



**Carmarthenshire  
Association of  
Voluntary  
Services**

**Annual Report  
2019—2020**

# Board of Trustees & Staff

## Board of Trustees

- Gillian Wright (Chair) – Heart of Wales Line Travellers Association  
Wyn Llewellyn (Vice-Chair) – Coleg Elidyr  
Dorothy McDonald (Treasurer) – Dementia Carers Support Group  
Hugh Edwards – Llanelli Hydrotherapy Pool  
Brian Hobart – Gwendraeth Aman Blind Social Club  
Peter Loughran – Age Cymru Sir Gâr  
Bill Martin – Carmarthenshire 50+ Forum  
Jayne Pritchard – Carmarthenshire County Council Representative (Observer)  
Cllr. Cefin Campbell – Carmarthenshire County Council Nominee (Observer)



*CAVS Chair Gillian Wright with new Trustee Bill Martin and Chief Officer Marie Mitchell, November 2019*

## Staff

- Marie Mitchell – Chief Officer  
Jane Hemmings – Volunteering Officer  
Clare Pilborough – Engagement Officer  
Jackie Dorrian – Development Support Officer / Health and Well-being Officer  
Tom Haskett – Rural Volunteering Project Play Worker (until 04.10.19 - project end)  
/Volunteering Officer (from 05.10.19)  
Jamie Horton – Rural Volunteering Project Officer (until 04.10.19 - project end)  
/Community Volunteering Development Officer (from 04.11.19)  
Alud Jones – Rural Volunteering Project Officer (until 04.10.19 - project end)  
/Volunteering Officer (from 25.02.2020)  
Sarah Herbert-Jones – Development Support Officer (from 13.01.2020)  
Louise Morgan – Office Co-ordinator  
Sandra Williams – Support Administrator  
Sian Johnson – Support Administrator  
Gwyneth Lewis – Finance Officer

## Joint Foreword & Welcome

CAVS Chief Officer, **Marie Mitchell** and CAVS Chair **Gillian Wright**

It is once again a pleasure to present CAVS Annual Report. For CAVS, 2019-20 has been another busy and successful year, achieving Trusted Charity status was a cause for celebration for both Trustees and staff. It became a very different year at the end of the year with the arrival of the Covid-19 pandemic, at this time last year we would never have imagined the journey that lay ahead of us.

As has been the situation over the last few years, CAVS Board of Trustees and staff are all aware that we are facing more challenges. The biggest is to identify new funding opportunities and to work towards making our current work and projects more sustainable while still delivering on the core services expected of a CVC by our member organisations and the wider Third Sector in Carmarthenshire.

The demand on our services is ever increasing and as is more and more the case, the Third Sector is looked upon to deliver high-quality but low-cost services. The sector has risen to this challenge and can indeed deliver the quality services required in a professional and business-like manner. However this service provision has to come at a fair price with full-cost recovery being exercised. We have continued to deliver the full range of services a County Voluntary Council is expected to deliver.

Once again this year, we have continued to work closely with our partners. Working with our fellow County Voluntary Councils and Wales Council for Voluntary Action, CAVS is part of Third Sector Support Wales, a network of support organisations for the whole of the Third Sector in Wales providing a service under the four pillars of Engagement and Influencing, Volunteering, Good Governance and Sustainable Funding.

At the end of the year the CAVS team were able to support the hundreds of volunteers and organisations who came forward to offer their support through the early stages of Covid-19, working closely with our public sector partners. There'll be more on this in next year's report.

We hope you enjoy our Annual Report, it provides a snapshot of what we have achieved during the year and we hope you are inspired by the wealth and breadth of services provided by CAVS from our core functions through to our projects.

To find out more about what we do please visit our website [www.cavs.org.uk](http://www.cavs.org.uk) where you can also discover more about membership opportunities and how you can become involved in our work.



# About CAVS

## CAVS is the County Voluntary Council for Carmarthenshire

The Objects of the Carmarthenshire Association of Voluntary Services are:

**“to promote all, or any of the Charitable purposes, or those which now, or hereafter may be deemed by law to be charitable for the benefit of the community in Wales with particular preference for the county of Carmarthenshire, through the medium of both English and Welsh.”**

Registered Charity No. 1062144

Company Limited by Guarantee 3348742

## CAVS is part of Third Sector Support Wales

Third Sector Support Wales is a network of support organisations for the Third Sector in Wales. Our shared goal is to enable the Third Sector and volunteers across Wales to contribute fully to individual and community well-being, now and for the future.



### Registered Office

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Carmarthen, SA31 1JT

Telephone: 01267 245555

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CAVS website: [cavs.org.uk](http://cavs.org.uk)

Facebook: [@CAVSCarms](https://www.facebook.com/CAVSCarms)

Twitter: [@CAVSCarms](https://twitter.com/CAVSCarms) & [@GwirfoddoliCAVS](https://twitter.com/GwirfoddoliCAVS)



## Good Governance

Number of organisations supported with direct advice and information



## Sustainable Funding

Amount of funding awarded to organisations following support



Amount of funding awarded and distributed to organisations by CAVS



## Volunteering

Number of volunteers supported to enter into a volunteering opportunity



Number of volunteers who have signed up to a volunteering opportunity



Number of volunteers who have signed up to a volunteering opportunity online



## Engagement & Influencing

Number of attendees at partnerships/forums/networks/events facilitated



## Learning and Development

Number of participants on face-to-face training courses



# Good Governance

## Support and Guidance

CAVS provides assistance with a wide range of queries around governance and management issues in order to ensure trustees are confident in leading their organisations to deliver effectively and efficiently.

During 2019 -20 support and guidance were given to a variety of organisations from small community clubs and groups through to national organisations.

