

# BAVO

Annual  
Impact Report  
2016 - 2017



**Supporting, empowering, upskilling,  
and connecting people to play  
a more active role in the community**

# Chief Executive's and Chair's foreword

"In a period of austerity and unprecedented change and with ever decreasing core funding, we are proud to say BAVO has managed to maintain a full range of services, albeit with some areas having to be reduced. We continue to work with hundreds of local groups, local and national charities and with our member organisations to provide local services addressing local needs with the ultimate outcome of improving the quality of life for people in our communities.

"We also continue to act as the 'landlord' for Voluntary House providing much needed affordable office and meeting space for the sector and this year, we also invested in opening a dedicated Volunteer Centre in Bridgend town centre. This was in response to members identifying a need for us to find, recruit and deploy more volunteers to support with the delivery of their activities and services.

"The Board of Trustees is very proactive and went through a strategic review process, revisiting BAVO's mission, vision and priorities and the Board also undertook consultation with members and other stakeholders to inform BAVO's direction of travel. We are grateful to those that provided feedback to help us improve what we do and unsurprisingly we were hearing that members wanted us to focus more on their changing needs and we will be realigning our structure to take account of this.

"Partnership working remains at the heart of our approach to developing a sustainable sector. We believe the coordination and connectivity of individuals, groups, networks and communities serves to enable more empowered and resilient communities who can work together to create solutions to local issues. In our review, members told us our leadership on this was greatly needed and valued. We supported networks, forums and service

user groups to grow and flourish and this encouraged more organisations to work more effectively together. We also supported the development of new networks such as the regional Children and Young Peoples Forum and Western Bay Citizens Panel. All of which enabled sharing of information, good practice, joint planning and co-production.

"Additionally, quality and effectiveness is at the core of what we do, it underpins our work giving reassurance to our members and stakeholders that what BAVO offers is of a high standard and highly effective. We were delighted to be a beneficiary of the Big Lottery funded PQASSO Wales project and to be able to offer a mentoring service on quality assurance, but we were also very proud to be the first organisation in Wales to be accredited with the Wales Edition PQASSO Quality Standard.

"Our Annual Impact Report gives only a snapshot of the diverse nature of our work and we hope you will find it interesting. We are extremely grateful to all our partners and funders who invest in us so that we can deliver this broad spectrum of activity. We are also extremely grateful for the focused and skilful Board of Trustees who set the vision and for our immensely talented team who work to achieve it!"



**Heidi Bennett**  
MBA, Chartered MCIPD  
Chief Executive



**Mark Davies**  
Chair

## Trustees 2016/17

Steve Curry

Mark Davies (Chair)

Steve Driscoll

Les Jones (Vice Chair)

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Valleys to Coast

Ogmore Valley Youth Partnership

Yellow Wales

The Court House, Maesteg

Bridgend County Civic Charity Appeals Standing Committee

Cruse Bereavement Morgannwg

Cabinet Member, BCBC (Co-opted)

Cabinet Member, BCBC (Co-opted) and Westward Community Centre

## Mission statement

Our purpose is to support, encourage and promote the development of a voluntary and community sector in Bridgend County Borough, that is effective and efficient, informed and influential and makes a positive impact on people's lives.

## Values

The work of BAVO is guided by a set of values that help to determine priorities and the overall style of working. We recognise that Bridgend County Borough is diverse and everyone has the right to equality of opportunity and to make a contribution to their community.

## What we want to achieve:

- Stronger third sector organisations through providing support, advice and training and learning opportunities, skills development and capacity building;

- Active and diverse communities through supporting and promoting volunteering and active citizenship, equal opportunities and diversity;
- A confident and influential third sector, through advocating for the sectors' inclusion in shaping policies, strategies, co-producing solutions to local issues and embedding the sector in local planning and commissioning processes;
- A greater voice for citizens and communities through enabling service users/carers, community groups and citizens to engage in local decision making processes that affect them and their lives;
- A sustainable third sector as a result of brokering strong partnerships, upskilling volunteers and staff, identifying coordinating and connecting opportunities for collaborative working within the third sector and across sectors.



# Volunteering

## OUTCOME:

More people in Bridgend County Borough are engaged in and benefit from volunteers and volunteering.

It was an exciting year for BAVO with the opening of our new Volunteer Centre in Bridgend town centre, opened by Assembly Member for Bridgend, Carwyn Jones. Our new venue offers up to date information, advice and guidance to people who are looking for volunteering opportunities and to voluntary organisations or community groups looking to recruit volunteers.

Carwyn Jones AM said: "Having this information hub on volunteering in Bridgend town centre will certainly encourage more people to pop in and look at the wide range of opportunities available. It was great to see for myself this useful resource and to talk to the BAVO team about their centre. Volunteering can be hugely rewarding and any spare time that people give is hugely appreciated."

The team worked with our members to improve the quantity, quality and diversity of local volunteering opportunities and provided support and advice to organisations on all aspects of volunteer good practice when recruiting, supervising, training and retaining volunteers.

We met individuals who were interested in volunteering across the area at one-to-one meetings to discuss what they would like to gain from volunteering, matching their individual needs, aspirations and skills to organisations.

