

CVSC

Community
and
Voluntary
Support
Conwy



Troi i'r
Gymraeg

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Hello!

In this edition of our magazine, I'm delighted to announce that CVSC is proud to be a Living Wage employer, we have always paid the real living wage to our staff, but it's good to receive the recognition and to encourage others to do likewise.

It's also great to share the latest news on CVSC's newest managed grant scheme - Rhyl Flats, a great addition to our ever growing portfolio, and on that note, just watch this space for some exciting news regarding a very well known international grant scheme!

A heartwarming story for you on page 5, outlining the efforts of HSBC staff volunteering with a local charity - Hope Restored. Have you considered volunteering, as an individual or an organisation? We're always on the look out for volunteers and we have some great opportunities on offer.

What are you waiting for? Give us a call..... :)

Best wishes to you all,
Until next time

Wendy

Keep in touch

www.cvsc.org.uk
mail@cvsc.org.uk
01492 534 091



Volunteer Recognition



CVSC now have branded certificates to recognize the contribution made by volunteers of all ages



Youth certificates available for 14-25 year olds which will replace the MV awards



Certificates available:

- . Expression of gratitude .
- . Certificate of excellence .
- . 5 year service .
- . 10, 20, 30, 40,50, 100, 200 and 500 hours .

To request volunteer certificates, please contact:

volunteering@cvsc.org.uk
or 01492 534091



Developments for Rhyl Flats.

Following the recent handover of the Rhyl Flats grants scheme from the Welsh Government to CVSC last Autumn, and the official launch at the CVSC AGM in October, the Rhyl Flats recently held its first successful grants panel in December. A number of very interesting applications ranging from support services to historical and educational projects from across the coastal areas of Conwy were approved. Examples include £9749.60 awarded to CAB Cylch Conwy for its Step by Step to coping with Benefits project, £10,000 was awarded to Creatasmile for Benjamin's Tea rooms at Creatasmile and £6,500 to Colwyn Bay Watersports towards a Community Engagement Officer.

Follow us!



Our volunteering team are now on Social Media, check these out and get involved!



@conwyvol



@volunteeringCVSCgwirfoddoli



@conwyvolunteering



The HSBC bank team building volunteering



Given the dynamics of today's fast-paced workplace, and with the benefits of volunteering as a recognised source of wellbeing, more and more employers are developing employer-supported volunteering policies.

Employer-supported volunteering is where an employee can take time off, to volunteer during paid working hours. This is usually 2 days a year, however it is best to check with the organisation's HR. Employees can either choose to support a charity or community group of their own choice, or an opportunity sourced by the organisation.

Steve Nicholls, a Manager for HSBC Bank contacted CVSC as he wished to set up a team building volunteering day for himself and his fellow HSBC managers who work throughout North West Wales. They had initially decided on the possibility of giving their time to paint a community hall.

I discussed the offer with my colleague Neil Pringle, Gwynt-y-Mor Community Fund Manager, to check if he knew of any organisations that had received funding, and would welcome some help in decorating their community premises. A number were sourced for Steve and his colleagues to choose from. Hope Restored was chosen by the HSBC team. Hope Restored was set up by Brenda Fogg in 2010 and gives much needed support to the homeless and needy in the Llandudno community.

Steve had initial meetings with Brenda, and a date for painting the Hall was set for September 19th 2018. Through these initial meetings, the staff of HSBC Bank have since donated a chest freezer in addition to a large amount of

food to support Brenda's "Bag of Hope" Food Bank, Brenda stated "This service is available to anyone who is struggling to feed themselves or their family. Whether they are trying to manage on benefits or on a low-income household, on or below the breadline, it doesn't matter, Hope Restored will help if they can"

Both Neil and Donna Jones from the CVSC Volunteering team met up with Brenda, Steve and his team on the morning of the 19th September. On arrival, the team were not only laden with paintbrushes and rollers, they also brought with them a large collection of foods for the food bank.



