electric scheme at a rugby club
- improved radio station capability, improving access and capacity.

These types of *investment* projects stood out because:

- beneficiaries noted funding support for these types of projects was particularly scarce, either because of perceived risk or because feasibility work tends not to deliver direct outcomes for funders
- these types of projects offered the potential for on-going outcome delivery. A good example of where this was achieved within the lifetime of the project was the Parkrun investment.

Non-financial support offered by the project was valued by beneficiaries. The conference attracted a significant number of attendees, both delegates and exhibitors. Both sessions at the conference and stand alone training sessions were perceived to be practically useful by delegates.

The findings included evidence that learning was translating into practical application, particularly where quick wins were possible, for example in areas of AI application and use of digital media, including social media. Added value of peer learning, and networking / relationship building were also commonly reported benefits of the conference and the stand alone training events. The conference offered additional value through the exhibition which brought together funders and those supporting / recruiting volunteers.

The report into community transport provision in Conwy County examined an anecdotally known problem of access challenges for some of the most vulnerable groups in rural Conwy. It provided evidence of the problems and indicated how a

solution should and should not be addressed i.e. it was a strategic feasibility project in its early stages, essentially fitting alongside the investment projects of the Key Fund.

Overall, every output and outcome target agreed for the project was exceeded. The extent of some achievements were substantially beyond target, suggesting more challenging targets may have been set at the outset. A caveat to this conclusion was the nature of projects proposed to the Key Fund was unknown at the time of project development, given the timescales of delivery were markedly different from the previous phase of the project.

7.2 Lessons learned and recommendations

CVSC added value to third sector organisations in Conwy by managing funds on behalf of multiple funders. Third sector organisations appreciated being able to go to one place for joined up advice, rather than different funders.

Recommendation 1: CVSC should continue to seek agreements to manage funds for a variety of funders seeking to support work in Conwy.

Applicants to the Key Fund recognised the benefits of CVSC's management of the UKSPF funding went beyond grant allocation. Follow up support to improve governance and policies was appreciated by applicants.

Recommendation 2: CVSC should continue to support applicants to the funds it manages with proactive advice on measures to strengthen applicant organisations, for example relating to governance and policies.

CVSC recognised UK Government support consistently on any materials used during the project. This was not always the case for every beneficiary project.

Recommendation 3: When managing future funds, CVSC should conduct random sample checks of beneficiary digital and physical media to check funders are being appropriately acknowledged, coupled with reminders to organisations to apply acknowledgements consistently.

Minimal bureaucracy, pragmatism and swift decision-making were hallmarks of the CVSC fund management approach. This provided some mitigation to the short delivery timescale available to Key Fund projects and enabled maximisation of outcomes.

Recommendation 4: CVSC should retain the style of working demonstrated during this project when managing other funds: minimizing bureaucracy, taking a pragmatic approach and employing swift decision-making, while maintaining effective management of risk and financial probity.

Support for *investment* projects was a feature of the Key Fund that differentiated it from many other revenue-based funds. It was an element of the project that contributed notably to the legacy of the project.

Recommendation 5: In managing future revenue funds, CVSC should seek to incorporate an element of support for *investment* projects within the portfolio of approved projects.

The CVSC conference was appreciated by attendees and importantly delivered clear value in terms of learning (content and between peers), networking / relationship-building and access to support / funding organisations. Alternative approaches may need to be employed to make the provision more affordable for CVSC in the future, for example a facility for delegates to purchase lunch at the venue or an option to bring a packed lunch, rather than provision of a free lunch.

Recommendation 6: CVSC should seek to build a package of support from funders, exhibitors and sponsors to offer a third sector conference in Conwy in future years.

Recommendation 7: CVSC should reconsider the cost base of its conference to improve the affordability / sustainability of the provision.

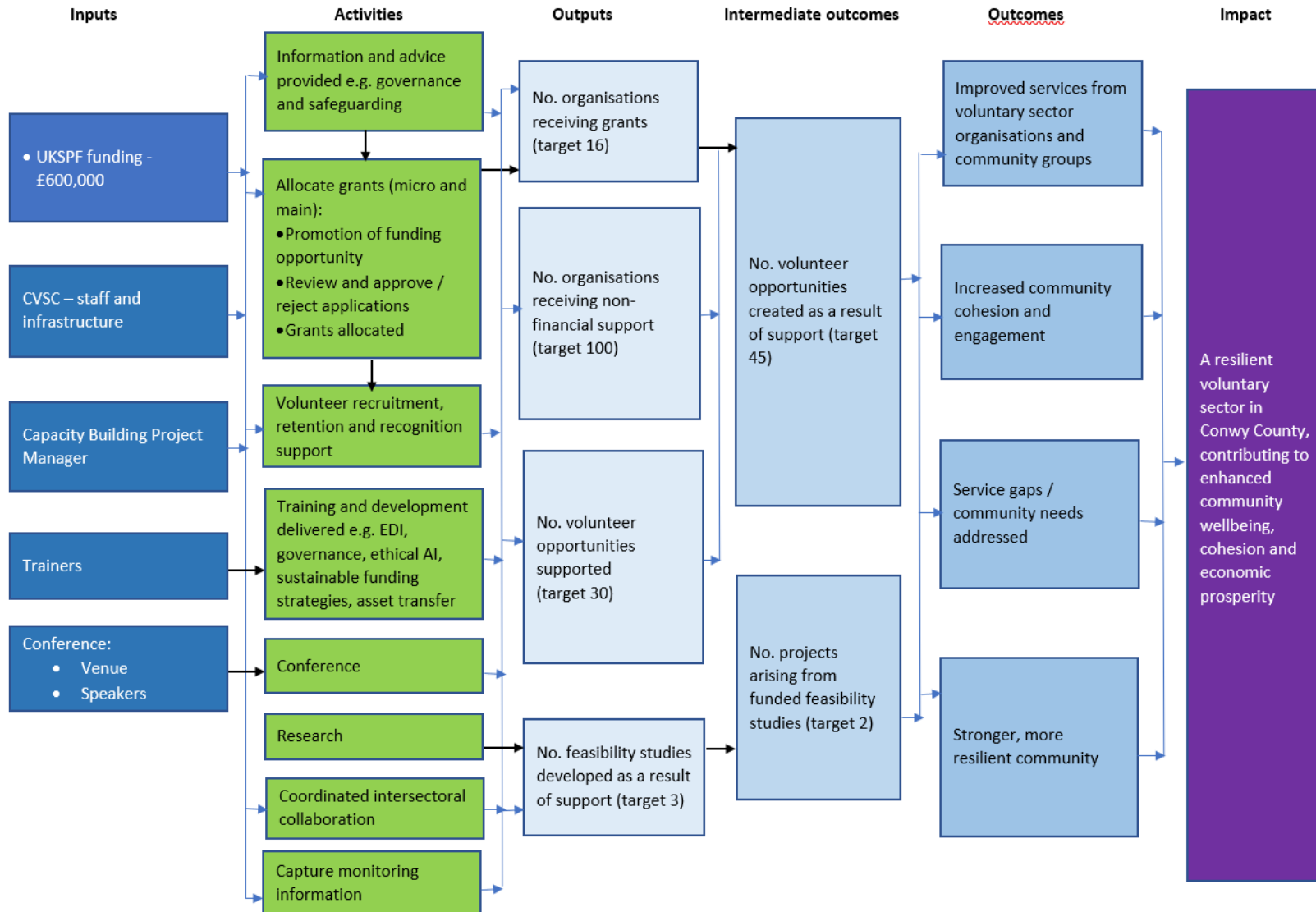
The perceived value of training sessions at the conference was emphasized by calls for repeats of workshops during different sessions, maximising the opportunities for delegates to attend all topics of interest.