## What did we achieve...?

**Responded to 1,286 volunteer enquiries.**

**Held 486 volunteering interviews.**

**Placed 259 volunteers.**

**Assisted 58 organisations with issues relating to good practice in volunteering.**

**Helped over 300 voluntary organisations in Bridgend County Borough to highlight their volunteer opportunities on the Wales Volunteer website.**

**42 organisations joined our volunteer roadshow to celebrate Volunteers' Week 2016.**

**4 Volunteer Managers' Forums held throughout the year with over 40 members.**

To promote the benefits, impact and diverse nature of volunteering, we hosted the annual Volunteers' Week and our Volunteer Achievement Awards, which celebrated the commitment, achievement and dedication of volunteers. The team also gave **10** presentations to local groups and attended **20** events including job fairs, sessions in Bridgend and Pencoed Colleges and various events.

Bridgend County Borough volunteers enabled many local community projects and services to survive and continue to deliver their services to those in need.

## What was our impact?

### Helen's story...

"I volunteer with Community Companions, befriending three people every week. The people I befriend all have different issues, concerns and interests. Following a long gap from employment I needed a stepping stone. Believe it or not the faces on the BAVO information instilled the confidence I needed to begin to trust people again.

"I have worked very hard on becoming who I am today. Without BAVO's help the journey to here would have been tougher than it was. Aside from all the training, social gathering and supervision, just knowing the staff are at the end of the phone and understand when I had doubts or concerns with anything, made my big stepping stone become smaller. Volunteering gave me the boost I needed to take my next steps.

"An opportunity to become a community councillor arose and I took it. I have also decided to volunteer with the RNIB.

"It has been a pleasure meeting all the new people along the way, no matter where you've been, how low you've felt, there should always be a light to show us the way through - BAVO was my light."

## Youth volunteers (14 – 25)

Young people need meaningful, challenging and rewarding volunteering placements. BAVO worked with the sector to increase the range of volunteering opportunities available through the Wales-wide GwirVol programme.

The team managed the local Millennium Volunteers (MV) programme which rewards young people with 'achievement certificates' after they have completed 50, 100 and 200 hours of volunteering. We also developed stronger links with schools and colleges to ensure more young people were aware of volunteering as a pathway that could improve their skills, confidence and CVs.

BAVO worked with organisations on volunteering best practice and safeguarding so that they felt better able to support youth volunteers. We also facilitated a Youth Grants Panel which distributed £4,000 of funding to projects that aimed to encourage young people into volunteering opportunities. The projects were all conceived and led by young people.



## What did we achieve...?

**231** young people attended BAVO Volunteer Centre interviews.

**128** young people placed as volunteers.

**62** new young volunteers signed up to the Millennium Volunteers programme.

**55** certificates given out to young people on the Millennium Volunteers programme.

**135** new opportunities were available for young people aged 14 – 25.

Based on Millennium Volunteers figures and hours completed: **62** young people completed **4,900** hours of volunteering worth **£36,750**.

## What was our impact?

### Daniel's story...

"I volunteer in the Zone Family Centre. I help make the drinks in the drop-in centre and do regular cleaning checks. I generally help out serving the customers, handle money and chat with people. I got involved through BAVO's Bridgend Volunteer Centre. The Job Centre told me about volunteering and BAVO, so I went through the Volunteering Wales website and Geraint contacted me. I wanted to get involved in the community, to build up my confidence and get experience within hospitality for personal development and to get used to travelling, as I would get scared of using the bus.

"I have completed my Peer Mentoring training to be matched up with a young person for peer mentoring. I've done a Prepare to Care course, Protection of Vulnerable Adults, Manual Handling, First Aid and Food Hygiene courses and I've also completed my 200 hours for the Millennium Volunteer programme.

"Volunteering has massively increased my confidence. I don't get anxious using the bus anymore, I don't get as anxious speaking to new people, I have gained experience and I guess you can say an identity. I've gained qualifications, I've gained self worth. I've made new friends through volunteering so that has helped me socially. Without BAVO's Volunteer Centre, I wouldn't have known about the organisations and wouldn't have started volunteering."



# A thriving and sustainable third sector

## OUTCOME:

Third sector organisations in Bridgend County Borough are sustainable, able to generate income and make better use of resources to deliver local services and improve people's wellbeing.

BAVO delivered eight funding events where organisations had the opportunity to meet BAVO staff and/or major funders one-to-one, to discuss and progress funding applications. Our BIG Lottery Heritage Fund surgeries proved successful with three groups achieving **£56,700**. Other groups who met with funders through our surgeries are still in discussions.

We also worked alongside Interlink to deliver a very successful local funding fair in Heol y Cyw to launch the Taff Ely Wind Farm (RWE) Fund 2016 which included seven funders and attracted over 20 local groups. Amongst the successful applicants to the RWE fund were Heol y Cyw Allotments who secured money for an adapted gardening plot/shed for use by people with disabilities and Evanstown's Little Fingers Kidz Club who were able to purchase two laptops.