This provision included information and support around a whole range of enquiries such as:

- business planning
- choosing an appropriate governing document
- registering as a Charitable Incorporated Organisation (C.I.O.) with the Charity Commission or as a Community Interest Company with Companies House
- the roles and responsibilities of trustees, directors, management committees
- the DBS system
- the recruitment, induction and management of staff and volunteers
- policy development
- financial management
- monitoring and evaluation
- quality assurance systems and publicity
- marketing and promotion

## CAVS Development team

In January 2020 Sarah Herbert-Jones joined CAVS as Development Support Officer, which meant that Jackie Dorrian was able to start dedicating more time to her role as Health & Well-being Officer.



Over the last year many organisations have requested support with updating their governing documents.



There have also been enquiries in relation to land ownership, leases on buildings and asset transfers as well as H.R. issues such as T.U.P.E.

## Co-production: Cymdeithas Mynydd Mawr

CAVS were asked to support a new project idea in Tumble. Several different groups were involved in the project's development and wanted to set up a larger organisation to manage it. From the onset it was clear that we needed to co-produce some work for them and we invited Social Business Wales to participate. We are pleased to say that after many hours of work the new organisation Cymdeithas Mynydd Mawr Ltd was registered in February 2020.

## Events

### Small Charities Week – Big Advice Day

18<sup>th</sup> June 2019

We organised an all-day event at St Peter’s Civic Hall, Carmarthen during Small Charities Week.

Expert advice is not always easy to come by when resources are stretched and this can be a particular problem for small charities.

Our Big Advice Day event allowed small and local charities and community groups to access free expert 1:1 advice on a variety of topics.

Groups booked appointments with experts from different areas to discuss issues such as Digital Technology, Fundraising, Marketing, Setting up a Business or Social Enterprise, Finance, Governance, HR, Legal advice, Managing volunteers etc.



Photo: Alud Jones—Promoting your organisation using film

*‘A great opportunity yesterday for a representative of the 50+ Forum to talk to the experts about digital promotion using film technology. Thanks Alud for a great session ‘*



### South Wales Third Sector Law and Governance conference

6<sup>th</sup> November 2019

This fourth annual regional conference, organised in partnership with CVCs from Swansea, Neath Port Talbot and Bridgend, was held at the Heronston Hotel in Bridgend, during Trustees week 2019.

Topics covered were:

- What do funders look for in relation to Good Governance in charities?
- GDPR 12 months on
- Cyber security
- Trustees challenging the charity on its financial governance
- How good governance can increase public trust & confidence
- Commercial Leases

# Good Governance

## Trusted Charity Mark

### Recognition for effective governance and management in voluntary organisations

CAVS achieved the Trusted Charity Mark award in November 2019, recognising the excellent work it does as a third sector organisation in Wales.

Trusted Charity is part of the National Council for Voluntary Organisations (NCVO) and is the only UK quality standard designed to help third sector organisations operate more effectively and efficiently.

CAVS was assessed against the 11 standards of effective practice in Trusted Charity, including in governance, leadership and management, managing staff and volunteers and managing money, and proved to meet all standards.

Nadeem Razvi, Trusted Charity Programme Manager, NCVO said “We are delighted for the trustees and staff of CAVS that they have achieved the Trusted Charity Mark. We know that organisations using the Trusted Charity standard benefit by having better governance, better systems and procedures and better quality of services for their users and it is great that the community of Trusted Charity users in Wales is growing”.



CAVS AGM 2019: CAVS board and staff celebrate the Trusted Charity Mark achievement

## Funding Support

CAVS aided with a wide range of enquiries around sustainable funding. Organisations need to look at how they can have a good funding mix and not rely solely on applications for grants from trusts and funding bodies.

The support and guidance (given to trustees, staff, and volunteers) included directing people to the [Funding Wales](#) website to search for funds that would be applicable to their organisation.

CAVS offered practical assistance with funding applications, feedback on completed applications, putting in place an appropriate funding 'mix', fundraising strategies, business planning, financial forecasts, Income and Expenditure templates, Exit Strategies, methods of diversification – alternative ways of income generation, tendering and contracting and service level agreements.

CAVS worked in collaboration with many funders.

We worked with our colleagues PAVS and CAVO to assist with the distribution of Comic Relief funding. We hosted a one to one session with the Community Foundation Wales and jointly hosted briefing sessions with National Lottery Community Foundation. More groups throughout Carmarthenshire have been successful with their bids over the last twelve months.

## Funding information

Funding information was given at the Third Sector Forum and other meetings. We informed groups and organisations of funding availability via our website, e-bulletin and social media.

We offered one to one support for small groups either by phone or in person to assist with searches on [Funding Wales](#) and proof-reading support for applications for funding.

## Funding Events during the year:

- CAVS held a Funding Fair in November.
- We collaborated with National Lottery Community Fund and provided workshops on the funds available and a look at how to ensure guidelines are followed.
- Lloyds Foundation held a regional workshop.
- Comic Relief funding was administered regionally.
- West Wales Care Partnership released Transformational Change funding which was available to those offering Intergenerational work.



CAVS Funding Fair  
November 2019

## Case Study



Our vision is to be available, affordable and accessible to all those with needs relating to their mental health.

Our mission is to provide The **Natural Herd Model Equine Informed Therapeutic approach** to all those in need of help with their mental health.

We aim to raise awareness and promote the human right to optimum mental health and the rights of animals to have consideration given to their psychological as well as physical needs and education to the public on improving and maintaining a healthy mental state.

The purposes of our organization are for the public benefit of both people (of all ages) and animals with needs relating to their mental/emotional health. To bring relief from and promote preventative measures for psychological suffering, fear and pain in people, horses and other animals regardless of financial circumstances.