Recommendation 8: In planning future conferences, repeat sessions of key workshops should be scheduled to maximise opportunities for attendance.

Training that provided tools and templates translated most effectively into application. Training that required greater thought and elapsed time for benefits to accrue, for example development of volunteer strategies, tended to show less progress in implementation.

Recommendation 9: Where training courses require on-going effort from delegates to realise benefits, CVSC should consider building in follow up advice / mentoring sessions to promote translation of learning to application.

Annex A – Project logic model



Key

Simple 1-2-1 relationship (clear logic chain)



1-2-Many relationship (attribution more complex)



Assumptions

The following guidance was shared by Cyngor Gwynedd with CVSC in an outcomes and outputs webinar on 16/09/25:

Beneficiaries i.e. the people, businesses, buildings or areas of land supported in 2022-25 can be supported again in 2025-26. However, they can only be reported/claimed again if the support is materially different from what they received in 2022-25. Support is not materially different when it repeats the same activity with the same individual or organisation, offers no new content, delivery method or intensity, does not lead to a new or enhanced outcome or is maintenance or a continuation of previous support without change.

OP25: Number of organisations receiving grants: 16

The outcome refers to the number of organisations receiving funding from the Voluntary Sector Key Fund. Some of the organisations funded will be the same as those funded in the 2023-25 round. However, they will be counted separately, as the support provided will be materially different to the support provided the year before. If a continuation of the same project for the same organisation is funded, this will not be counted again.

OP26: Number of organisations receiving non-financial support: 100

Evidence for this outcome will come from the number of organisations attending project training sessions, including the Third Sector Conference. The programme for the conference is entirely different from the programme of the previous year. Even if the same organisation attends the conference in 2023-25 and this year, they will still be counted as the support offers new content. If the same organisation attends the same training session in 2025-26 that they attended in 2023-25, this will be marked as a duplicate and removed from the number claimed. If the same organisation attends more than one training course in the same year, this will only be counted as 1 organisation supported.

OP28: Number of feasibility studies developed as a result of support: 3

The numbers claimed under this outcome will include feasibility studies from the Voluntary Sector Key Fund and CVSC's UKSPF-funded community transport research. CVSC understands feasibility studies to include endeavours such as building surveys, community consultations, research. The results of the feasibility study will identify whether there is a realistic and/or financially feasible project which could be funded in future.

OC30: The number of projects arising from funded feasibility studies: 2

As above, if the feasibility study identifies a realistic and/or financially feasible project which could be funded in future, this will be counted as a project arising from the study.

OP27: Number of volunteering opportunities supported: 30

The evidence for this output will come from the Voluntary Sector Key Fund monitoring. The number of volunteering opportunities supported is the number of existing volunteers that have benefitted from the funding. Examples of benefit include training, supervision/management, funding for resources (not an exhaustive list). This will be reported by Voluntary Sector Key Fund applicants on their project monitoring form.

OC29: Number of volunteering opportunities created as a result of support: 45

The evidence for this output will come from the Voluntary Sector Key Fund monitoring. The number of volunteering opportunities created is the number of new volunteers that have been recruited as a result of this funding. This will be reported by Voluntary Sector Key Fund applicants on their project monitoring form.

Annex B – Sample topic guide

Topic Guide 1 – Organisation representative

Explicitly secure informed consent for interview: interview confidential – trends reported to CVSC; quotes anonymised; don't have to answer any questions; stop at any time. Secure explicit permission to record.

Introduction

1. [If not obvious] Briefly, what does your organisation do?
2. What is your role in the organisation?

Engagement with the CVSC Voluntary Sector Key Fund

3. I understand your organisation has received support from the CVSC Voluntary Sector Key Fund this year. How did you hear about the funding? Are you aware of who provided the funding for CVSC to distribute?
4. How easy or difficult did you find the application process for funding support?
5. [If not previously answered] To what extent did CVSC staff support you in preparing your application?
6. I've read the application description of your project. But, how would you summarise what the project is?
7. [If not previously answered] How is delivery going for you?
8. How are you finding the project monitoring and reporting needs of CVSC? Any issues?
9. Was this a new project or did it build on something that had happened previously?
10. Had you received funding from the Voluntary Sector Key Fund in previous years? If so, what, if anything, was different about this year's project?

Outcomes

11. What difference has your supported project made to your organisation?
12. What difference has your supported project made to the wider community?

13. Your project may have supported volunteers you already had and/or enabled you to recruit and support new volunteers. How are those two aspects of the project going?