## What did we achieve...?

**Responded to 1,700 detailed enquiries.**

**Assisted 164 tailored support and advice to trustees.**

**Responded to 290 specific funding enquiries.**

**Provided 30 e-briefings, bulletins and newsletters.**

**8 new services/organisations/social enterprises created.**

**Achieved £1,028,034 known new inward investment for local activity, facilities and causes.**

**Distributed £50,000 in local grants for local groups.**

## What was our impact?

### Special Families Maesteg's story...

BAVO supported and guided a group of families of children and young people with disabilities from the first spark of an idea in 2014 to embarking on the process of charity registration (Foundation CIO) with an income of over £9,000 per year.



We assisted with the initial simple constitution for an unincorporated association, provided bespoke training on safeguarding and the role of the Safeguarding Officer and the provision of funding surgeries which the group attended. The group were successful in the funding applications that followed (e.g. BBC Children in Need funding surgery at BAVO led to over £2,000 in grant funding). We also supported them through the process of charity registration which they received in March 2017.

Claire Edmunds, Chair of Special Families Maesteg said: "Without the guidance and support of the staff at BAVO in Maesteg, I truly believe Special Families would not exist. BAVO have given us the confidence to set up, run and develop an ever growing support group. It has proven to be a much needed resource for many families in our community. With updated training, policy advice, funding surgeries and safeguarding issues, it has been an essential part of our journey.

"Before Special Families Maesteg came about, there was no local support for families struggling with the stress, heartache and unknowing that comes with bringing a child up with additional needs. We now have a weekly coffee morning, providing peer to peer support for parents and carers, information workshops and speakers from all professions giving helpful advice. Out of school activities, weekend sports club, fundraisers, family outings and gatherings, are all now part of Special Families Maesteg thanks to the BAVO team."

# A thriving and sustainable third sector

## What was our impact?

### Radio Galaxy Entertainment Ltd.'s story...

Galaxy Radio is an online internet radio station that was set up as a social enterprise and launched online in 2016. Targeting those aged between 15 – 40, the station promotes the music of local unsigned artists giving them a platform to share new releases. The station also aims to reduce anti-social behaviour. During the planning stages, Galaxy Radio received consistent support from BAVO.

Ryan, Managing Operations Director commented: "Coming from a background of no business knowledge, I thought setting up a social enterprise was easy. After researching and receiving all the information from BAVO, I realised that there is quite a bit of work involved.

"Step-by-step support by BAVO was given to guide me through setting up everything, from choosing the right business model to company directors, legal considerations and guidance with a business plan. The support was brilliant despite there being a few constraints at times.

"From the early stages, I am proud to say that the support we were given by BAVO has been excellent. I could honestly recommend to other start up social enterprises to ask for advice, even if you don't think you'll need it. Without BAVO, I would never have been able to do this alone."

Radio Galaxy also won a competition run by United Graphic Design in partnership with Bridgend College for Test Town Bridgend participants. The prize, which Ryan won by completing the best entry form, was a complete branding package for Galaxy Radio Bridgend from United Graphic Design.



## What did we achieve....?

**9 social enterprises received governance information, advice and support.**

**2 individuals received BAVO social enterprise and embryonic support.**

**19 organisations supported by BAVO to set up Social Enterprises or restructure their business model.**



## What was our impact?

### Bridgend Association of Bowls Tennis and Squash Clubs' story...

This organisation aims to broaden its work and open up access and opportunities for physical activity through utilizing a social enterprise model.

Chair Dr Ed Wilkins OBE said: "Advice given by BAVO has proved invaluable. We were given information about types of social enterprise company structures that would be suitable for organisations such as ourselves.

"BAVO also facilitated a meeting with the local authority. Of particular importance was a meeting with the Community Interest Company Regulator. Persuading shareholders to change has been and remains a challenge and we were grateful to BAVO for facilitating a presentation at our Company AGM. We subsequently had shareholder agreement to proceed with investigating a change to a Community Interest Company structure."

# A thriving and sustainable third sector

## OUTCOME:

Third sector organisations in Bridgend County Borough are competent, confident and robust in the running of their organisation, to ensure appropriate services are provided to meet local need.

## Training

We delivered **37** extremely popular Dementia Friends training workshops organised in partnership with the Alzheimer's Society and ABMU Health Board which were attended by **1,318** people. We also launched Maesteg's Commitment to becoming the first Dementia Friendly Community in the county borough.

The programme forms the biggest ever local initiative to change people's perceptions of dementia. It aimed to transform the way people think, act and talk about the condition. To ensure long-term sustainability, volunteers within local areas were encouraged to become Dementia Champions to continue delivering the awareness sessions and link with local communities. The sessions were delivered in schools, colleges, supermarkets, cafés, fire and police services. Pupils fully engaged in the sessions saying "I will do fun things with my Nan" and "If I find someone lost I will take them home."

**61** participants working with young people throughout Bridgend County Borough were able to attend BAVO training organised during 2016/17. The courses were identified through a training needs analysis.