**The main challenges are funding and raising awareness of our services.**

We collaborate with every organisation who is willing to work with us and endlessly leaflet drop and talk with people to bring people in who need our help. Our work has a hugely positive effect on those struggling with their mental health.

We have been going for 15 years but relocated to Wales almost two years ago...like starting again but with all the experience to make it happen.

**We had advice and guidance from Carmarthenshire CAVS, Jackie Dorian and Marie Roche. They have put us on the right track to find links, collaborations and funding.**

The work has been life changing, seeing others transform in the same way I did, is so rewarding.

Feedback we have received has shown us the value of having something so different and yet powerfully beneficial to offer those with needs relating to their mental health.



## Carers Trust Carmarthenshire Children & Young People's Carers Service

**Crossroads Sir Gar Ltd** has been operating in its current form since 31/03/07 to provide replacement care within Carmarthenshire.

The C&YP Carers Service was established in 10/15 initially to meet the support needs of carers aged 16-25 and in 09/17 this was expanded to support carers aged 5-18 also.

The service supports carers aged 5-25 from initial assessment and care planning, ongoing 1:1 keywork support, monthly youth clubs for each age group (48 per annum in total), a total of 24 day trips and residential trips to provide short respite breaks, workshops on topics which include physical and mental health and we can apply for individual carers' grants.

The overall aim is to address the barriers and disadvantages younger carers face so they can lead more fulfilled lives and reach their full potential in life. Funding is from many grants and trusts including BBC Children in Need, Big Lottery Community Fund, Waterloo and Sobell Foundations, Brechfa Wind Farm, Morrisons Foundation, Tampon Tax Community Fund and other smaller grants.



This case study relates to our application to the National Lottery Community Fund for £500,000 over three years so we could develop the service further to meet the demand for support from younger carers and identify those currently not receiving support.

Through the life of the project, we are aware that schools in particular need more awareness raising amongst staff and pupils so carers are identified earlier so they can be referred for support at the earliest opportunity. Our philosophy is that the earlier carers receive support, the more preventative and early intervention work we can deliver to prevent them getting to crisis point before they are identified.

**The main challenge was writing a good quality, detailed funding application and gathering as much supporting evidence as possible with regards statistics and evidence of need.**

We worked with many agencies to achieve this including Carers Trust, CAVS, schools and other youth projects.

CAVS assisted with reviewing our application and giving guidance on completing it. They also provided statistics relating to volunteers as part of our application was for a peer mentor/volunteer coordinator.

The support of external organisations, including CAVS, to help us write an informed, good quality application was invaluable as it helped us evidence our collaborative, multi-agency approach to supporting carers and we were granted the full amount applied for.

## Training

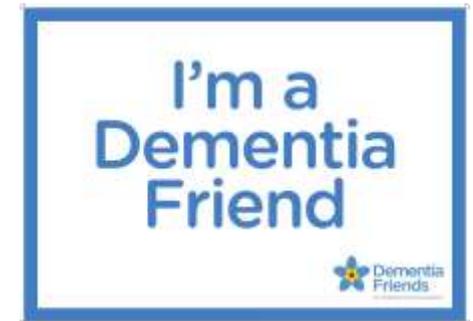
### Courses delivered include:

- Emergency First Aid
- All Wales Basic Safeguarding
- Lone Working
- Suicide Awareness
- Mental Health Awareness
- Bipolar Disorder
- Trustee Training
- Being a Committee Chair
- Introduction to Volunteering
- The Magic of Mentoring
- Confidence Building
- Promoting your Organisation using Film
- Basic Food Hygiene

Feedback was very good with some organisations requesting bespoke courses for their own organisations. The training was delivered through a variety of means, including working with partners such as West Wales Action for Mental Health.

## Dementia Friends

Dementia Friends is an Alzheimer's Society led initiative which aims to increase dementia awareness and change the way the nation thinks, talks and acts about dementia. A Dementia Friend is someone who has attended a one hour information session and has committed to an action that will make the lives of people living with dementia a little bit better.



Anyone of any age can be a Dementia Friend and every action counts - from helping someone to find the right bus, to spreading the word about dementia on social media.

If you would like to find out more about Dementia Friends, please visit: [dementiafriends.org.uk](https://dementiafriends.org.uk)

*CAVS staff and Carmarthenshire County Council's Community Regeneration Officer, Jayne Pritchard (third from left), attended a dementia awareness session in May 2019*



## Funding Wales [funding.cymru](http://funding.cymru)



Find funding for your charity or community group using our free online search engine.

## CAVS [cavs.org.uk](http://cavs.org.uk)



## Volunteering Wales [volunteering-wales.net](http://volunteering-wales.net)



Register your voluntary organisation and volunteer vacancies. Search for opportunities.

## Infoengine [infoengine.cymru](http://infoengine.cymru)



Infoengine is the directory of third sector services in Wales. Register your service or find services in your community.

## TSSW [thirdsectorsupport.wales](http://thirdsectorsupport.wales)



Free resources designed to help you stay informed, improve your knowledge and connect with others.

## Third Sector Resources

# Engagement and Influencing



## Sharing Information

The CAVS e-bulletin was sent out regularly throughout the year. It included sections on News, Events, Training, Funding, Consultations, Volunteering and 3rd Sector Jobs. People can sign up to the ebulletin via the CAVS website.

Three editions of CAVS newsletter, Llais Myrddin (Spring, Summer and Winter) were also published, providing extra news and information for the Third Sector.

The CAVS website and e-bulletin and Social Media were used to share news of developments in the Public Sector, details of consultations, campaigns, public engagement events and information from partners and third sector organisations with the aim of raising awareness and encouraging and promoting active involvement with local issues and concerns.