Non-financial support

14. Did you engage in any training or advice this year from CVSC?

15. [Prompt if necessary] Did you go to the CVSC Conference in Llandudno during November? If so, what sessions did you attend?

16. [If attended conference] What did you learn from the Conference sessions?

17. [If attended conference] Is there anything you have / will implement in your organisation as a result of this learning? [If relevant] What difference did that make to your organisation.

18. [If attended conference] Events like the conference can sometimes provide peer support from like-minded people or perhaps lead to collaborations following networking. Were there any particular positives you identified through meeting people there?

Duplication / Deadweight / Attribution

19. If your project hadn't been funded by the Voluntary Sector Key Fund, where else might you have got the funding? Would that have been as easy or quick?

Close

20. Is there anything else you would like to say about the conference or the Voluntary Sector Key Fund?

Annex C – Overview of projects granted financial support

Organisation	Centre of Sign Sight Sound (COS)
Award	£12,500
Brief project overview	Provision of online sensory awareness training to 1,500 people volunteering in Conwy. The training will give volunteers a basic knowledge of the needs of people living with a sensory loss and the tools to communicate at a basic level with them. The training is available via Welsh, English and BSL with an audio track for those who find following written information a barrier to this type of training.

Organisation	Home-Start Conwy
Award	£15,319.51
Brief project overview	<p>Home-Start exists to:</p> <ul style="list-style-type: none"> • to prevent cruelty to or maltreatment of children; • to relieve sickness, poverty and need amongst children and parents of children; • to promote the education of the public in better standards of childcare within the area of Conwy and its environs. <p>The project extended the hours of 2 volunteer coordinators to recruit and train more volunteers and enhance the support to current volunteers. Volunteers undertake home visiting and telephone support, receiving a comprehensive training and support package to enable them to do so.</p>

Organisation	Domestic Abuse Safety Unit (North Wales)
Award	£24,132
Brief project overview	<p>Increase the capacity of a Children and Young People's (CYP) service by 20 hours per week and counselling provision by 10 hours per week, to better support victims of domestic abuse, providing:</p> <ul style="list-style-type: none"> • A reduction in current waiting lists, providing timely, trauma informed support to those most in need • Offer more one-to-one sessions for children and young people affected by domestic abuse. • Offer more therapeutic support to adult survivors of domestic abuse.

Organisation	Llandudno Junction Football Club
Award	£25,000
Brief project overview	<p>Development of the football club, from recruitment and training of more volunteers through to provision of safety features, such as CCTV and floodlighting, and enhanced promotion, both onsite and online.</p>

Organisation	Llandudno Junction Community Club
Award	£1,000
Brief project overview	<p>Provision of building condition survey to inform and support an application to the National Lottery</p>

Organisation	Conwy Connect for Learning Disabilities
Award	£16,000
Brief project overview	<p>'My Kind of Day' enables development of person-centred plans for people with learning disabilities. These plans are fluid, with an expectation that people can build upon and adapt them. A plan might cover:</p> <ul style="list-style-type: none"> • The persons, likes / dislikes / abilities / desire to try new things / work • Who they want to be, what and who are important to them • Friends / family may wish to contribute or support their plan. • How they can be best involved in their community to make each day their 'Kind of Day'?

Organisation	St David's Hospice
Award	£18,602
Brief project overview	<p>Creation of a template for hospice retail through the input of a visual merchandiser. This will be applied to two shops in the timeframe of the grant support out of the 12 shops and café within the organisation. There will also be upskilling of staff and volunteers in retail sales. Overall, this is expected to transform the tangible shop environment and intangible shopping experience for members of the volunteers and members of the community, and to attract new supporters and volunteers.</p>

Organisation	Clwb yr Heulwen
Award	£645
Brief project overview	<p>Day trip to Anglesey for up to 49 pensioners and volunteers from the Llansannan locality.</p>

Organisation	TAPE Community Music and Film
Award	£7,000
Brief project overview	Creation of a new <i>Supporting Shorts</i> film, a cinema-focussed filmmaking project, which creates opportunities for people currently underrepresented across the screen industries. Each <i>Supporting Shorts</i> film is created using in-depth co-creation, supported through a bespoke workshop programme. This workshop is the main focus for this funding application.

Organisation	Clwb yr Efail
Award	£10,763
Brief project overview	Provision of meals, companionship and mental stimulation for people over 65. Increasing volunteering to increase membership and so sustainability.

Organisation	North Wales Adventure CIC
Award	£5,250
Brief project overview	Operation Outdoors aims to support serving and veteran military personnel and their families through engaging and therapeutic outdoor adventure activities. Half-day adventure activity sessions will be delivered to foster resilience, teamwork, and personal well-being. Activities will include gorge walking, canyoning, climbing, abseiling, hill walking, raft building and structured team-building exercises.

Organisation	RSPCA Aberconwy
Award	£20,660
Brief project overview	Support for pets of people facing homelessness. Support ranged from veterinary services to a food bank for pets. Importantly, the project sought to work in partnership with Conwy Council's housing team and partners to lower barriers to housing for people with pets.

Organisation	St John Ambulance Cymru (Llandudno Division)
Award	£8,161.79
Brief project overview	Recruitment campaign for more volunteers. Training for new and current volunteers, including key equipment to enable the training. Uniforms for new and current volunteers to reduce the barrier to engagement.

Organisation	Abergele Community Action
Award	£24,987
Brief project overview	Enhance employability and life skills of people of all ages experiencing poverty, disadvantage and discrimination and / or are at risk of becoming excluded from social, educational, economic and digital opportunities. Working in partnership with Conwy Employment Hub.

Organisation	Ysbyty Ifan WI
Award	£2,770
Brief project overview	Provision of a warm hub with activities and chair yoga sessions for people in a rural community.

Organisation	Wintergreen CIC
Award	£8,910
Brief project overview	Development of a volunteer initiative to support delivery of the Veterans Art and Wellbeing programme. This sought to enhance the provision and sustainability of the programme.

