

# Third Sector Support Wales 2017/18 Individual Operational Plan



Cefnogi Trydydd  
Sector **Cymru**

Third Sector  
Support **Wales**

Name of CVC

Voluntary Action Merthyr Tydfil



Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**

# Volunteering

## What impact do we want to achieve?

- More people, organisations and communities in Wales benefit from volunteer involvement
- Individuals have high quality volunteering experiences
- Volunteers support the sustainability and governance of services and community resilience
- The contribution of volunteering to the well-being of Wales is championed and recognised

## How we will achieve the impact

*For each heading, relating back to the detail in the Core Service Standard, provide a bulleted list of your key services activities - your "offer" to the sector that you will deliver locally.*

### Theme 1: Grants

*Detail the amount, source, beneficiaries, etc...*

Locally we will provide the following:

- Administration of the local Youth Led Grants scheme. We will engage with young people in Youth Led Grant Panels through our partnership with the Merthyr Tydfil Borough Wide Youth Forum and promote and publicise through our Blog and other social media. Groups which received awards during 2016-2017 will be invited to a volunteer recognition event to showcase what they have achieved with the grant, and to encourage future applications.
- Publicise the Volunteering Wales Grants and other volunteering programmes using Inform, VAMT Blog, social media, mailing to member organisations. We will support potential applicants by advising on writing applications. We will also provide post-award support to help grant recipients to link up with relevant local initiatives and provide follow up support to unsuccessful applicants.
- The Deputy Chief Officer will provide input to the Volunteering Wales Grant making process through the Volunteering Wales Project Board.

### Theme 2: Networks and Communication

*Specifically highlight any innovative practice.*

Locally we will provide the following:

- A bi-weekly outreach at Merthyr Tydfil Job Centre, one half day session targeting young people, one half day for general claimants. Bookings are made via JC+ advisors prior to the outreach, so potential volunteers are interviewed at the Job

Centre, maximising attendance at interview. Claimants are provided with additional, on-going support and advocacy while volunteering.

- A liV profile raising event
- Quarterly themed open days for organisations wanting to recruit volunteers
- Bi-monthly presentations to clients at Tydfil Training or as required
- Linking in to Bridges into Work's training calendar to deliver volunteering awareness training on an ad-hoc basis and to provide support at their job clubs
- Job recruitment fairs
- Attending other community based events as required
- 2 themed volunteer recruitment days
- Raise social media profile via the @VAMTvolunteer Twitter account <https://twitter.com/VAMTvolunteer> . Target three promotional tweets per week and seek to gain an additional 100 followers. The account is linked to Facebook <https://www.facebook.com/volunteering.tydfil> and an additional 50 "likes" will be sought. Relevant volunteering content will also be blogged on <http://vamtnetworknews.blogspot.co.uk/>
- A specific volunteering page will be included in VAMT quarterly magazine "Inform"
- Provide an up to date window display in the Voluntary Action Centre which is situated on the High Street
- With Interlink RCT develop a Cwm Taf Volunteers Management Network expanding the existing RCT network

### Theme 3: Volunteer recruitment and placement

Locally we will provide the following:

- Maintain and update local volunteering opportunities on [www.volunteering-wales.net](http://www.volunteering-wales.net) by updating on a weekly basis.
  - Encourage local organisations to upload new opportunities through VAMT forums
  - Offer assistance on an ad-hoc basis to organisations wishing to upload their new opportunities
- For potential volunteers who visit the Volunteer Centre provide up-to-date information, guidance and sign-posting about volunteering opportunities and helping people into volunteering by providing access to the website
- Face to face interviews to assess needs, interests and skills on an appointment basis

- Maintain an outreach presence at the local Job Centre bi-weekly, to ensure that unemployed people are aware of the opportunities available to them
- Identify and develop local volunteering opportunities
- Broker placement of volunteers in suitable opportunities by referring potential volunteers to opportunities.
- Provide ongoing support appropriate to the needs of the individual and host organisation and follow-up of placements, after 6 weeks
- Promote trustee recruitment
- Promotion of the Millennium Volunteers programme
- Provide bespoke brokerage support for young volunteers
- Identify youth volunteering opportunities by maintaining links with organisations, liaison with schools, liaising with specific youth service providers to encourage the development of new opportunities. Promote 20 new opportunities.
- Recruit and place 35 young volunteers by attending Merthyr College and youth projects across the Borough, to talk about volunteering. When required, provide face to face interviews to assess needs, interests and skills on an appointment basis
- Provide support to young people as part of induction into the volunteering opportunity
- Register to the Millennium Volunteers programme 20 young people who have begun their volunteering placement. Award eight 50 hour certificates and two 200 hour Awards