"CVSC Volunteering team are delighted with the outcomes of the kind efforts by the HSBC employees, to not only brighten up the environment of a much needed service to those most in need, but to also provide donations and ongoing support."

Good work everyone!

Gwynt y Môr Community Fund creates Ripple effect across our Communities.

In October 2015 The Gwynt y Môr Community Fund provided £73,873.00 grant support to the Rhyl based Benefits Advice Shop.

This three-year project would allow staff to open their town centre advisory office an additional day each week, undertake more home visits to the housebound, assist with additional telephone enquiries and most importantly free up staff resources to support clients going through the 'benefits appeals process'. Having recently undertaken a two year progress review, the projects outcomes are truly staggering.

In year two alone staff assisted an additional 695 individuals with face to face interviews and advice at the office. 584 extra customer enquiries were dealt with over the phone. A further 52 home visits were completed to those unable to leave their homes due to disability or ailments. A combined total of 1,332 people assisted and supported. However, the greatest statistic - a further 41 appeals cases were undertaken on behalf of clients, securing an additional £573,324.00 for those most vulnerable in our communities.

However, what is almost unseen and impossible to measure is the additional or potential savings to our statutory services, public health service and each individual. Consider for a moment... What if these people had not been helped? or were unable to access the Benefit Advice Shop or their service? What of the potential consequences? - declining health, isolation, stress and anxiety, poverty, debt, homelessness or worse. For an investment of £73,873 Gwynt y Môr has helped the Benefits Advice Shop help our most needy. The return ... almost priceless!