Organisation	Aberconwy Care and Share
Award	£5,000
Brief project overview	Project to transition recipients of services to volunteers. Development of an organisational website. Support during holidays for families in receipt of free school meals.

Organisation	Dwygy Dashers
Award	£2,171.90
Brief project overview	Recruitment and training of volunteer run leaders, including guide runners to support visually impaired runners.

Organisation	Bayside Radio
Award	£7,200
Brief project overview	Delivery of <i>One Sound, One Community</i> “Uniting people, place and opportunity” by supporting the broadcast and transmission costs for 6 months.

Organisation	Bys a Bwyd Pawb
Award	£25,000
Brief project overview	Surveys and support services surrounding the purchase of Wales’s oldest Welsh language bookshop as a community resource and asset.

Organisation	Stepping Stones North Wales
Award	£28,600
Brief project overview	Provision of 500 1-2-1 professional counselling sessions for adult survivors of childhood sexual abuse. Additionally, recruitment and oversight of 2-4 volunteer counsellors to facilitate their accreditation.

Organisation	Clwb Rygbi Nant Conwy
Award	£14,300
Brief project overview	Final feasibility stage in establishing community hydro power scheme. Forms part of the club's drive towards net zero and sustainability.

Organisation	Caru Dolgarrog
Award	£2,270
Brief project overview	Caru Dolgarrog Christmas Dinner for the over 70's and community teas and coffees for the 100 th anniversary of the Dam Disaster

Organisation	International Sheep Dog Society
Award	£8,000
Brief project overview	Contribution to the costs of the Welsh National Sheep Dog Trials, held in Conwy for the first time in 30+ years.

Organisation	Merched y Wawr Penmachno
Award	£2,325
Brief project overview	Day trip to Anglesey for 50 members and friends of the Wawr, enabling women of all ages to socialise across the generational divide.

Organisation	Conwy Valley Rotary Club
Award	£6,155
Brief project overview	Llanwrst Fireworks Spectacular (3 rd November 2025) and Young Musician Competition (7 th November 2025)

Organisation	Cyngor Tref Llanwrst / Llanwrst Town Council
Award	£4,500
Brief project overview	Dafydd ap Siencyn Festival on 30 th August 2025. Dafydd ap Siencyn was a 15th-century native of the Conwy Valley - a rebel, nobleman and poet. This family-friendly event celebrates Llanwrst's history, nature and culture through live music, performers, storytellers, archery, woodland crafts, market stalls, and more.

Organisation	Llanfyrwio
Award	£25,000
Brief project overview	Contribution to professional fees and the salary of a project coordinator for acquisition of former school site to create affordable housing and landscape the site to provide community amenities.

Organisation	Pellenig
Award	£10,000
Brief project overview	<p>Provision of a series of local outdoor adventure events and workshops for children, young people and adults in Rural Conwy. An opportunity to try a number of activities that can be done locally, such as river walking, mountaineering, lowland walking, climbing, abseiling, paddle boarding and mountain biking. Intended to address the poverty of rural area opportunities by teaching skills such as map reading, bicycle maintenance and mountain survival skills, that will continue to help participants beyond the lifetime of the funded support.</p>

Organisation	Cyngor Cymuned Betws y Coed
Award	£1,400
Brief project overview	<p>An extension of a collaborative project between the community council and the school to enable pensioners to eat lunch at the school periodically. The extension will provide afternoon tea and a Christmas lunch for all the pensioners of the village, extending the co-dining experience and combatting isolation and loneliness.</p>

Organisation	Golygfa Gwydyr
Award	£7,726.67
Brief project overview	<p>Golygfa Gwydyr Community Forest project will provide:</p> <ul style="list-style-type: none"> • Wellbeing and cultural activities at the forest site and community building in Llanwrst • Build connections with BCUHB to develop social prescribing referrals for the wellbeing offer • Maintenance of the community forest site Caerdroia

Organisation	Sir Henry Jones Museum
Award	£9,736
Brief project overview	<p>The project was a series of bilingual intergenerational workshops and activities, comprised of six strands:</p> <ul style="list-style-type: none"> • develop an edible garden and pollen station outside the museum • ceramics project for the wider community of Llangernyw, Gwytherin and Pandy Tudur • Welsh history / archaeology sessions • Extend entrance to the museum by two days per week during the six weeks of the summer holidays (salary for front of house person) • In partnership with the People’s Collection for Wales, do a community call out for local old photographs and items for scanning • Artists in residence to work with families during the summer and half term school holidays

Organisation	Rhos United Football Club
Award	£8,800
Brief project overview	Support for the hire of pitches for matches and training due to flooding of local pitch in winter. Supports 6 community teams, including the 'Relics' walking football team, plus a Saturday drop-in and play session for children.

Organisation	Parkrun UK
Award	£4,000
Brief project overview	Set up costs for the Rhos on Sea / Llandrillo yn Rhos Parkrun

Organisation	Llanfairfechan Community Hall
Award	£15,200
Brief project overview	Contribution to the salary of a Development Manager to continue working on the sustainability of the Community Hall.

Organisation	Menter Iaith Conwy
Award	£18,489.52
Brief project overview	Contribution to Penmachno Housing Partnership project

Organisation	Canolfan Addysg Uwchaled
Award	£581
Brief project overview	Afternoon tea for over 65s in Cerrigydrudion

Organisation	Cor Cymysg Dyffryn Conwy
Award	£923.71
Brief project overview	Support for a community concert in St John's Methodist Church, Llandudno

Organisation	Deganwy Friendship Club
Award	£900
Brief project overview	Christmas community event

Organisation	Hygiene Bank Abergele
Award	£430
Brief project overview	Support to purchase hygiene products to distribute to people experiencing hygiene poverty.

Organisation	Llanwrst Girlguiding
Award	£981
Brief project overview	Support for sustainability by covering energy bills for 6 months.

Organisation	Trefriw Film Club
Award	£700
Brief project overview	Christmas meal and film screening for the community.