## Carmarthenshire Third Sector Forum

Two forums were held during the year, in April and September, in addition to the Annual General meeting in November. As well as Third Sector updates these meetings introduce speakers on specific topics and provide groups with valuable networking opportunities.

Presentations were given by:

- Chwarae Teg
- CUSP
- Hywel Dda Health and Well-being Framework
- Making Every Contact Count (MECC)
- Renew Wales
- Tir Coed

Standard agenda items at the forum meetings included the Public Services Board update and updates from the strategic partnerships. Linked to these updates, there was an opportunity for attendees to question the officers present and raise issues with CAVS Chief Officer and Chair of CAVS Board of Trustees that they believed should be highlighted. Other items included the Funding Update, time to network and share information, experiences and best practice.



## Health and Well-being Group

The Third Sector is diverse and vibrant and offers support and services across a breadth of modalities, including Health & Well-being.

The aim of the Health and Well-being Group is to allow third sector organisations working in this field to support the implementation of the new Carmarthenshire Well-being Plan and link with the work of CUSP (see page 17).

In June 2019 Carmarthenshire Public Services Board (PSB) published their [first annual report for the Carmarthenshire Well-being Plan 2018-2023](#) which outlined the progress made by the delivery groups so far.

Three meetings of the Health and Well-being Group were held during the year. Many organisations attended these meetings ranging from small local groups to large national organisations, reflecting the depth of the provision that is out there to support the community.

The meetings allowed us to work collaboratively with colleagues to look at ways in which we could make a difference to people's lives across Carmarthenshire.

Amongst other information shared at these meetings we heard about:

- ♥ the new developments - Llanelli Wellness and Life Science Village and Cross Hands Health and Wellbeing Centre, and were able to add our value to these incredible projects for Carmarthenshire.
- ♥ how Swansea University is working on research to assist with Science Data.
- ♥ Dementia Friends training which was available for all to become Dementia Friend Champions.

We recommended that organisations register on Infoengine / Dewis (see page 17) to share information about their services. As more information is added, this searchable directory becomes increasingly useful to help people find the services they need.

This year we also received new funding via the Healthier West Wales Transformation Fund. This supports CAVS Health & Well-being Officer and CAVS Community Volunteering Development Officer (see page 26) as well as funding CUSP and the Community Connector Plus. This is a one year programme looking at innovative ways of working to ensure people have a say in their health and well-being.

## Engagement and Influencing

### Environment Network

This group was formed in September 2019 and three meetings took place during the year.

The aim of this network is

- 🌍 to allow third sector organisations involved with environmental issues to share information and to collaborate to achieve common goals.
- 🌍 to allow groups to follow the progress made by the Healthy Environment PSB delivery Group in the implementation of the Carmarthenshire Well-being Plan.

Presentations were given on:

- 🌍 Natural Resources Wales: South West Area Statement
- 🌍 Carmarthenshire Energy: Energy Local & TrydaNi - Charge Place Wales
- 🌍 West Wales Rivers Trust
- 🌍 Tir Coed : Improving Lives through Woodlands
- 🌍 Carmarthenshire Fair Trade County Group: How Fair Trade is also good for the environment
- 🌍 Dyffryn Tywi - Tirwedd Hanes Ein Bro Project



# Engagement and Influencing

## Joint working

During 2019-20 CAVS worked closely with statutory partners to ensure that the voice of the sector was heard in the county. Feedback to the sector was through the Carmarthenshire Third Sector Forum, Health and Well-being Network, Environment Network and through CAVS website, e-bulletin and Social Media.

### CAVS Chief Officer sat on the Public Services Board.

The [Carmarthenshire Well-being Plan](#) was approved in May 2018 and delivery groups were then formed to implement the plan focussing on the four key well-being objectives:



**Healthy Habits** - People have a good quality of life and make healthy choices about their lives and environment.



**Early Intervention** - To make sure that people have the right help at the right time; as and when they need it.



**Strong Connections** - Strongly connected people, places and organisations that are able to adapt to change.



**Prosperous People and Places** - To maximise opportunities for people and places in both urban and rural parts of our county.

In this second year of delivery of the plan, CAVS Chief Officer has continued to Chair and be the expert lead for the Strong Connections Delivery Group and CAVS has also represented the Third Sector on each of the other delivery groups.

### We also worked with a wide range of partners and partnerships, including:

- Carmarthenshire ACL Partnership
- Carmarthenshire County Council
- Carmarthenshire Integrated Services Board
- Carmarthenshire Syrian Refugee Task Group
- Cross Hands Health & Well-being Centre
- Grŵp Cefn Gwlad
- Hywel Dda University Health Board
- Llanelli Wellness and Life Science Village
- Public Health Wales
- (Hywel Dda) Stakeholder Reference Group
- University of Wales Trinity Saint David
- West Wales Care Partnership

## Infoengine

CAVS worked with other CVCs to continue to develop and promote [Infoengine](#) as a primary source of online information about third sector services across Carmarthenshire and Wales. Infoengine provides an easy way for third sector organisations to have a web presence and promote their services online.

There is an information sharing link between Infoengine and [DEWIS Cymru](#), a public sector website providing information about well-being in Wales. This is a practical collaboration between the Third Sector and the Public Sector in Wales and means that relevant information can be found on both sites regardless of where the information is added.

## Syrian Refugee Task Group

CAVS sat on the Carmarthenshire Syrian Refugee Task Group which does its best to ensure that families arriving here are given support with their medical, housing and educational needs and helped to integrate into their local community.