### What did we achieve...?

**64 BAVO courses delivered.**

**1,616 people gained new skills through BAVO training.**

**99% of attendees rated BAVO courses as very good or excellent.**

We organised **5** courses, three of which were accredited. Training supported the personal and professional development of both staff and volunteers in organisations across Bridgend County Borough and included Health and Safety, Award in Outdoor Learning, Advanced First Aid at Work, Child Protection Level 2, Youth Mental Health First Aid and Disability Equality training.

In order to generate income, BAVO expanded our delivery of bespoke courses for individual groups and agencies. One notable achievement was the production and delivery of an entirely bespoke four session course for Cardiff Social Services for a group of volunteers at Ty Canna Outreach Service and User Led Resource Service. The course included sessions on Data Protection and confidentiality, confidence, communication skills and working together as a team.

We delivered training to a volunteer group in Dinas Powys on safeguarding adults at risk. We also delivered a bespoke four session course for a voluntary youth group funded by People's Health Trust, to develop their budgeting, managing money and planning skills. They were very pleased to receive a grant of over **£17,000** from the People's Health Trust as a result.





# A thriving and sustainable third sector

## Applied Suicide Intervention Skills Training (ASIST)

BAVO has two master trainers registered with LivingWorks Canada BAVO and is one of the UK's leading providers in Applied Suicide Interventions Skills Training (ASIST). We work with a range of statutory, private sector, community and third sector organisations to ensure vulnerable people in our communities are supported by trained 'suicide first aiders'.

### What was our impact?

### ASIST participants' stories...

We delivered **6** two day ASIST courses and **9** TuneUP refresher courses. From this, participants later reported undertaking **206** suicide interventions and having **394** discussions with individuals about suicide.

"In the last two days, I have used ASIST on a man on a bridge and have used ASIST over the phone with an elderly carer. I hope more people engage with this training to increase awareness of suicide prevention strategies."

"I found the course extremely useful. I feel confident in approaching the topic of suicide now and am pleased to report that I've used the interventions on more than one occasion resulting in positive outcomes. Without the ASIST training I couldn't have done that."

### What did we achieve...?

**111** people fully trained suicide first aiders.

**80%** felt they had improved communication skills.

**80%** had improved knowledge about local support services for signposting.

**85%** used the suicide prevention skills they had learned.

**96%** felt more able to spot potential signs of suicide ideation.

**80%** had improved confidence about talking about suicide.

**93%** now feel confident, willing and able to approach someone they were concerned about.



# An informed and influential third sector

## OUTCOME:

More third sector organisations have a voice and can contribute confidently and effectively to policy, planning and service developments to ensure local services meet users' needs.

## What did we achieve...?

**Third sector engagement in 37 strategic planning / working groups.**

**Facilitated 14 local forums to share best practice and innovation.**

The third sector is represented by CVCs on a range of planning groups including Western Bay Health & Social Care activity; the Regional Safeguarding Board and the Area Planning Board. We have also engaged with the South Wales Police and Crime Commissioner Alun Michael on his priorities and hosted engagement events to link into the Crime Reduction Plan for the area. We have also worked with our neighbouring CVCs to develop a Regional Citizens Panel.

Since the multi-agency Children and Young People's Partnership (CYPP) dissolved, local third sector organisations were increasingly reporting a lack of opportunity to share service information and to collaborate to achieve better outcomes for children, young people and families. Despite raising this with the Bridgend Local Service Board, it was not taken forward.

BAVO approached fellow CVCs in Neath Port Talbot and Swansea to develop a Third Sector Regional CYP to tackle some of the issues and enable the sharing of good practice. An event 'Working Together for Children and Young People across Western Bay' was held with around 50 attendees from various organisations, leading to the formation of the new regional CYPP Forum. The Forum discusses and considers local, regional and national issues affecting them and their service users, takes a co-ordinated approach to service development and enables third sector organisations to connect to ABMU planning and commissioners across the region.

The Third Sector Strategic Group is made up of third sector representatives who look at local, regional and national agenda items. They worked with Bridgend County Borough Council to look at the third sector compact. This is an agreement with the third sector covering how their (business) relationship will operate.

The group acts as a sounding board for BAVO planning and they also take a proactive approach to consider and

address issues that are affecting the wider sector. In this year, they highlighted issues around procurement and commissioning and particularly areas of confusing and inconsistent practice within the statutory sector. The work culminated in a master class and workshop organised by BAVO with the support of Business Wales which helped give an understanding of the various approaches of commissioners and what good practice commissioning looks like.

ABMU Health Board has been really positive in listening to the sector and is working with us on how to provide additional support to the sector for future commissioning processes.



## What was our impact?

The Third Sector Strategic Group wanted to work with partners to review the Compact which was not being used as a living document. The group took a proactive approach to reviewing and strengthening the document which is due to be submitted to Local Service Board partners in the new financial year.

"Bridgend Compact has existed for some time within the county however members of the Third Sector Strategic Group do not feel that it has been active or efficient in its aims and objectives. We have spent considerable time in providing feedback on the Bridgend Compact, which we feel if implemented and a true sign up from all partners involved, will provide successful working partnerships and the best opportunities for all residents that live within the county." Mentor Bro Ogwr.