#### **Theme 4: Volunteer management**

Locally we will provide the following:

- With Interlink RCT develop a Cwm Taf Volunteers Management Network expanding the existing RCT network
- On a regional basis, deliver training framework volunteering modules (B1, B2, B3 and B4) in collaboration with Interlink
- Direct advice and support to local organisations to implement good practice and to provide quality volunteering placements including;
  - Dissemination of the VAMT Information Sheets
  - Encouraging attendance at the volunteering modules which are part of the Infrastructure Training Programme

- Specific briefing and seminars on issues such as “disclosure and barring”
- Promoting range of good practice policies held within the Volunteer Centre
- Promote the Code of Practice for volunteer involving organisations and support the implementation of the Welsh Government’s Volunteering Policy
- Promote Investing in Volunteers (IiV) and PQASSO
- Provide advice and training on safeguarding

## **Theme 5: Raising the profile of the sector and volunteers**

*Details of any marketing campaigns, use of Social Media, events, awards etc*

Locally we will provide the following:

- A high profile volunteering awards event or celebration of volunteering event depending on resource availability
- Recognise and celebrate volunteering achievements through MV and MV certificates being presented at Celebrating Volunteering event.
- Raise social media profile via the @VAMTvolunteer Twitter account <https://twitter.com/VAMTvolunteer> . Target three promotional tweets per week and seek to gain an additional 100 followers. The account is linked to Facebook <https://www.facebook.com/volunteering.tydfil> and an additional 50 “likes” will be sought. Relevant volunteering content will also be blogged on <http://vamtnetworknews.blogspot.co.uk/>
- Celebrate Volunteers Week in collaboration with TSSW partners
- Promote all Wales WCVA Volunteer of the Year Awards
- Gather local data and evidence on trends and the impact and value of volunteering via case studies of both recruiting organisations and volunteers which can be publicised via VAMT’s blog and Twitter.

## Good Governance

### What impact do we want to achieve?

- Trustees are more confident about leading their organisations and maintaining high standards of governance
- Third sector personnel, managers and trustees have the knowledge and skills they need to enable their organisations to operate sustainably, fairly, legally and safely

### How we will achieve the impact

*For each heading, relating back to the detail in the Core Service Standard, provide a bulleted list of your key services activities - your “offer” to the sector that you will deliver locally.*

#### Theme 1: Information and advice

*Highlight any item were you think there is an innovative approach*

Locally we will provide the following:

- Maintain and develop a website and news blog including;
  - Links to information framework
  - Local funding sources information sheet
  - Current information about local and regional issues
- Publish hard copy magazine called “Inform” 4 times per year and include articles which promote local third sector services. The magazine is also made available digitally
- Bi-annual Carers Newsletter (hard copy and electronic) if project funding continued
- Information will be disseminated via the “VAMT News” blog <http://vamtnetworknews.blogspot.co.uk/> or main website [www.vamt.net](http://www.vamt.net), or our various Twitter, Facebook or You Tube accounts.
- The general VAMT Twitter account @VAMTtweets has a target of 1600 followers. The VAMT Facebook page has a target of 300 likes.
- Other VAMT projects have a social media presence;
  - Merthyr Tydfil Carers Facebook and Twitter @merthyrcarers
  - Merthyr Magnet Facebook and Twitter @merthymagnet
  - One Voice MT Facebook and Twitter @onevoicemt
  - Communities First South Cluster Facebook and Twitter @c1stsouth
  - Community Coordinators @CwmTafCC
- Jointly with Interlink VAMT will provide information about the sector via the Findagroup website [www.findagroup.cymru](http://www.findagroup.cymru) and will continue to support and promote Dewis.