To March 2020 a total of

**36** families =

**163** individuals

had been resettled throughout the county in:

- ⇒ Ammanford
- ⇒ Carmarthen
- ⇒ Garnant
- ⇒ Glanamman
- ⇒ Llandeilo
- ⇒ Llanelli
- ⇒ Kidwelly
- ⇒ Pontyberem
- ⇒ Saron
- ⇒ Tycroes

## Carmarthenshire United Support Project (CUSP)



CUSP is a third sector collaborative partnership which aims to support people to live well and independently and reduce the impact of disability and ill health.

CUSP targets people aged 18+ at risk of losing independence through poor health or increasing frailty. Its aim is to prevent their needs from developing further, to slow down deterioration, help them regain independence and provide an effective route to statutory services only when they are needed.

The project aims to connect individuals back to their community and provide practical solutions that support & maximise independence. CAVS is pivotal to the partnership being a success and provided the secretariat for the continued development of the programme.

### Service Activity

Over the last twelve months we have been very busy and have seen a huge increase in referrals received and the number of people who have received support from CUSP.

**465** Total number of referrals received from hospital (47.3% increase on last year)

**355** People supported to be discharged from hospital (65.6% increase on last year)

**737** Support visits undertaken during the year

**681** Support hours delivered during the year

**2577** Support activities/ interventions undertaken with service users during the year

# Volunteering

## CAVS Volunteer Centre

During the year we had one part-time Volunteering Officer, Jane Hemmings, in post, working two days a week. Alud Jones joined the Volunteer Centre on 25<sup>th</sup> February 2020 in a part time, two days a week role. The lack of capacity until the final part of the year meant that we were unable to be as pro-active with events and youth volunteering as we would have liked.

CAVS Volunteer Centre, based at The Mount in Carmarthen, works to promote and support volunteering throughout Carmarthenshire. We work with both volunteer-involving groups and individuals who are interested in becoming volunteers. Our work with potential volunteers is very varied and based on individual need. By giving information and support about volunteering placements, appropriate to the individual's skills, personal development needs and interests, we aim to match the volunteer with an appropriate placement organisation. We can also provide informal training for groups of active volunteers.

Volunteer-involving organisations are given guidance and support around good practice through informal and accredited training, assistance with the development of appropriate policies and procedures and networking opportunities to share good practice.

## CAVS Volunteer Centre Training

During April, the assessment and verification of the submitted work from the Managing Volunteers training course was completed. All thirteen learners who submitted work for assessment achieved the full 6 Credits at Level Three.

In October, we were invited to talk with a group at Carmarthen Mind as part of the 'My Generation' programme to introduce them to the idea of volunteering as a way to improve well-being.

In November, we did two practical role-based training sessions for a group of volunteers at Links Llanelli. We covered Confidentiality – Policies and Practice and Staying Safe.

## CVON

The Volunteer Centre hosts CVON (Carmarthenshire Volunteer Organisers' Network) meetings. This successful network is an information session for volunteer co-ordinators and supports over 200 third sector groups in the county.

The network offers an opportunity to share best practice in all areas of volunteer management and governance through lively discussions, information sharing, workshops and guest speakers as well as including CAVS and Volunteer Centre updates at each meeting.

CVON met three times during the year. Presentations have been given from a wide range of organisations including, this year, by:

- Gareth Davies and Anne May from Tir Dewi
- Tania Davies and Hanna Martin from Threshold DAS
- Jane Cole from Skanda Vale Hospice
- Kay Margerison from See Around Britain

In addition we had a discussion about the CVON network, reviewing what was working well, and what would be useful to develop for future meetings. Regular updates were provided about developments in the Rural Volunteering Project.



*Participants on the Managing Volunteers course*

## CAVS Volunteer Centre Working in Partnership

- The Volunteer Centre have supported partnership work with the Public Service Board Strong Connections Delivery group. In April along with CAVS Engagement Officer, we designed and facilitated a volunteering workshop to PSB members. A Volunteering Officer regularly attended meetings of the Strong Connections group and the PSB Volunteer working group.
- Attendance at a successful and well attended Small Charities Week Information day in June allowed us to meet with new groups and offer support.
- The Volunteering Team works in partnership regionally and hosted a Volunteering Wales website training session, delivered by Michiel Bles of PAVO in November, alongside a regional up-date meeting.

## Volunteers' Week 2019

### What does volunteering mean to you?

Volunteers' Week takes place every year between June 1st and June 7th. This year CAVS' Rural Volunteering Project went out and about in rural Carmarthenshire to ask what volunteering means to you.

See all the clips on [CAVS website](#)



Jeremy Fonge of Dryslwyn Community Shop and Post Office.

## March 2020

During March 2020 CAVS, like the rest of the UK, embarked on a very different way of working, with all plans for meetings and training sessions cancelled, the CAVS office closing and staff finding ways to work from home in a continually shifting climate.

After the UK government request for half a million people to volunteer for the NHS, the number of people rushing to offer their help in Wales soared to unprecedented levels with 1,000 volunteers registering on the Volunteering Wales website, and many others contacting CAVS directly.

Alud Jones' post was extended to four days a week to help meet the growing demand for information and support from both volunteers and volunteer-involving agencies. The Volunteering Officers worked hard to find appropriate roles for volunteers at a time when many formal volunteering opportunities were closing due to staff being furloughed, physical distancing requirements, and Welsh Government guidance.

# Volunteering

## Rural Volunteering Project

Since November 2017, thanks to LEADER funding, our team has been working within the rural communities of Carmarthenshire to highlight the health and well-being, social and community value of volunteering locally. Following on from an explosive beginning, this year we have cultivated and nurtured the project throughout to see its targets being successfully achieved.



Following engagement and consultation with stakeholders and potential volunteers, it was decided to offer a range of 2-hour workshops to enable volunteers to gain confidence in applying for volunteering roles. Tom Haskett was brought on board as supporting Play Worker with Sandra Williams taking on the role as Project Administrator working alongside Rural Volunteering Officers, Jamie Horton and Alud Jones.