# Effective partnerships and engagement in policy



## Health, social care and wellbeing

BAVO worked in partnership with AMBU Health Board as a member of six of their Commissioning Boards advocating for the third sector to encourage the improvement of patients' experiences and care outcomes.

Our work with the GP clusters provided third sector organisations with an opportunity to highlight the preventative local services available to support patients to improve their own health and wellbeing or be signposted to preventative community support.

The Bridgend Health, Social Care and Wellbeing Network met quarterly to promote and share organisational information, network and obtain information on the consultation of the ABMU Third Sector Strategy to ensure the voice of the third sector was heard. This involved providing support and information to organisations on what is required of them to obtain the skills and policies to prepare for the change in the funding process.

This group also linked into the Regional Forum which has direct representation into ABMU, the Community Health Council and the Western Bay programme. As a result, they are connected to service consultation and planning on a continuous cycle.

BAVO supported ABMU Health Board on their 'A Regional Collaboration for Health' (ARCH), which is a

joint approach (with Hywel Dda) initially to support a Cancer Centre of Excellence. This provides the voluntary sector with an opportunity to have input into the strategy for Cancer services, which supports patients through their journey of treatment and beyond.

In partnership with Bridgend County Borough Council, we initiated work to make Maesteg the first town within Bridgend County Borough to achieve Dementia Friendly Community status. We also worked with Maesteg Town Council, local businesses and organisations to upskill people and raise awareness through our training sessions led by the Alzheimer's Society.

The sessions gave people an understanding of dementia and how it affects people and gave confidence in how to respond. Following this, we worked with ABMU Health Board and funding was agreed for a 12 month secondment post to BAVO from the Alzheimer's Society to deliver sessions to Bridgend County Borough GP cluster practices and other communities by March 2017.

We delivered training to **11** GP practices and trained **132** staff people to become Dementia Champions. We have also developed new relationships with schools, colleges, supermarkets, cafés, fire and police services and continue to offer free training sessions in our aim to achieve a Dementia Friendly County!

# Effective partnerships and engagement in policy

## Substance misuse, service user and carer involvement

BAVO promoted service user and carer engagement within substance misuse services with the Western Bay Area Planning Board and the Engage to Empower (e2E) Network.

The e2E Network is a focal point for service user involvement across Bridgend, Neath Port Talbot and Swansea, developing opportunities for people to have a say about service development and offer mutual aid to others on their recovery journey. The network was supported by BAVO to organise and deliver training for service users and volunteers as well as regional involvement events so they felt more confident in representing the views of their peers.

We held two regional events, the first of which promoted and raised awareness of the e2E Network and the work of the Western Bay Area Planning Board. The second event focused on the development of mutual aid and gave information on a number of mutual aid projects.

BAVO was actively involved in coordinating the All Wales Service User Movement (AWSUM), supporting Western Bay representation at the National Forum.

To ensure service users, carers and volunteers have the necessary skills to get involved in a meaningful manner and support others in their recovery, BAVO supported the e2E Network to develop and implement 5 training and personal development courses including Service User Involvement and Wellbeing with Newlink Wales and ASIST, Safeguarding and Committee Skills delivered by BAVO.

A local Bridgend County Borough guidance and information booklet was also updated as a Western Bay regional resource for carers, friends and relatives supporting people experiencing substance misuse issues.

### How does getting involved make a difference?

Service users have taken up the opportunity to express their views and influence change for other service users, such as the Sunday SMART recovery project in Drugaid Cymru Swansea which provides out of hours support, highlighted as a gap by service users. Members of the e2E Network have been actively involved in substance misuse staff interviews and area planning board meetings and are engaged in peer support.

### What was our impact?

#### Carl's story...

"I am proud to say I am into my third year of sobriety and having been through services, personally seeing how valuable this has been for me. I wanted to give something back and soon become a peer group leader with 'Pathways to Change', delivering a training and support package for people in early recovery within the detox unit. I did a lot of footwork for my own recovery and dipped in and out of AA and Bridgend Involvement Group, I truly believe this has aided my recovery.

"I enjoy being a member of the e2E Network. BAVO, in particular have given me encouragement and training opportunities which has raised my confidence level and broadened my knowledge and experience within the field of substance misuse.

"In the last three years I have grown as a person and I have a new found love for life. I am training to become a qualified counsellor, having already successfully completed Levels 1 and 2 at Barry College."



# Effective partnerships and engagement in policy

## Mental health

BAVO hosted a number of mental health forums and networks including a Dual Diagnosis Forum collaborating with service user groups working through addiction and service providers and the regional 'Stronger in Partnership' (SIP) Forum.

The SIP Forum works with mental health service users who want to be involved in the design, planning, delivery and evaluation of service provision across the health board area. Workshops were facilitated with an aim to raise awareness of what is going on in each locality. The Forum provides information of user and carer needs to those who run mental health services and it encourages agencies to develop future mental health services through a co-productive approach.

The workshops raised individual's confidence in working across sectors by vocalising their experiences and views. They helped to share learning around confidentiality issues and information sharing between a person using services, their families and workers and enabled signposting to community based services.