Annex D – Summary of conference feedback

Source: CVSC project monitoring information

1. How would you rate the Third Sector Conference (n=35)

Rating	Number (percentage) of responses
5	24 (69%)
4	9 (26%)
3	1 (3%)
2	1 (3%)
1	0

N.B. Rounding error means percentages do not sum to 100%

2. What did you like about the Third Sector Conference? (n=35)

AI
Funding fair speaking to lottery and windfarms and other places
Lots of information sharing networking
Sgyrsiau proffesiynol [Professional conversations]
Great topics, very knowledge presenters. Also a great way to connect with other third sector organisations in the areas and share ideas and build relationships.
The sharing of ideas and the great networking
It was excellent with lots of useful content, varied workshops and plenty of time built in for networking. Thank you to all the team at CVSC for putting on such a great event - really appreciated it.
Amrywaieth y sesiynau [The variety of sessions]
Variety of interesting subjects, and the display was also very useful [sic]
There was plenty of informative talks and lots of information stands.
excellent for venue, networking opps, training opps and feeling included in the counties 3rd sector generally. [sic]
A great opportunity to take part in workshops that are helpful to our organisation. Great networking and a chance to meet funders
The workshops
The talks and the networking opportunities were great
All topics highly relevant.
The volunteer Strategy session was great in the morning [sic]
Cael cyfarfod pobol a cwmnïau lleol. [Have a meeting with local people and companies]

Opportunity to network with likeminded partners, opportunity to see people in person (!), very interesting sessions as usual
I was impressed at how big the event was in terms of number of stall-holders, concurrent sessions and attendees. I thought the diversity of sessions was very good.
Y bobol a'r trefniadau, gwyh [The people and the arrangements, fantastic]
The different groups represented at the event. I found those interactions downstairs very valuable [sic]
Lots of people from across the third sector. Some interesting talks. Good food!
Very generous - everyone there, and the free things given
Excellent venue well hosted; good relevant presentations.
It was well planned and organised. It was also relevant to what I'm interested in
Wide range of exhibitors and workshops
Range of sessions - opportunities to network
Loved the various seminars on offer, along with the chance to network with like-minded people
The workshops - the AI for grant applications one in particular was extremely insightful.
Topical sessions - really engaging
I was able to get a lot of information for several groups/organisations I am involved with, and CVSC staff, as always, were very helpful and able to offer a lot of advice and information.
The different sessions were great, the stalls and having an opportunity to chat to the different providers, the lunch was really nice, the networking around the tables at lunchtime. I was glad that the stalls all closed at lunchtime to give everyone a break. Thank you!
The possibility to meet with like-minded organisations to collaborate and learn from each other.
Great opportunity to make new local connections and learn from the wider sector across north Wales and beyond
Interesting talks. A great opportunity to network. A celebration of the third sector in Conwy

3. How could we improve the Third Sector Conference? (n=33)

Be smarter about shouting louder to Welsh Gov, NHS and other statutory bodies regarding the work the 3rd sector do to support them. More recognition is needed. [sic]
Being blunt, the organisation of the event has been shocking. No agenda, nothing to say what to expect, nothing to say what training sessions are on and what time. Nothing to say who is at the funding fair. I couldn't plan out my time, as I had no idea what sessions were on before hand. You should implement a booking system for the sessions, so I know exactly what time I need to go, or even just send out the leaflet or agenda before hand. Yes it was included in the bag, but that's on the day, and I looked in the bag, and it's the normal stuff at an event, so I didn't even think to look in the booklet. It just seemed so dysfunctional and poorly managed.
Have more, great information sharing
Ellai ddim meddwl. Roedd yn dda. [sic] [Can't think. Went well]
More sessions between breaks - it was quite difficult to choose which sessions to attend and I would have liked to have been able to do more - if they started earlier and had a slightly shorter lunch then we could potentially have had two sessions between the breaks to fit more in.
Repeat sessions to avoid missing out on clashes.
Possibly ask more of the workshop facilitators to have links to tools and templates and resources that attendees can take away and use. It's so useful when these are included.
No real issues so cannot give any comments for this section
Alternate the presentations so you are able to attend them all.
I preferred last year's A4 timetable sheet rather than having to negotiate the booklet to plan my day or check the room name etc. The booklet was lovely but an unnecessary expense.
Workshops all felt like they needed a bit more time, possibly allowing a full hour per workshop and having allocated time for stall over lunch and beginning of day?
I would have liked to attend more talks throughout the day but as they are all on at the same times this was difficult. All of the morning ones were of interest to me. Perhaps having an additional time slot for the talks would be beneficial and enable people to attend more.
Hard to say. This was my third. Nice that someone does 'my thinking for me' 😊
It would have been helpful to have a one page of timings for the day at the start of the program
Dim yw wella [sic] [Nothing to improve]

Minor aspect but - although this year was an improvement on last years burger and chips - would you consider a healthier and less carb-heavy lunch? I think it could help people feel more alert in the afternoon sessions.
Some conferences I attend these days that really move me and stick with me have some form of culture included. Perhaps some local Welsh music, interactive art, poetry...
Dim byd! [Nothing!]
The format of folks in a stage talking to me lacks the interaction I would like. I favour a less formal approach personally.
Unsure
Get stallholders to stay until the timetable said they would
maybe more notification of presentations times and content (webpage?) so visitors could opt to meet the funding bodies or other visitors between selected presentations (though to a good degree you have done this).
Keep up this standard and commitment to quality
I would like to have had a list of participants and the organisations they represented
It was a shame the numbers dwindle in the afternoon but I don't think you can stop that
Perhaps have learning materials from each session available. I had to chose between two different sessions (both at same time) so would have liked to have got the notes from those sessions I missed.
Maybe encourage speakers not just to do information gathering sessions - I didn't really gain anything at the new approach to volunteering workshop.
It was great - breaks are a bit long
Perhaps, more organisations or smaller grassroots groups holding information stands.
Some posters on the wall with the agenda. Sorry if you already did this and I missed it. I did pick up a flier, so that was great. Thanks
Sponsors to leave leaflets in their sponsored room ahead of first talk.
nothing! This is always the best event I attend across the region and I look forward to this every year - keep up the great work all. Thank you!
Shorter talks and more of them. Maybe repeated so that we can attend more of them.

