

BAVO

Annual Impact Report 2017 - 2018



BAVO
celebrating
20 years
1997 - 2017

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

Chief Executive's and Chair's foreword

"Yet another year has passed and we can look back at what has been achieved with a sense of satisfaction and pride. We have again been flexible and resilient and adjusted our working practices to face the challenges of further reduced core funding. It is a tribute to the hard work and dedication of our staff team that we have been able to continue to serve members and communities without disruption. We credit the Board with their vision and for their commitment to utilise reserves and invest in our member services team to ensure we do not compromise on service level or quality.

"Our members remain at the heart of all that we do day in, day out. Whether it is supporting them to be the best they can be in delivering their services and activities in their communities; whether it is ensuring they have a voice at partnership tables; whether it is helping with funding, planning, HR, skills development or introducing new volunteers – we make sure our services remain relevant through monitoring, evaluating, gathering feedback and acting on it. Our commitment to PQASSO means we are constantly looking at how we improve and adapt to meet changing needs.

"Working with Third Sector Support Wales (TSSW - a collaboration with WCVA and other County Voluntary Councils across Wales), we have updated our outcomes framework so that we can demonstrate impact. This framework will help us demonstrate what we (and our members) are doing to support the goals of the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

"In terms of information, advice and assistance, we started work on improving our digital services, streamlining our database and management systems internally and also looking at how we offer online 'finger-tip' support to our members. A lot of the leg-work started this year, with the launch of infoengine.cymru and we hope to have a new website, national funding portal and other resources available in 18/19.

"In addition to TSSW, our other partnerships are also very important to us. Developing good relationships with a range of specialist support and national umbrella organisations is key to ensuring the best and most appropriate advice and guidance is

available to the local sector. We actively signpost organisations to expert organisations such as the Wales Co-operative Centre, Coalfields Regeneration Trust, Sported, Sports Wales, Run Wales, Natural Resources Wales, One Voice Wales, Co-production Wales, Funders, WCVA and many others, so that our members can achieve the best outcomes. We are grateful for their ongoing support.

"Towards the end of the year, it became apparent Bridgend County Borough would be linked to the health board geography of Rhondda Cynon Taf and Merthyr Tydfil (currently known as Cwm Taf region).

"20 years ago we moved from being MGAVO (Mid Glamorgan Association of Voluntary Organisations), so as we reach our 21st year, we look forward to renewing old and developing new relationships and seizing new opportunities on the new regional footprint! A transitional year is ahead of us and we are committed to advocating for our local members and third sector commissioned services during the transition process.

"Finally, we would like to thank all our funders: ABMU Health Board, Bridgend County Borough Council, The Big Lottery Fund, Welsh Government and Western Bay for working with us, supporting us and enabling our work to continue.

"Of course, we also thank our members and volunteers for sticking with us and for all you do in your communities - they are richer places for you being there."



Heidi Bennett
MBA, Chartered MCIPD
Chief Executive



Mark Davies
Chair

Trustees 2017/18

Steve Curry
Mark Davies (Chair)
Steve Driscoll
Les Jones (Vice Chair)
Mari Major MBE
Clive Owen
Cllr Charles Smith

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) 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.

The outcomes we want to achieve are:

- 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.



OUTCOME:

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

In Bridgend County Borough an estimated 27%* of people describe themselves as taking part in volunteering; contributing to improving Welsh society and people's lives through offering one-to-one support, or through delivering community based services, activities and opportunities that meet people's needs and aspirations.

(*Source: WCVA Data Hub 2016).

BAVO is recognised by volunteer organisations and the general public as the 'go to' organisation for informing, signposting or matching individuals to volunteering opportunities. In June 2017, we were delighted to be successfully re-accredited with the 'Investors in Volunteers' Quality Mark.

Our Volunteer Team helps local organisations be the best they can be through giving best practice guidance on volunteer recruitment and management, supervision, training, engagement and retention. We run a Volunteer Management Forum which brings organisations together and provides peer support, legal updates, information on safe volunteering and working practices and to learn and share ways to continuously improve the quality and diversity of opportunities to local volunteers.

We continued to meet individuals on a one-to-one basis to discuss what they would like to gain from volunteering; matching their individual needs, aspirations and skills to organisations that needed them.

We also worked hard to promote volunteering by hosting celebratory and outreach events such as the annual Volunteers' Week and Bridgend Volunteer Achievement Awards, both of which recognise the commitment, talent and positive impact of local volunteers. We also

participated in a number of events to attract individuals that wouldn't traditionally consider volunteering. We promoted volunteering as a way to improve personal health and wellbeing, reduce isolation, improve confidence, self-esteem or basic skills and/or positively impact on university or job prospects. Some of the events included job fayres, 'Fresher Week' and student events, Bridgend Show, Urdd Eisteddfod, carers' information days and coffee mornings.