Jamie Horton, Rural Volunteering Officer:

*“It has been an absolute pleasure working alongside such a great volunteering industry which contributes considerably to Carmarthenshire’s local economy. There is an incredible amount of both formal and informal volunteering taking place and it is important to highlight that not all roles are either publicised or ‘officially’ recognised. The impact is no less profound.”*

The team would also like it noted that although a great deal of work has been undertaken by this project its full impact will not have been reported during its lifetime. The positive relationships we have developed will hopefully continue to yield results in years to come.

## Joint Working

We have taken every opportunity to encourage partnership working and signposted on where necessary.

We are also very proud of our involvement with a number of events. e.g.

- Amman Valley Rural Volunteering Hub
- National Volunteers Week
- Small Charity Week Big Advice Day

Our rural communities of Carmarthenshire offer a vast array of skills and experiences and are truly passionate about volunteering – be that formal or otherwise, and the team has been privileged to be able to spend the entirety of this project making connections and showcasing the incredible work carried out by some vastly diverse groups.

*‘Alone we can do so little;  
together we can do so much’*

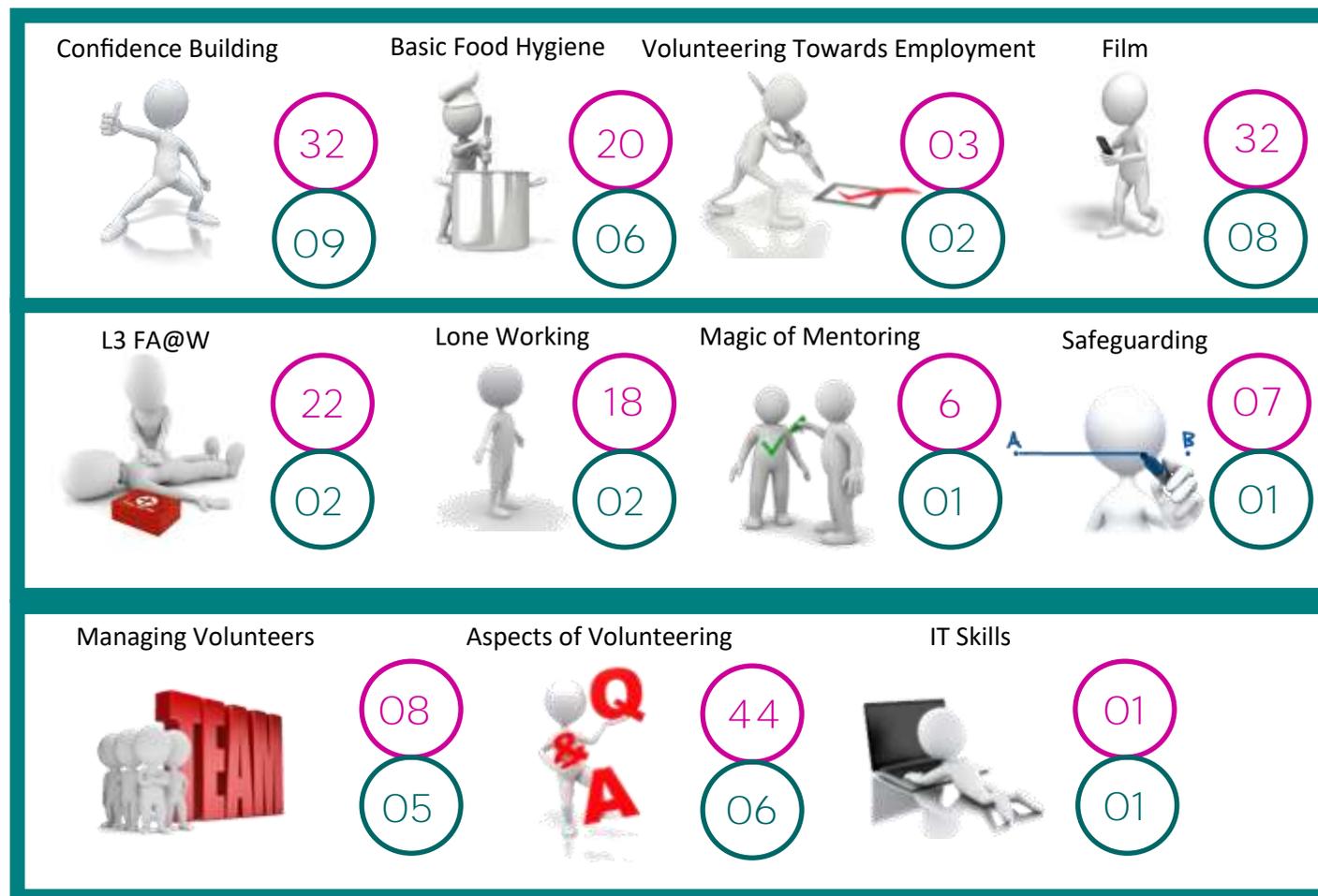
Helen Keller

## Successful?

- Outreach work
- Delivering free training
- Sessions in community venues
- Improved public perception of 3<sup>rd</sup> sector in the county
- Increased usage of Volunteering Wales platform – both by potential volunteers looking for suitable opportunities, and by organisations needing to advertise said roles
- Community engagement - forging relationships with community groups



## Number of training **Participants** and **Sessions**



The team would like to say a huge thank you to everyone we have worked with over the past two years. Volunteering is such a wonderful thing to be involved with and we are pleased that you have thought so too.

The project finished in October 2019 and our final report can be found on [CAVS website](#).

# Volunteering

## CAVS Volunteer Recognition Award: Winners 2019

The CAVS Volunteer Recognition awards ceremony took place on Thursday 21st November following CAVS AGM.