4. Are you going to do anything differently as a result of your learning from the Third Sector Conference? (n=34)

Be more mindful of AI [sic]
No.
Yes social media plan
Yndw. Strategaeth Gwirfoddoli. [Yes. Volunteering Strategy]
Yes - I'll be pursuing corporate relationships more
Yes, use ai in governance
I'll be sharing what I learnt from the Volunteer Strategy workshop with colleagues and community groups.
Ydw, edrych mewn i ddefnyddio AI ar gyfer helpu cwblhau ffurfleni cais grant. Edrych ar ffynhonnellau eraill o incwm, a gwella cyhoedduswydd ar platfformau cymdeithasol [Yes, looking into using AI to help complete grant application forms. Look at other sources of income, and improve publicity on social platforms]
Yes
Yes, I will be able to create improved applications for funding.
I will be making use of the useful tips on my social media posts from the fantastic workshop by Abigail Gilbert.
Yes, we got a lot out of the digital themed workshops we attended, it's helped us to have a clearer vision of how we can move forward and utilise new tech. I have booked a place on a digital workplaces course as a result of the Promo Wales workshop and this will hopefully help us to run more efficiently and increase engagement. The social media workshop was also really valuable and has given me starting point to improve our engagement
Implement new learning into my practice based on what I learnt in the workshops
I am new in my role so this is hard to say but I will consider everything I have learnt going into post
Yes. Am now following WCVA. Also, will adopt the guidance on the New Approach to Volunteering.
We are going to implement a volunteer strategy to our organisation
Yndw [Yes]
I have engaged with some new partners who I will work with going forward
I have passed on some of the key learnings to colleagues and between us I expect it will have some influence.
Cyfathrebu mwy am ein gwaith i helpu ni, helpu mudiadau grantiau, helpu grwpiau eraill tebyg i ni. [Communicate more about our work to help us, help grant organisations, help other groups like us.]

Well there was useful valuable content that I am digesting and I will certainly be exploring the very best and most effective use of social media.
No
Yes
The conference and exhibition are building on years of experience along with our own so I plan to follow up discussions with certain contact organizations met.
Yes, more planning before action
I feel more informed about the potential political implications for next years Senedd elections, thank you
Yes. It's given me a different approach to fundraising and also food for thought as to whether a CIC is the correct route for me to go down.
Yes - we're re-looking at our AI policies.
Yes, budgeting and AI practice
Absolutely!
Mental Health support for my colleagues
We have made new connections and will start to collaborate with new partners.
Liaise more with WCVA in relation to influencing and informing WG policy to support sector
Not sure

5. What could CVSC do better to support your organisation? (n=32)

Link in regionaly to support local initiatives. [sic]
Have charity / organisation of the week and advise it in the news letters / social media
Collaborate for events work together raise our profile with 150 years coming up
Rhwydwaith bach o fentrau gwledig cymraeg. [A small network of rural Welsh enterprises]
Volunteer advice and support with coordination. Funding advice
Nothing, I'm really happy with the support you provide
N/A
Nothing well supported
Not sure.
Keep up the support of advertising recruitment opps for us. Keep the quality and relevant training opps like the Volunteer management 3 day course. The need to train new vol managers to the role is great and should be an annual offering. Continue to champion Volunteers week as you do so well.
Possibly offer more training but the support offered at present is very useful
N/A
Unknown due to being new
Hard to say. CVSC membership is not only free but offers a huge range of benefits.
We are supported well by CVSC
Dim [Nothing]
NA
Perhaps more networking events to help build great partnerships to help apply for funding and attract corporate support.
Gwranddo ar ein profiadau a creu newidiadau addas a phwrpasol [Listening to our experiences and creating suitable and purposeful changes]
I think that CVSC are doing very well at helping us. Perhaps more information about what you do out there would be great.
Don't know
Understand the needs of individual churches as well as the ministry area
CVSC are already good; sometimes the work to complete parts of a project are beyond a volunteer i.e. where a grant application in a project requires planning application and maps etc.
It's doing fine
N/A
More of an insight as to how I can effectively run a football club's foundation
Nothing - the team are great
Nothing
The conference was great, but perhaps more but smaller open training - where you can attended a session for something specific. Unfortunately I was not able to get to all the sessions I wanted because some were on at the same time.
Could you connect us with Neath Port Talbot VSC? We would love to support them too.
Add me to your mailing list please
Training, more events, networking, better information on funding

6. What training would you like to see in the future (e.g. Safeguarding, Volunteer Management, Volunteer Supervision, Funding Applications, Treasurer's Role, Equality, Diversity and Inclusion)? (n=27)

Funding applications
Safeguarding, engaging people online, volunteer management, engaging the local community
Social media training
Rol trysorydd. [Treasurer's role]
Volunteer management, funding applications
Specific role training, especially treasurer.
Strengthening Your Board, Managing Conflict on Boards, Risk Management / Safeguarding Your Charity, and all the topics you suggest above sound excellent.
Ceisiadau Cyllid, mwy ar ddefnydd AI [Finance Applications, more on AI use]
safeguarding, supervision for volunteers and funding applications demystifying
Funding applications. Role of the Treasurer.
Volunteer Management, Supervision for Volunteers, Funding Applications, social media for amateurs, charity shop managers focused volunteer management.
Safeguarding and Funding
All of the above - I missed setting up a CIC and social media for the third sector, both of these I would have liked to attend.
All of the above. Being a Trauma Informed Organisation and something on the lines of Charity Mergers please. Having WCVA again please.
Anything around volunteers
Ceisisdau cyllid [Seeking funding]
Green Finance
Diogelu yn bendant, Cynhwysiant, ceisiadau cyllid, cadw fyny gyda diweddariadau [Definite protection, Inclusion, funding requests, keeping up with updates]
I would like to see a session on hidden carers. That legion of carers that do not show up in statistics. Children caring for parents of grandparents etc. I would like CVSC to do more to highlight where there is a lack of support.
Supervision / support for volunteers
All of the list
Funding applications. Training to do with the role of sports clubs as third sector organisations (I work with a football clubs foundation)
More on corporate volunteering.
Funding applications, Volunteer Management, Community Engagement
Volunteer Management, Supervision for Volunteers, Funding Applications, Role of the Treasurer
All of the above minus the Treasurer and Funding Applications training would be relevant for us.
Volunteer management, funding

Annex E – Summary of conference delegate behaviour change follow up

Source: 20 Degrees

Respondents were reminded of what they had intended to do following the conference and asked what they had done.