Bridgend County Borough volunteers have enabled many community projects and services to survive and continue to deliver services in the heart of our local communities. In doing so, they make it easier for people to get the support they need when and where they need it; they also improve their own and other people's sense of wellbeing and reduce the risk of isolation and loneliness.

What was our impact?

Jan's story...

"I volunteer at Princess of Wales Hospital on the reception desk and at the Food Shed, serving and delivering meals to local homes in Bridgend. Having time on my hands, I visited BAVO's Volunteer Centre office to discuss volunteering. I wanted to be productive, to meet new people in a new environment which was different from my previous job – something new!

"Volunteering has helped me make new friends and given me back some lost confidence. It has enabled me to use skills I once had in a previous job, helping with my confidence to deal with people. I feel a productive member of the community now, it's given me a sense of worth and self-esteem. It made me realise and appreciate that in retirement, I can still contribute to society in a positive way helping others and myself.

"BAVO's Volunteer Centre made suggestions which had never crossed my mind. They opened doors, put me in contact with possible organisations and volunteering opportunities I had never previously thought of.

"Volunteering has helped me to rethink about getting a part-time job, it's reminded me I still have useful and important skills that since retirement, I hadn't used."

What did we achieve...?

Responded to **976** volunteer enquiries.

Held **423** volunteering interviews.

Placed **268** volunteers.

Assisted **90** organisations with issues relating to good practice in volunteering.

Helped over **312** voluntary organisations in Bridgend County Borough to highlight their volunteer opportunities on the Wales Volunteer website.

25 organisations joined our volunteer roadshow to celebrate Volunteers' Week 2017.

Youth volunteers (14 – 25)

We saw a high volume of young people looking to get involved in meaningful volunteering and lots of young people were matched with organisations of interest to them. Young people are interested in both challenging and rewarding opportunities and we have worked with community groups to try and think about non-traditional volunteering opportunities, such as digital volunteering to widen the opportunities available.

Facilitated by BAVO, the Youth Grants Panel distributed **£4,000** of funding to projects that were all conceived and led by young people. We have also been successful in recruiting five new young people to be on the panel, giving them the opportunity to be a part of the decision making process and to go through grant applications.

What did we achieve...?

201 young people attended BAVO Volunteer Centre interviews.

105 young people placed as volunteers.

77 new young volunteers signed up to the Millennium Volunteers programme.

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

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

Based on Millennium Volunteers figures and hours completed:

63 young people completed **6,000 hours** of volunteering worth **£44,280**.

What was our impact?

Youth volunteer's story...

"I volunteer with the British Heart Foundation charity shop. I do all the Saturday paperwork, cleaning through the store, moving goods, pricing items, stock rotation, keeping an eye on the shop floor, customer services, telephone, face-to-face communication, delivery paperwork and volunteer recruitment.

"Volunteering has brought my personality out, it has made me more confident. I have gained new skills and brought out skills I didn't know I had. I was a timid mouse and now I am a roaring lion!

"My volunteering has helped other people learn new skills too. I've made new friends and I get to see that the money raised in the shop will go to the research and treatment of heart disease. Volunteering has been the best experience of my life!"



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.

We organised 10 funding surgeries which gave local groups the opportunity to meet directly with some major funders on a one-to-one basis. Funders that visited BAVO included the Big Lottery Fund, Coalfields Regeneration Trust and Lloyds Bank Foundation. As grant assessors to some other funding schemes, BAVO's staff can provide expert oversight, advice and proof reading to members applying for funding.

We also provided social enterprise development support to a range of organisations looking at diversifying what they do to generate income and become more self-reliant. We have helped many of these organisations look at how their activity supports the social value element of the Social Services and Well-being (Wales) Act 2014 and how they could help prevent social isolation and loneliness in their communities and promote a sense of wellbeing through their services or activities.

BAVO worked with organisations of all different sizes and at various stages of development, from groups of individuals wanting to start a new service; to well established grassroots groups needing a trust deed updating or help with funding applications; to national organisations needing policy work, employment, finance or charity law advice. From start-ups to wind-downs, our team supported organisations and trustees to be safe and compliant – and when things may not be going to plan, no

matter how complex or sensitive, our team provided a confidential service to members.

Members called on BAVO to undertake internal work, troubleshooting and recovery plans such as governance reviews and reports, trustee and trustee-staff disputes, practical help with book-keeping and accounts filing, exploring financial errors or irregularities or managing personnel processes (hearing grievances, investigations, disciplinaries etc.). We also provided consultancy services to members and other agencies such as Wales Co-operative Centre and Social Business Wales service.

What was our impact?

All Saint Church's story...

All Saints Church in Pen-y-fai had their church clock repaired thanks to Suncredit Community Benefit Fund money administered by



BAVO who provided support to the panel of county and community councillors. Funding was targeted at organisations either based in or serving the communities of Laleston, Pen-y-fai or Wildmill and was specifically for work that benefited those small communities.

Jennifer Morgan, Church Warden said: "So many of the parishioners and visitors to All Saints Church and the villagers of Pen-y-fai have commented on the transformation of the church tower clock face.