This helped members develop personal resilience and independence in managing mental ill-health

outside of hospital and formal treatment processes. Using real life examples, service users and carers were given information on volunteering and encouraged to think about how they could take action to develop personal resilience.

BAVO also joined Neath Port Talbot and Swansea County Voluntary Councils to sign a Time to Change Wales pledge to make our own declaration that we want to step up and tackle mental health stigma and discrimination.

With one in four of us affected by mental health problems in any one year, Time To Change Wales (Wales' first national mental health campaign) aims to end the stigma and discrimination faced by people with mental health problems by getting people to talk.

The Pledge is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination. It isn't a quality mark, accreditation or endorsement. There is no test or application. You just have to commit to taking actions that are realistic and right for you that will lead to a reduction in discrimination within your organisation and the wider community.



# Bridging the gaps: partnership projects

## Community Companions

Co-ordinated by BAVO, the scheme worked with a number of third sector partners to provide generic and specialised volunteer befriending services, community cafés and alternative activities for lonely and socially isolated people aged 50 plus.

Our five year Big Lottery Fund Community Companions over 50s befriending scheme's funding ended in December 2016. The scheme brokered a free of charge, confidential and non-judgemental befriending service, recruiting volunteers and matching them to older people in communities.

From December – March, Western Bay funding supported the continuation of this essential service which is taking a strategic and practical approach to tackling social isolation.



### What was our impact throughout five year project?

**78.6%** said the service had helped improve their self confidence.

**66.8%** said the service had helped them to feel less anxious.

**86%** said the service had helped increase their opportunities to socialise and mix with others.

**75%** said the service had helped them feel more involved in their local community.

At least **50%** of community cafés have either been constituted and/or continue to run through self-funding, community support and/or fundraising activities.

### What did we achieve...?

**Matched 50** isolated older people with volunteer befrienders.

**Recruited 37** befriender and café volunteers.

**6,107** visits made to community cafés.

**Provided over £88,500** worth of volunteer care hours on the project.

**Added value of 10,338** hours volunteer time across the project.

### What was our impact?

#### David's story...

"I felt that there was a void in myself, the world seemed bleak and desolate, that's why I sought befriending. I remember reading that no man is an island and that resonated with me.

"I suffer with mental ill health as well as back and leg pain which sometimes gets on top of me. Although I know this won't go away I feel like I have the fall back to support me if I need the help. I now see my experiences as strengthening and I'm not beaten.

"I have a great volunteer befriender called John who comes to visit regularly. We've built up a good relationship over the years and he's helped me a great deal. John is caring, dedicated and reliable.

"The standard of service is high; over the last four years BAVO has not only helped me to link in with the community cafés but also with other services like telephone befriending and a handy man service. With all these new relationships I feel that some of my worries are not there anymore and the worries I do have, I can talk through with my befriender John.



"When John visits we have a chat, potter about in my garden and sometimes go out for a walk or a trip in the car to take photographs of the scenery. He supports me to go shopping, even helping me pick out a suit for a family wedding. He has encouraged me to cook more for myself and we have made some healthy meals together. He's taken the time out to assist me on my computer resulting in me making homemade calendars for

Christmas presents using the photographs we took together.

"One of the main things he's brought to my life is confidence. He's helped to build my confidence enough to start attending a community café on my own. It's a great way for me to meet other people my own age and integrate back into the community.

"It is difficult thinking back to the early days before John, maybe I don't want to think of how hopeless and helpless I was then. Now I have a sense of meaning and purpose and see myself in a transitory position where I can enjoy life a little more than I used to and hope to find peace of mind."

# Bridging the gaps: partnership projects

## Llynfi Valley 20 Project

A Public Health report highlighted that those living in the Llynfi Valley on average have a 20 year less healthy life expectancy compared to any other area in the county borough. As such, we coordinated the Llynfi Valley 20 project with the help of Public Health Wales, Bridgend County Borough Council and ABMU Health Board. We set about working with the public and local providers to see what could be done to tackle some of the key issues.

One working group focused on using the outdoors to improve physical and emotional wellbeing. Through public engagement, BAVO worked with local people to launch a Santa Fun Run. One local family had three generations running, all of which had never run as far before! BAVO is now connecting local volunteers and other agencies to develop a weekly parkrun for 2017/18.

LV20 also set up a health advice service to be delivered in two of the youth clubs in the Llynfi valley. The work covered sexual health, fitness and healthy eating with approximately 45 young people engaging.

The group tackling domestic violence promoted the White Ribbon Campaign engaging local students and schools, GP surgeries, community groups, businesses, town and community councils and supermarkets. Maesteg Town Council proudly pledged support and displayed the White Ribbon Flag outside the Town Hall to raise awareness of

violence against women and local support services.

We also worked with the Wales Co-operative Centre (Digital Communities Wales) and Halo Leisure to encourage people in the Llynfi Valley to take control over their own health and wellbeing. Following a FITBIT initial monitoring trial with Halo Leisure and their national exercise referral unit, BAVO worked with Shedquarters Maesteg to meet with a group of men aged 50+ to keep a close eye on their physical and emotional health and wellbeing and this encouraged them to be more health conscious and active.