Intended behaviour change	Actual behaviour change
AI - be more mindful about AI	I found the AI session really helpful on a personal level. The support around grammar and written communication was especially valuable. As Welsh is my first language and most of my work is carried out in English, it often takes me a little extra time to process information before responding to correspondence. Since using Copilot, not all the time, I've been able to increase my admin output significantly, and it's helped me manage my day-to-day duties more efficiently and stay on track. In terms of my work at [organisation], AI is not yet fully meeting our needs, but our team is working hard to ensure that the information we provide is accurate, accessible, and formatted correctly on a daily basis.
Plan social media	I shared details of the session with my manager, and we are hoping to implement some changes around the content pillars and what social media platforms we use. There was some useful ideas around what content we could use for LinkedIn around sharing reports and how to break down content and repurpose it.
AI use in governance	I thought the AI section was very useful and have drafted a new safe-guarding policy using it. It is now with the our committee to check it thoroughly. I will be doing the same with the rest of our governance documents during this year.
Intended to do something differently (unspecified)	No response from delegate
Develop improved [funding] applications	No, or not at the moment might be a better way of putting it. Without doubt I am definitely more confident in being able to apply for funding for our support group but haven't done so yet.
Implement social media (SM) tips	The SM workshop was a breath of fresh air for people like me who don't have a budget for volunteer recruitment campaign so any tips and tricks for improving my work social media presence is welcome. I use the professional dashboard stats shown to me by [workshop facilitator] and I plan my posting calendar as she recommended. My wish would be a longer workshop or a follow up after the event for less abled SM users like me.

Digital themed sessions	Yes, we did find the digital workshops very useful, they helped kickstart some conversations which were bubbling about updating ourselves and becoming more digitally efficient and gave us a push to start doing something about it. As a direct result of attendance at the conference, myself and fellow director have enrolled on a 9 week course from Promo Cymru; Designing Digital Services, and we are exploring how we can use digital means to become better at spreading the word and marketing our services and thus creating a steadier stream of income alongside tenders and grant based income.
Implement learning	I found the courses that I attended that day informative regarding social media and applying for funding. There were useful tips given during both workshops which I will / have implemented. Only a small thing but I was recently creating a poster for an event and checked on a website recommended which tells you whether colour combinations work so that people can read them clearly once they are overlaid. Tiny but really helped me make my work accessible.
Follow WCVA and adopt guidance on new approach to volunteering	Embarrassingly no. Overtaken by other events. An overview would be welcome
Implement learning	I did not make use of the learning but however was able to build key contacts.
Relating to social media	As an Independent Town Councillor raising ward-related concerns and sharing news about events that benefit the community and I now have explored other platforms beyond Facebook and X as a direct result of the insights I gained from the session. In terms of the Town Council I reported back to the Council on the session and I would like to see [named council] being more creative in their use of social media. So there's a lot of inspiration that came out of the session for which I am grateful.

<p>Follow up on some contacts made</p>	<p>The respondent and their spouse are both town councillors.</p> <p>“In my case at the Nov 25 CVSC event, I met with other visitors including County Council and Health board people that I have contact with. We met the sports funding team at their stand in the event, people we know from the work done over years, our sports centre [name] is [...] run and managed by volunteers who apply for grants to maintain and develop the centre. At the CVSC event I met with the Heritage Fund and did not know before meeting how the Heritage fund protects environment; I did contact the team again for clarification on a couple of points and I passed the contact details to others I know with potential interest (allotments). As a beekeeper I have an interest and concern about our environment and the threat from invasive species where funding could be vital, so I passed Heritage info to this group also. We have projects to apply for where the Heritage tending to be for larger grants could fit, we in [name] have a place planning partnership looking to develop / regenerate areas including open space land for PP projects and I passed details to the group, some of whom also attended the CVSC event. Our community of [place name] suffers deprivation as measured in the Welsh Index of Multiple Deprivation (WIMD) we are also a area historically suffering flooding, so development is limited and Gov support tends to go to larger communities. CVSC type grant funding is increasingly important across the range of community support and development measures.”</p>
<p>Feel more informed about implications of Senedd elections</p>	<p>Did not follow up as no specific action identified from the learning.</p>
<p>Different fundraising approach and whether CIC is right route</p>	<p>Yes I did find the CVSC conference extremely useful, and as for how I used the learning from the conference, thanks to the workshops, I discussed with the senior staff at [name] about whether a CIC was the best route to take for the foundation. We instead have opted to go down the route of a CIO, and as for fundraising, it was quite insightful to learn other routes.</p>

Budgeting and AI	<p>Yes, I have, on grant applications. I had previously been using AI from time to time, on these. But since the training, I have done so with more confidence, not just on grant applications, but other items as well. We did not go out and use any of the platforms that were spoken about, as we have co-pilot as part of our Teams already, but we did start to use this for Welsh translations following the session, and our colleague who is first language Welsh has checked these over and says they are very good with only minimal tweaks needed – this means she is often able to do this for us, which speeds up the process and means we do not always have to go out to translators for a full translation, especially on smaller items / when there is a need for a quick turnaround. We have had conversations internally, as a result of the training, about the budgeting section on grant applications, especially the categorising of specialist services as part of the project cost, and not trying to minimise our budget needs for the sake of grants, but rather, being wholly realistic so that grant funders can see that these are robust – there have been no new applications since then where this would be relevant, but it is definitely on our radar for future. I thought this was a really good day – better even than the previous one. Very “current”.</p>
------------------	---

Annex F – Summary of training event participant feedback

Source: CVSC project monitoring information

1. Name / date of training event attended (n=36)

Date	Event	Number of participant responses
30/09/25	Introduction to Volunteer Management	9
07/10/25	Volunteering and the Law	9
08/10/25	Supervision of Volunteers	6
20/10/25	Business Planning	4
26/11/25	Video Skills for Charities	2
03/12/25	Community Engagement	3
20/01/26	How to be an Effective Trustee	3

2. Overall impression – ranked 1 to 5 stars (n=36)

Star ranking	Number (percentage) of respondents
5	32 (89%)
4	3 (8%)
3	0 (0%)
2	0 (0%)
1	1 (3%) ^(a)

(a) This respondent answered 'excellent' for subsequent questions, suggesting they interpreted 1 as the top score, rather than the worst.