There were 6 categories to be awarded to volunteers who have made a difference this year to their community, to others and/or themselves.

- 🏆 Young Volunteer (under 25)
- 🏆 Adult Volunteer (over 25)
- 🏆 Trustee (in memory of Dr. Christopher Reed MBE)
- 🏆 Group
- 🏆 Rural Volunteering
- 🏆 Special Recognition

We were really delighted to be able to celebrate the amazing quality and quantity of volunteering taking place in Carmarthenshire and to shine a light on the outstanding work and achievements of the volunteers and organisations in our third sector. The judges were truly impressed and inspired by the dedication, commitment and enthusiasm shown by all the nominees and winners and the tangible difference they are making to our communities.

**Congratulations to everyone!**



### Young Volunteer category

An individual (under 25) who has carried out a volunteering activity which has contributed significantly to the development of their organisation and/or has had a positive impact on the community and the quality of life of residents in Carmarthenshire.

#### 🏆 Winner Kelly Tomlinson (Dr.M'z)

Kelly has volunteered at Dr Mz for over three years.

*"She is always willing to go the extra mile for us and the young people."*

#### Highly Commended Certificate:

- ★ Scarlet Marengi (Mayor's Charity Committee)

## Adult Volunteer category

An individual (over 25) who has carried out a volunteering activity which has contributed significantly to the development of their organisation and/or has had a positive impact on the community and the quality of life of residents in Carmarthenshire.

### **Winner** Tim Doyle (Nurture Centre)

Tim has been volunteering at the Nurture Centre on a daily basis since it opened.

*"He has been our overall saviour- if everyone was more like Tim the world would be an incredible place."*



### Highly Commended Certificates:

- ★ Alwyn Jenkins (Radio Glangwili)
- ★ Janet Lewis (Ty-Golau)
- ★ Ben Evans (Dr.M'z)
- ★ Sandra Llewelyn (Carmarthenshire 50+)
- ★ Krista Robinson (Nurture Centre)

## Trustee category

(in memory of Dr.C.Reed MBE)

An individual who has acted as a trustee and contributed significantly to the development of their organisation.

### **Winner** Gina Jones

(Llandovery Hospital League of Friends, Llandovery Museum and Visitor Gateway, Llandovery Friendship Club, Church Warden, The Rhys Pritchard Memorial Hall)

*"Gina is a person who finds time for everybody despite all the voluntary activity she gives."*

# Volunteering

## Group category

An organisation that has contributed and made a positive impact to the community and individuals in Carmarthenshire.

### **Winner Macmillan Carmarthenshire Support Buddies**

The volunteers from the Macmillan Buddy Service provide practical and emotional support for those affected by cancer across their communities throughout Carmarthenshire.

*“This fantastic team have been developing and delivering their service since 2013. “*



### Highly Commended Certificates:

- ★ Radio Glangwili
- ★ Friends Of Talog Hall
- ★ CASM (Carers of those within Alcohol and Substance Misuse)

## Rural Volunteering category

An individual or group, whose volunteering activity takes place in a rural setting, which makes a significant contribution to the well-being of their own community.

### **Winner Bryn Stores Community Shop Brechfa**

The entire running of the village shop in Brechfa is carried out by volunteers.

*“The service provided is a big part of what makes Brechfa so special, it is central to the life of the community and would not be there without the enormous commitment of the volunteers who run it.”*



### Highly Commended Certificate:

- ★ Tom Ashton (Llandovery Youth and Community Centre)

## Special Recognition category

An individual who, in the judges' view, meets the above criteria and goes beyond that to make an outstanding contribution not only to the organisation that they volunteer with but their community as a whole.



**Winner Sarah Morris-Herbert**

(CASM, Carers of those within Alcohol and Substance Misuse)

Sarah is the Chairperson of CASM . She is at the end of the phone 24/7 enabling anyone who needs support to contact her for advice, counselling and support.

*"She is kind, compassionate has empathy with all who need support and is always there for others."*

## Highly Commended Certificates:

- ★ Tim Doyle (Nurture Centre)
- ★ Sandra Llewelyn (Carmarthenshire 50+)



# Creating Connections for All

## Programme 7 Transformation

The West Wales Regional Partnership Board developed a regional response to the Welsh Government's 'A Healthier Wales' programme in the form of a bid for £18m to support **transformation activity** across the region and at local level linked to the Area Plan and to Hywel Dda University Health Board's Health and Care Strategy.

The Creating Connections for All programme focuses on the development of a regional set of activities to incentivise active citizenship. It will be based on an intergenerational approach that fosters and nurtures connections to alleviate the loneliness and isolation that exists in many of our communities.

Jamie Horton, CAVS' new Community Volunteering Development Officer, began her role in November 2019. Working with her regional counterparts in Ceredigion and Pembrokeshire she has been tasked with responding to the health and social needs of individuals and encouraging spontaneous and informal volunteering within Carmarthenshire communities. Working with CAVS colleagues she will also be promoting, supporting and celebrating volunteering—both formal and informal.

## Planning stages of two digital platforms to support and celebrate spontaneous volunteering:

- **Made Open** – this is a proposed online resource where communities can connect to share skills and interests, it is underpinned by Time Banking.
- Development of a **regional Kindness campaign** - updating the awareness session and work already undertaken in the county previously. Consideration of community champions to share and spread the messages locally.



## Update

- Regional Volunteer Focus on the need for volunteer drivers and social media focus on volunteering locally
- Christmas Small Acts of Kindness Calendar
- Attendance at Environmental Forum
- Consideration of community Action Hubs. Discussions with wider Programme 7 team
- Celebrate National Intergenerational Week
- iWill campaign
- Celebrate National Kindness Day/Week (November)

With lockdown being initiated in March this Transformation Work immediately moved on-line. Community connections were made with the vast number of Facebook groups responding to the call for action.