By example the office took a call

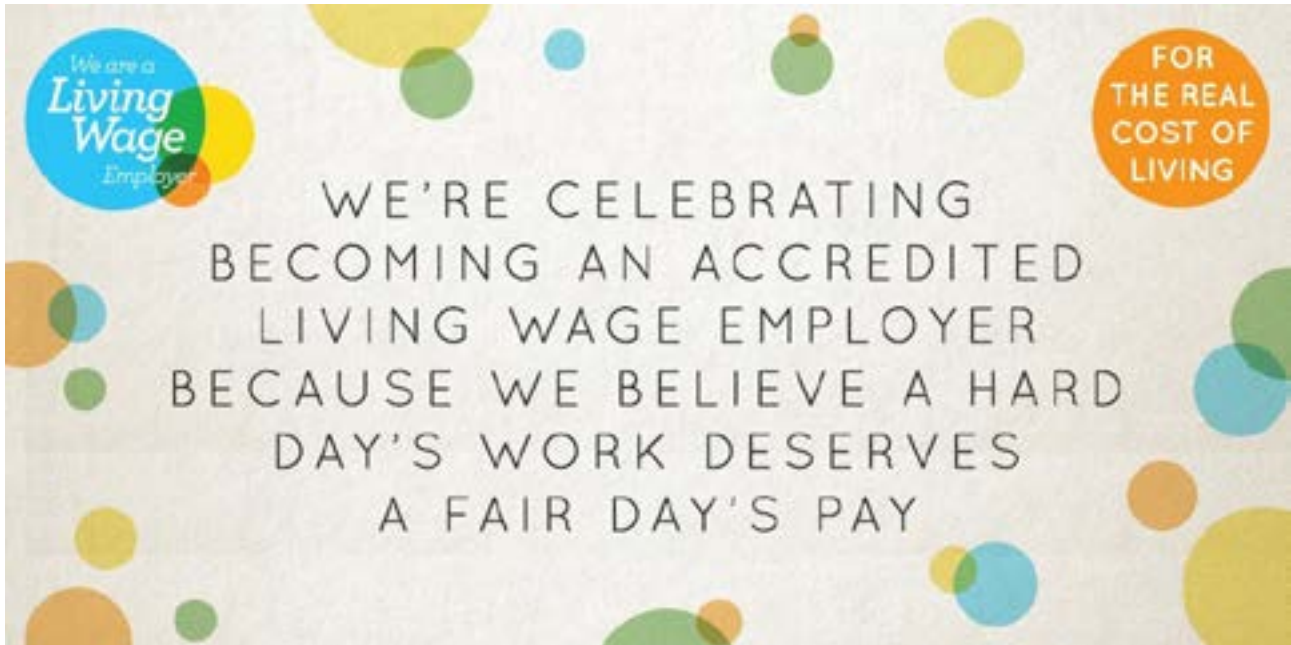


from a housebound 78 year old lady living alone, struggling to pay her bills. A home assessment identified she was entitled to Council Tax Reduction. Furthermore, her situation allowed for an Attendance Allowance which in turn gave her Pension Credits. In total her income increased by £125.60 per week.

This support service has now given the pensioner some basic financial security together with access to Social Services support. The home assessment led to Occupational Health visits which included home aids including bathroom rails / grab handles, a shower seat and perching stool. Her enforced isolation was the first step to loneliness and possible depression. The outcome? Contact with Cozy Club a social group for older people and access to Community Transport via Dial a Ride.

From start to finish The Benefit Advice Shop's aim... To increase the client's income but also to improve her health, wellbeing and increase her inclusion in the community. What price the Gwynt y Môr Community Fund input for our vulnerable neighbors?

Congratulations **CVSC** on becoming an accredited Living Wage Employer!



We are delighted to join the movement of thousands of organisations, businesses and people, across the UK, who believe that a hard day's work deserves a fair day's pay. Together we can continue to ensure everyone can earn enough to live on.

The real Living Wage is the only UK wage rate that is voluntarily paid by over 4,700 UK businesses who believe their staff deserve a fair day's pay for a hard day's work.

In 2016 the government introduced the National Living Wage - while the people at the Living Wage Foundation welcome this pay rise for low-paid workers, it is not a Living Wage as it isn't calculated based on actual living costs.

CVSC are in great company, other employers accredited with the Foundation including 1/3 of the FTSE 100 and big household names including ITV, GOOGLE, IKEA, Everton FC and Chelsea FC.

Safeguarding event



"Safeguarding - Getting it Right, Together" was the key message of an event organised jointly by CVSC, WCVA and CCBC in November 2018 to celebrate both National Safeguarding Week and Trustees' Week. The Charity Commission and North Wales Safeguarding Board presented on their strategies, with WCVA and CVSC providing the national and local perspectives emphasising the role of Safeguarding being a key governance issue for Trustees.



A captivated audience at the event with CVSC's Jan Smith front left



Mair Rigby WCVA Governance and Safeguarding Manager

CCBC Social Services promoted the model developed to engage with third sector and gained interest in creating a Community of Practice which will meet soon to make Conwy a safer place.

The event was developed in partnership, delivered in partnership, and put the spotlight on safeguarding being every one's business, working together to put it into practice, and the support, resources, training and information available out there to help get it right. A follow up email with all the links and presentations was sent to all who attended which reinforced that ongoing support available.

If you are interested in joining the new Safeguarding Community of Practice Network then get in touch!

Measuring and Managing your Social Value North Wales

Project update

This exciting project is funded by the Third Sector Skills (Big Lottery) for a period of 3 years. The first year concentrated on up-skilling staff from all six County Voluntary Councils in measuring social impact.

We are now in the second year of funding and are working alongside all the organisations such as Mantell Gwynedd that were successful in their applications across North Wales. We have a range of fabulous projects working with individuals: with mental health issues in supported housing, utilising equine facilitated therapy to improve relationships between children and parents to supporting people through the outdoors to learn employment skills. The initial meetings have taken place and we are now currently carrying out the qualitative part of the research over the next few months.

Further workshops introducing the topic of Social Value will take place shortly across North Wales culminating in a **North Wales Social Value Event on 12th September 2019** in Conwy Business Centre.

For more information please contact Jan smith.



Cefnogi Trydydd
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