3. What I found most useful about the event was: (n=35)

Networking and the amount of information.
Very informative
Hand outs were different to the slides which was helpful as more info and kept people's attention. The conversation across professionals.
Recruitment, training and communication ideas
Having the training notes to consider later, discussion with other people there
All of it
Meeting others in similar roles plus the course itself.
Support from the tutors when we asked questions
Reinforced good volunteering practice
The differences between us having volunteers and volunteers coming in
Very informative
Language used, agreements, podcast, links
Content of the presentation, lots of good info
An overview of what the law is, good practice, guidance, signposting.
Clear, comprehensive, well presented
Good Practice, lots to consider, interaction with others. Excellent presentation [sic]
Info about the law
Lots of skills and techniques
Good relevant content
How to communicate with volunteers more effectively, learning from others experiences.
Lots of useful information.
Learning about what was required of us to comply with the law by protecting us and our volunteers. The importance of volunteer supervision
Revisiting good practice. Listening to others and face to face is a welcome change to online.
Good level of information, really informative
It was pitched for all and relevant for us
Clear and concise [sic]
Overview and principles
Practical advice
Working up the storyboard
Stages of consult and when to do each different element for best impact [sic]
Informative event
The template and guidance
the interesting conversations with other participants
Exploring the trustee role in depth with the insight provided from other attendees
Having role of trustees explained and their interaction with staff

4. How would you rate:

Rating	The venue (n=36)	Refreshments (n=35)	Speaker / trainer (n=36)	Organisation of the event (n=36)	Time of day (n=36)	Length of the event (n=36)
Excellent	26 (72%)	26 (74%)	36 (100%)	35 (97%)	30 (83%)	26 (72%)
Good	9 (25%)	7 (20%)	0 (0%)	1 (3%)	5 (14%)	9 (25%)
Satisfactory	1 (3%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	1 (3%)
Unsatisfactory	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Not applicable	0 (0%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

5. To what extent do you agree or disagree with the following statements: (n=36)

Statement	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
It's increased my knowledge of the subject	33 (92%)	2 (6%)	0 (0%)	0 (0%)	1 (3%)
I've improved my skills	31 (86%)	4 (11%)	0 (0%)	0 (0%)	1 (3%)
It's increased my confidence to perform my role	29 (81%)	6 (17%)	0 (0%)	0 (0%)	1 (3%)
I'm more aware of best practice	31 (86%)	4 (11%)	0 (0%)	0 (0%)	1 (3%)
I feel more connected to specialist support	28 (78%)	6 (17%)	1 (3%)	0 (0%)	1 (3%)

N.B. Not all responses sum to 100% due to rounding errors

6. What could we do to improve future events? (n=16)

I found all aspects good.
Was great really helpful
It was perfect
Nothing
It was excellent thank you
I work full time so halve [sic] to take half days off to attend courses if I want to improve my skills. This is the only course I could attend because of the timing (start 12.45) unfortunately couldn't attend the others for this reason. I know that doesn't apply to everyone but if this or online evening sessions could be considered that would be great
Not a lot
Linger sessions
Print papers on a less bright background (yellow, green, blue) as it's easier for those with Dyslexia to read.
It was perfect - thank you.
All very well planned and executed. Wouldn't change a thing.
Potentially online as well, but good venue
Maybe ask participants to preloaded the relevant computer programs. Save having to download/register the programs in the session
Nothing it was great
The venue was good rather than excellent simply because the lighting options were too restrictive for viewing the screen. Otherwise the room was very comfortable for the number attending. I am unable to comment on the lunch refreshments but the mid morning provision was very good.
Nothing

7. Which of these best describes your role? (n=36)

Description	Number (percentage) of responses
Community & engagement	1 (3%)
Community benefit	1 (3%)
Deputy Chief Officer	1 (3%)
HRS Officer	1 (3%)
Leader / CEO	8 (22%)
Paid managerial	1 (3%)
Services Manager	1 (3%)
Trustee	2 (6%)
Volunteer	2 (6%)
Volunteer Manager / Coordinator	18 (50%)

8. Do you have any suggestions for future events or training? (n=12)

Focus on charity retail volunteer management
HR based roles
Volunteer retention/engagement, volunteering for young people
Health and safety
I wasn't able to make the volunteer supervision training so I would love it if this happened again, also safeguarding group B training.
Safeguarding, volunteer management, finance budgeting
Bid writing / looking for grants
Trustees view of plans
Case studies
Safeguarding, volunteer retention
How to make your information accessible for vision impaired people
Finance, risk and governance training for trustees

9. Do you have any further comments?

Really interesting. Thank you Kasia and Anna
Really interesting helpful session thank you
Thank you it was a well timed and excellent opportunity [sic]
Thank you for the interesting and helpful course
Thank you
Was excellent Eileen Murphy is a fabulous trainer have had courses with her before
Thank you very much
Sorry I can't attend the follow up course [sic]
Diolch / Thank you
Thank you!
It would be great if there was a session where people from different organisations delivered short presentations about their work (petcha kutcha style event) and explored possibilities to collaborate, organisation speed dating,
Thank you!
Many thanks - very informative and pitched well.
Trainer had excellent presentation style and pitched the course at the right level
Thank you
Thank him for printing off the slides
Was a really helpful thank you
The willing engagement of the attendees demonstrated the thirst within the sector for the provision of this type of training topic. I was very disappointed to have to leave early as I was gaining a great deal from Eileen's approach to the subject and the opportunity to explore the trustee role with others outside my organisation.
Excellent speaker who was forthright when answering queries