This culminated in the creation of a support group for admins and community volunteering organisers - **CAVS Community Connect Group**. Adopting a variety of 'new ways of working', the initial focus for this project was to support community groups in their response to the Covid-19 pandemic.





## Project Story

In August 2006 Play Wales were given a contract to work strategically on the Child's Play programme on behalf of the Big Lottery. Through this programme a total of £13m worth of grants were awarded for the whole of Wales.

Round 1 of the programme focused on the development of the infrastructure needed to deliver play and looked at the strategic picture across Wales.

Round 2 awarded grants to regional play networks that directly offered opportunities for Play. The Child's Play programme focused on new approaches to staffed play projects and expected projects to come up with creative play initiatives that offered challenging and varied opportunities.

Later in 2006, a group of people from Carmarthenshire and Pembrokeshire, comprising officers from the CVCs, Local Authorities and third sector organisations, came together to work out the best way of building an infrastructure bid to provide the area with a Play Association.

A Co-ordinator was employed to develop the future bid. This group went on to be successful in gaining 3-year funding for Purple Routes, a Child's Play project with CAVS as the lead organisation. Alongside the Co-ordinator, the Purple Routes team consisted of 2 Development Officers, (one covering Carmarthenshire, the other Pembrokeshire) a Resource Worker and Administration staff as well as 8 Play Workers (a team of 4 covering each county).

All the staff involved with the project have been amazing. They have worked with children and young people across Pembrokeshire and Carmarthenshire, offered Open Access play sessions after school and during school holidays, run sessions in schools at lunchtime and provided incredible sessions at Fun Days and at the Pembrokeshire Show, as well as training in aspects of Play such as Play in Nature.

CAVS have been involved with Play Sufficiency audits across both counties, and produced the first report for Pembrokeshire, which assisted them in securing funds for a Play Officer.

## Purple Routes Play Project

### The end of the project

It is with a heavy heart that we inform you that CAVS has had to make the difficult decision to close Purple Routes as it has not been possible to secure further funding.

In 2014, when the main funding came to an end, we were able to continue running Purple Routes with a small team of staff. We managed to keep going until finally there were no further funds available.

The end of the project means thousands of children across the two counties have been left with no access to Open Access play provision and are no longer able to connect with our dedicated team of staff.

We would like to thank all the children who used the provision and guided the work of the teams by choosing their play and all the parents for supporting us.

A massive thanks also goes to the staff who made this project such a success and our partners PAVS and officers from both local authorities who wholeheartedly supported our work.

We will miss you all.



# CAVS' Membership

Access Wales

Action on Hearing Loss Cymru

Adlerian Society

Age Cymru Sir Gâr

Antioch Christian Centre

Arts Council of Wales

Alzheimer's Society

Antur Teifi

Arts Care / Gofal Celf

Awaydays Coastcare

BAROD

Bro Myrddin Bowls Club

Calan DVS

CDAS

Canolfan Gymunedol Ystradowen  
Community Centre

Cardigan Youth Project

Care & Repair Carmarthenshire

Carers Trust Crossroads Sir Gâr

Carmarthen Arts

Carmarthen U3A

Carmarthen Youth Project

Carmarthenshire 50+ Forum

Carmarthenshire Counselling Services

Carmarthenshire County Fed of YFC

Carmarthenshire Disability Coalition for  
Action

Carmarthenshire People First

Carmarthenshire Shopmobility  
Caerfyrddin

Carmarthenshire Federation of  
Women's Institute

Cartrefi Cymru

Cerebra

Clybiau Plant Cymru Kids Clubs

Coleg Elidyr

Cymdeithas Neuadd yr Ysgol  
Llanfihanger-ar-Arth

Cyngor Cymunedol Llangennech

Dementia Carers Support Group

Diverse Cymru

Ferryside Social Enterprise Group (FSEG)

GABS (Gwendraeth Amman Blind Socie-  
ty)

GABS. V. I. Bowls

Greyhound Rescue Wales

Gwili Railway

Gwynfe Community Hall Association

Hafan Cymru

Heart of Wales Line Traveller's Associa-  
tion

HUTS Workshop

Kidwelly Town Bowling Club

Kidwelly Town Council

Llamau

Llandovery Town Council

Llanelli Free Evangelical Church

Llanelli Hydrotherapy Pool

Llanelli MIND

Llanelli Multicultural Network

Llanelli Rural Council

Llanelli Town Council

Llanfynydd Village Society

Llangadog Community Centre

Llansawel Recreation Field & Hall

Llanybydder Family Centre

Llanybydder Old School Community Cen-  
tre

Menter Bro Teifi

Menter Cwm Gwendraeth Elli Cyf

Myddfai Community Hall & Visitor Centre

National Botanic Garden of Wales

Neuadd Bro Fana/ Ffarmers  
Village Hall & institute

Neuadd Gymunedol Talog

New Pathways

Old Mill Foundation

Penygroes & District OAP

Parkinson's Society

Pembrokeshire MIND

Pencader Family Centre

Peniel Community Association

People Speak Up

Plant Dewi

Pontyates Welfare Association

Radio Glangwili

Really Pro Ltd

Royal Voluntary Service

SENSE Cymru

Special Olympics Carmarthenshire

South Cefncaeau Family Centre

Stroke Association

The Hangout

The Black Mountain Centre

Threshold DAS Llanelli

Tir Coed

United Counties Agricultural & Hunters  
Society

Versus Arthritis

Vision in Wales (Wales Council of the  
Blind)

WWAMH

West Wales Woods

WSSP