Throughout the programme, different speakers and exercise sessions were offered to encourage people to think a little bit more about what they did to promote their own health and wellbeing.



## Community Voice: Needs Must/Pan Fo Angen

Community Voice is a Big Lottery Fund project that has been enabling communities, groups and service users to develop their skills and confidence so they can work together with providers to plan and design improved services to better meet their needs and achieve better outcomes for some of the most marginalised and harder to reach people in our communities.



ARIENNIR GAN Y LOTERI  
LOTTERY FUNDED

### What was our impact?

"I started attending the Self-harm Self-help Network a long time ago, but only really got involved when the peer group was set up. Before I came I wouldn't really speak to anyone but I've learned a lot and I've made new friends and I even go out at weekends now. I am now a much more confident person since being involved in information stands, speaking to doctors about self harm and doing a presentation at the Community Voice annual event."

### What did we achieve...?

**1,039 participants participated in the programme and felt more empowered to influence change.**

**472 people participated in project training and reported increased confidence and skills.**

**18 engagement groups/networks were supported across the portfolio enabling more people to have a voice.**

**317 services were engaged with over the portfolio.**

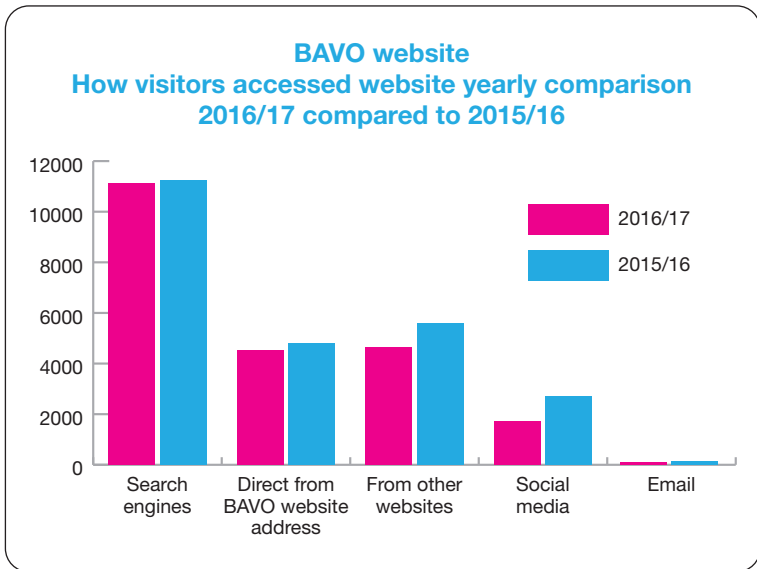
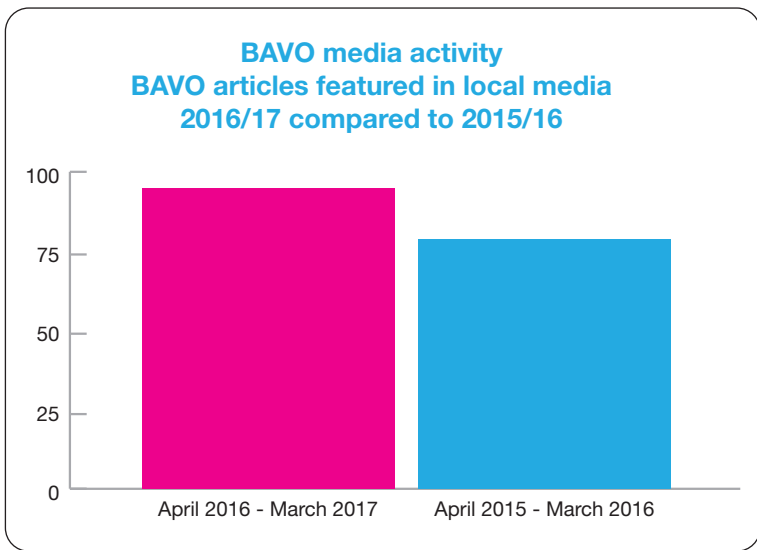
**The work of 25 different partnership groups were influenced by community voice members.**

# Raising the profile

BAVO continued to raise the profile of its work and that of its members and other community groups. Through weekly press releases and interviews, we raised awareness of the range of various support services, activities and opportunities offered and delivered in the county borough. We have developed positive relationships with local press and media and owe them our thanks for their ongoing support.

Using case studies, stories, testimonials and evidence based information, we used as many media outlets and tools as possible to demonstrate value, impact and difference the third sector organisations make to the local community. We also used these opportunities to demonstrate connectivity and impact on various Welsh Government and Local Government priorities such as resilient communities, anti-poverty, jobs and skills, health and social care and sustainability. Every single third sector organisation is contributing to the Social Services and Wellbeing Act on some level and we also promote the work that is done within the framework of the Future Generations Act and the sustainable development goals.

**What did we achieve...?**  
**95 BAVO articles featured in local press, radio and independent websites.**  
**21,888 visitor sessions to [www.bavo.org.uk](http://www.bavo.org.uk)**





## Independent auditors' statement to the Trustees of the Bridgend Association of Voluntary Organisations (BAVO)

We have examined the summarised financial statements of the Bridgend Association of Voluntary Organisations (BAVO) for the year ended 31 March 2017.