- Local advice and sign posting on:
  - Good governance
  - Data Protection
  - Risk
  - Procurement
  - Welsh Language Standards
  - Safeguarding
  - Quality standards
  - Equality and diversity
- Referral to specialist advisors as required e.g. Law Works Cymru, law firms, Charity Commission
- Provide a VAMT staff member as Cwm Taf CVC representative to the TSSW Engagement Events Planning Group and offer a venue for one of the three regional events to be held in Wales
- Promote the TSSW information framework, with information sheets available on VAMT website and hard copies on display in reception area
- Provide example policy templates for organisations to adapt for their own purposes
- Hold a networking/conference event for community groups primarily involved in environment / conservation work in June. Potentially support an ongoing network.

If you have not already achieved at least PQASSO Level 1 please state by when in 2017/18 will you have achieved it - VAMT plans to apply in May 2017 and we understand it can take 5 months so the target date is October 2017.

Will you maintain or achieve any further quality standards in 2017/18 - Small Workplace Health Award if capacity allows.

## Theme 2: Learning and development

*Include details of any training both framework and general training. Include any specific CPD you have for your staff and volunteers.*

Locally we will provide the following:

- A local, regional and bespoke training offer in response to locally identified need. We will prioritise key learning such as;
  - Governing your organisation
  - Roles and responsibilities of a trustee
  - Safeguarding
  - Data Protection
  - Welsh Language Standards
  - Skills for running a trustees meeting (chairing and minute taking)

- Support the Training SON in identification of the TSSW offer and carry out sector training needs analysis
- Promote the TSSW online learning offer when developed based on local need
- CPD for staff through individual learning plans reviewed at appraisals and supervision. Encouragement to attend TSSW staff training where skills gaps are evident in VAMT.
- Support the Training SON in identification of the CVC skills gaps and needs

### **Theme 3: Supporting implementation of quality assurance systems**

Locally we will provide the following:

- Promote PQASSO Essentials health check tool for very small organisations
- Promote the full PQASSO quality standard
- Promotion and development support of Investing in Volunteers and Welsh Language Standards
- Promote Cyber Essentials Scheme
- Support groups with safeguarding compliance/good practice by responding to requests for policy development. Use VAMT Safeguarding Policy as a model or alternatively model developed specifically for smaller organisations.
- Promote the Cwm Taf Safeguarding website <http://www.cwmtafsafeguarding.org>
- Supporting groups by disseminating safeguarding policies and procedures as developed by the Cwm Taf Safeguarding Board.

### **Theme 4: Raising the profile of the sector**

*Highlight any innovation being used*

Locally we will provide the following:

- Publishing data on local trends
- Celebrate and promote Trustee's Week in November each year. The intention is to link this with the VAMT AGM
- Local media engagement i.e. Merthyr Tydfil Times and Merthyr Express. Utilise social media as described above in Theme 1.



# Sustainable Funding

## What impact do we want to achieve?

- Organisations secure and generate the income they need to survive and grow
- New organisations or services are established to meet identified needs

## How we will achieve the impact

*For each heading, relating back to the detail in the Core Service Standard, provide a bulleted list of your key services activities - your “offer” to the sector that you will deliver locally.*

*Be sure to highlight any areas of innovative practice.*

## Theme 1: Information and advice

Locally we will provide the following:

- Provide a local sustainable funding advice service, and work with individuals and groups to assess need or clarify project aims, advise on appropriate funders, and assist with funding applications and strategies, to include:
  - Business planning
  - Marketing
  - Identifying sources of funding
  - Making applications for funding
  - Legislation and regulations affecting fundraising
  - Fundraising from private sources
  - Trading
  - Commissioning and tendering
  - Loans
  - Project management
  - Financial management
  - Full cost recovery
- Respond to funding enquiries by;
  - Providing information on funding sources via Inform and the VAMT News blog and other social media
  - Providing advice using TSSW Information Sheets
  - Where possible, providing more comprehensive support in developing funding applications
  - Gathering current information on funding sources through our grant finder portal <http://www.idoxopen4community.co.uk/vamt> or other publications
  - Working in partnership with MTCBC's External Funding Team
  - Promote collaborative working and facilitate consortia bids
- Provide information on funding opportunities via magazine, mailings, blog and other social media and briefings/guidance on funding issues and trends

- Provide a VAMT staff member as Cwm Taf CVC representative to the TSSW Engagement Events Planning Group and offer a venue for one of the three regional events to be held in Wales
- Promote the TSSW information framework, with information sheets available on VAMT website and hard copies on display in reception area

## **Theme 2: Learning and development**

Locally we will provide the following:

- A local, regional and bespoke training offer in response to locally identified need. We will prioritise key learning such as;
  - Fundraising
  - Writing successful bids
  - Managing money
  - Financial management
  - Strategic planning
  - Marketing
  - Communications including digital tools
  - Commissioning and procurement
  - Alternative models of service delivery
  - Measuring impact
- Support the Training SON in identification of the TSSW offer and carry out sector training needs analysis
- Promote the TSSW online learning offer when developed based on local need
- CPD for staff through individual learning plans reviewed at appraisals and supervision. Encouragement to attend TSSW staff training where skills gaps are evident in VAMT.
- Support the Training SON in identification of the CVC skills gaps and needs

## **Theme 3: Raising the profile of the sector**

Locally we will provide the following:

- Networking meetings, events and conferences on issues of topical importance.
  - Support the development of the Social Value Forum (with Interlink) as a workstream for commissioning / developing social enterprise as part of the implementation of the SSWB Wales Act.
  - Other events related to the SSWB Act e.g. third sector befriending services, social care
  - Hold a networking/conference event for community groups primarily involved in environment / conservation work in June. Potentially support an ongoing network.

- Market and participate in two local funders fayres, one in partnership with the AM and MP in May and the second in partnership with the local social economy network in the autumn. In partnership with Interlink, hold a regional event to promote the Volunteering Wales scheme.
- Publicised good practice case studies via magazine, mailings, blog and other social media
- Work with public bodies to create opportunities for third sector delivery and collaboration e.g. Social Value Forum, SSWB Act and FGW Act implementation.

#### **Theme 4: Access to practical services and benefits**

Locally we will provide the following:

- Access to meeting rooms
- Office space as part of the Voluntary Action Centre shared serviced offices
- Equipment loan/hire
- Auditing of receipts and payments accounts for small organisations
- Signpost to other sources of practical assistance *e.g.* payroll

#### **Theme 5: Access to funding**

*Detail the amount, source, beneficiaries etc*

Locally we will provide the following:

- VAMT will provide the administration of the £240,000 Community Capacity Grant Scheme for third sector organisations to support Intermediate Care Fund (ICF) priorities. This is a regional fund in partnership with Interlink
- VAMT will provide the administration of £100,000 of ICF funding to commission befriending services in Cwm Taf. This is a regional fund in partnership with Interlink
- Administration of the local Youth Led Grants scheme engaging young people through our partnership with the Merthyr Tydfil Borough Wide Youth Forum
- Administration of the Merthyr Tydfil Community Trust grants scheme
- Although not administering the following schemes, VAMT are;
  - Involved in the promotion and awarding of Cwm Taf Public Health Team's Crystal Trophy Awards
  - Involved in Carers Services Grants Panel
  - Involved in Sportslot Community Chest Panel
  - Representation on the Grants Panel of Merthyr Valleys Homes

- Provide a representative to the Volunteering Wales Grant making process through the Volunteering Wales Project Board.
- As part of “corporate social responsibility” hold fundraising events on behalf of the Merthyr Tydfil Community Trust, in particular a quiz night.
- Promotion and support of new finance and service delivery models e.g. participating in the implementation of joint commissioning statements emerging from the SSWB Act implementation, older people, carers, learning disability, children and young people.
- Provide a representative to contribute to TSSW Funding Service Operational Network (SON) to share good practice and facilitate joint working

# Engagement and Influencing

## What impact do we want to achieve?

- Public bodies engage effectively with third sector organisations as a route to civic participation
- The third sector effectively influences policy at all levels
- The third sector is a vital route to participation and engagement, including with minority and disadvantaged groups, and is recognised as such
- The sector is actively involved in planning, delivering and scrutinising public services

## How we will achieve the impact

*For each heading, relating back to the detail in the Core Service Standard, provide a bulleted list of your key services activities - your "offer" to the sector that you will deliver locally.*

### Theme 1: Information and advice

Locally we will provide the following:

- Publish on the VAMT News blog <http://vamtnetworknews.blogspot.co.uk/> with notifications of blog postings to all Forum members and promote on VAMTs Twitter, Facebook and You Tube accounts.
- Development of a Cwm Taf engagement blog (see regional plan)
- Consultation and engagement with third sector organisations through
  - Local and regional events
  - Active engagement with third sector organisations via forums and networks to gather views and feedback
  - Social media and other means
- Promote best practice in commissioning by maintaining the [Commission Accomplished](#) website
- Provide a VAMT staff member as Cwm Taf CVC representative to the TSSW Engagement Events Planning Group and offer a venue for one of the three regional events to be held in Wales
- Promote the TSSW information framework, with information sheets available on VAMT website and hard copies on display in reception area
- A local, regional and bespoke training offer in response to locally identified need. We will prioritise key learning such as;
  - Campaigning
  - Influencing
  - Participation and Engagement
  - Recent legislation