### Respective responsibilities of Trustees and auditors

The Trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

### Basis of opinion

Our examination involved agreeing the balances disclosed in the summarised financial statements to full annual financial statements. Our report on the charity's full annual financial statements describes the basis of our opinions on those financial statements and on the Trustees' report.

### Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of the Bridgend Association of Voluntary Organisations (BAVO) for the year ended 31 March 2017.

### Bevan & Buckland

Chartered Accountants and Statutory Auditors  
Langdon House, Langdon Road  
Swansea  
SA1 8QY

Date: 14 September 2017

### Statement by Trustees

These summarised financial statements for the year ended 31 March 2017 are not the full statutory accounts of the association, but contain a summary of information extracted from the annual accounts relating to both the Statement of Financial Activities [SOFA] and the balance sheet.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full financial statements and the Trustees' annual report should be consulted; copies of which can be obtained on application to BAVO.

The full financial statements have to be subject to external examination by an independent auditor and received an unqualified report.

The full report and financial statements were approved by the Trustees in September 2017 and have been submitted to the Charity Commission and to the Registrar of Companies.

## Bridgend Association of Voluntary Organisations (BAVO)

### Balance sheet

As at 31 March 2017

	2017 £	2017 £	2016 £	2016 £
<b>FIXED ASSETS</b>				
Tangible fixed assets		<b>250,900</b>		<b>321,647</b>
<b>CURRENT ASSETS</b>				
Debtors	226,526		161,257	
Cash at bank and in hand	1,211,558		1,282,663	
	<b>1,438,084</b>		<b>1,443,920</b>	
<b>CURRENT LIABILITIES</b>				
Creditors falling due within one year	<b>122,108</b>		<b>205,476</b>	
<b>NET CURRENT ASSETS</b>		<b>1,315,976</b>		<b>1,238,444</b>
<b>TOTAL NET ASSETS</b>		<b>1,566,876</b>		<b>1,560,091</b>
<b>FUNDS</b>				
Restricted: income funds		<b>335,287</b>		<b>340,590</b>
Unrestricted: income funds				
Designated funds - revenue	557,000		517,000	
General charitable funds	423,689		380,854	
		<b>980,689</b>		<b>897,854</b>
Unrestricted: capital funds				
Designated fixed asset funds		<b>250,900</b>		<b>321,647</b>
<b>TOTAL CHARITY FUNDS</b>		<b>1,566,876</b>		<b>1,560,091</b>

## Bridgend Association of Voluntary Organisations (BAVO)

### Statement of financial activities

Year ended 31 March 2017

	Unrestricted funds		Restricted funds	Total funds	Total funds
	General funds £	Designated funds £	2017 £	2017 £	2016 £
<b>Income and endowment funds from:</b>					
Other trading activities	148,588			148,588	117,948
Income from investments	3,177			3,177	2,367
Income from charitable activities	164,831		716,718	881,549	1,048,774
<b>Total income</b>	<b>316,596</b>		<b>716,718</b>	<b>1,033,314</b>	<b>1,169,089</b>
<b>Expenditure:</b>					
Expenditure on raising funds	2,169			2,169	2,148
Expenditure on charitable activities	127,242		797,207	924,449	935,967
Expenditure on other trading activities	99,911			99,911	77,625
<b>Total resources expended</b>	<b>229,322</b>		<b>797,207</b>	<b>1,026,529</b>	<b>1,015,740</b>
<b>Net incoming/outgoing resources before transfers</b>	<b>87,274</b>		<b>(80,489)</b>	<b>6,785</b>	<b>153,349</b>
<b>Transfers</b>					
Transfers to restricted funds	(89,801)	-	89,801	-	-
Transfers from restricted funds	14,615	-	(14,615)	-	-
Transfers to designated funds	(205,622)	205,622	-	-	-
Transfers from designated funds	236,369	(236,369)	-	-	-
Gains/(losses) on the revaluation of fixed assets	-	-	-	-	(53,000)
<b>Net incoming/outgoing resources for the year</b>	<b>42,835</b>	<b>(30,747)</b>	<b>(5,303)</b>	<b>6,785</b>	<b>100,349</b>
<b>Total funds brought forward</b>	<b>380,854</b>	<b>838,647</b>	<b>340,590</b>	<b>1,560,091</b>	<b>1,459,742</b>
<b>Total funds carried forward</b>	<b>423,689</b>	<b>807,900</b>	<b>335,287</b>	<b>1,566,876</b>	<b>1,560,091</b>

Bridgend Association of Voluntary Organisations



Cymdeithas Mudiadau Gwirfoddol Sir Penybont



### Bridgend Association of Voluntary Organisations

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Company no: 07691764 • Charity registration no: 1146543

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[www.bavo.org.uk](http://www.bavo.org.uk)



**BAVO would like to thank all our voluntary sector representatives and members for their ongoing support and engagement.**

**We would also like to thank our funders:**