- Manage the following projects which support organisations to link with appropriate local channels for influencing policies and services, provide local delivery early intervention and prevention initiatives including those representing the interests of minority and disadvantaged groups

*MAGNET (Community Voice)*

MAGNET, the Community Voice funded project, will enter the fifth and final year of delivery and will end in November 2017. The portfolio consists of seven projects being delivered by seven different third sector organisations. VAMT's role is to project manage the portfolio. The project management of the portfolio involves ensuring that all the projects comply with the Big Lottery Fund requirements, that monitoring and evaluation is completed, budgets are adhered to and changes are managed effectively.

The final independent evaluation is due in May and is expected to be positive and further progress has been made since a positive mid-term evaluation. A celebratory event is being planned. It is hoped that some of the projects may gain continuation funding from alternative sources.

*One Voice*

One Voice is the disability element of MAGNET, managed by VAMT. The project will end in October but until then will continue to engage with services and support individuals organisations to expand the One Voice network within Merthyr Tydfil

*Carers Information and Development Project*

If continuation funding is agreed, the project will continue to support carers and carers' organisations in Merthyr Tydfil and lead on aspects of the implementation of the new Cwm Taf Carers Strategy.

*Communities First South Cluster*

VAMT will continue to manage the delivery of the final year of the Communities First programme in south Merthyr Tydfil and manage the exit strategy

*Community Coordinators (see Cwm Taf Regional Plan)*

**Theme 2: Third sector voice**

Locally we will provide the following:

- Convene and services the following Forums and Networks
  - Health & Social Care Forum
  - Children and Young Peoples Voluntary Organisations Forum
  - Carers Strategy Network (if funded)
  - One Voice Network (disability issues)
  - Youth Support Services Network

- Organise events - e.g. a networking/conference event for community groups primarily involved in environment / conservation work in June. Potentially support an ongoing network.
- Respond to consultations of general significance to the third sector through active engagement with third sector organisations via local and regional events and/or forums and networks.
- Engage in the planning for the implementation of WG's "Resilient Communities" i.e. CF Legacy Projects, Community Facilities Grants and early years / employability. Participate in the Transition Board and other arrangements.
- Engage in the planning and development of the Children's Zone (Community Zone) in Merthyr Tydfil
- Represent and facilitate sector's engagement on local authority partnerships including;
  - Adult Community Learning Partnership
  - Disability Sports Parent/Carer Forum
  - Emergency Planning Group
  - Families First Stakeholder Group
  - Communities First Transitions Board
  - Business Improvement Bid Steering Group
  - Social Economy Network
  - Tackling Poverty Strategic Group
  - Early Years Partnership
  - Youth Support Services Partnership
- Represent and facilitate sector's engagement on regional partnerships (see regional plan). Uniquely, the Public Service Board arrangement is a regional entity covering Merthyr Tydfil and RCT counties
- Engage in the implementation of the Future Generations of Wales Act and contribute to the Merthyr Tydfil Well Being Statement of the Cwm Taf Well Being Plan
- Arrangements are in place for third sector representation on all of the four scrutiny committees on MTCBC. The representatives are identified and supported by VAMT. In addition to supporting the Third Sector representatives, VAMT will also support the "community representatives" on the Scrutiny Committees.
  - VAMT support the elected Third Sector Representatives on Scrutiny Committees in the dissemination of information through the networks' membership.
  - VAMT will liaise with Merthyr Tydfil CBC to ensure scrutiny committee action plans are disseminated to allow third sector representatives to be better informed and supported prior to meetings.

### **Theme 3: Raising the profile of the sector and campaigning**

*Detail specifically any support offered for campaigning and collective action*

Locally we will provide the following:

- Publicise local third sector campaigns
- Initiate and lead local campaigns on issues affecting significant parts of the sector
- The MAGNET (Community Voice) project and One Voice will support campaigning issues as they arise from the citizen groups involved in the project.