"It has been restored to its former glory for all to see, hear and enjoy. We are totally indebted to BAVO and the Suncredit Panel for their outstanding support and for granting us funds for the purpose of restoring it to its original 1902 condition. It was looking very sad and dilapidated but now looks beautiful for all to enjoy for, hopefully, another 115 years."

What did we achieve...?

Responded to **5,119** enquiries.

Assisted **283** tailored support and advice to trustees.

Responded to **335** specific funding enquiries.

Provided **20** ebriefings, bulletins and newsletters.

Achieved **£963,561** new inward investment for local activity, facilities and causes through our funding advice service.

Distributed **£18,900** in small grants for local groups.

A thriving and sustainable third sector

Our development service provides governance support and helps organisations identify the most appropriate legal structure that will enable them to accomplish their aims. Some of these are quite complex as there are so many options such as unincorporated groups, registered charities, Community Amateur Sports Clubs (CASCs), Charitable Incorporated Organisations (CIOs), Community Interest Companies (CICs), Development Trusts, Cooperatives and not-for-profit organisations/companies limited by guarantee. We also gave guidance on Community Asset Transfer.

Members registered as CIOs in the past year included Wildmill Youth Club, Coytrahen Community Association, Calon Y Cwm and Techivity Bridgend.

What did we achieve...?

15 social enterprises received governance information, advice and support.

7 new services/organisations/social enterprises created.

What was our impact?

Bridge Mentoring Plus Scheme's story...

BAVO has provided development and funding advice to Bridge Mentoring Plus Scheme for many years. In January 2018, they attended our BBC Children in Need funding surgery, resulting in them receiving a new three year grant of **over £29,000** to provide a youth club for the siblings of disabled children and young people.



The youth club aims to give an outlet whereby they can connect with other young people who understand what they are going through and feel less isolated. Many experience mixed emotions as families struggle with the challenges, as often the focus of activity and attention is on the disabled child. The youth club will help them better understand and come to terms with their emotions, enable to understand they are valid and not alone and help them form strong positive friendships with others and improve their self-esteem.

Sara Grinnell, Engagement Officer at Bridge MPS said: "This grant will mean Bridge MPS will be able to provide a dedicated support service to young people who have a sibling with a disability. We have seen an increase in referrals for children whose families have complex needs and are looking for additional support. We would like to thank BAVO for giving us the opportunity to sit down with one of the Children in Need Grant Officers to discuss our project ideas and to help us frame it right and secure funding."

What was our impact?

One-to-one support to apply to People's Health Trust Fund...

BAVO was commissioned by the People's Health Trust Fund to provide one-to-one tailored assistance to 10 local voluntary groups. The Trust had identified the area as being low in applicants and BAVO wanted to encourage investment into the county borough. Our role was to promote the award and help groups through a Stage 1 process and if invited to Stage 2, to help applicants prepare a very thorough application to the Trust. As a result, groups secured a combined total of **£75,287** helping to safeguard or expand their work.



One of the successful groups was 'Shed Quarters' Men's Shed in Maesteg, which was awarded **£14,266** to buy tools and equipment. Men's Sheds groups aim to tackle loneliness and isolation experienced by older men. Shed Quarters meet weekly to support each other through companionship and working on practical projects including woodwork and photography. They have even set up their very own ukulele band 'The Shed Heads'.

Les Jones, one of the founders said: "It was a robust process. I don't think we could have done it without BAVO's encouragement and practical input!"

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

This year, we offered a lot more tailored training to meet specific demand, including the development of new training packages. To support accessibility, our staff were also trained up in delivering webinars.

BAVO's training supported the personal and professional development of Trustees, staff and volunteers. To ensure good governance and also help groups provide workforce development, we covered areas such as 'All Wales Basic Safeguarding', Emergency First Aid at Work and Applied Suicide Intervention Skills Training (ASIST). We also delivered commissioned training across Wales for social care workforces, local authorities, other CVCs, educational establishments and others.

We ran **29** 'Dementia Friends' workshops in partnership with the Alzheimer's Society (funded by ABMU Health Board and Bridgend County Borough Council). A staggering **1,175** people attended these. The awareness workshops are free and are designed

What did we achieve...?

50 BAVO courses delivered.

1,392 people gained new skills through BAVO training.

100% of attendees rated BAVO courses as very good or excellent.

to change people's perceptions of dementia and transform the way people think, act and talk about the condition. To maximise benefit and sustainability, volunteers within local areas were recruited to become 'Dementia Champions' to continue delivering awareness sessions within their own social circles and local

communities. These sessions were open

to all from comprehensive school pupils, staff in GP surgeries through to local community councillors and as such, awareness of how to approach and support someone with dementia has improved.

We were also delighted to be commissioned by a number of local authorities outside of Bridgend County Borough in relation to their Rural Development Programme and reviewing best practice grants management processes.

We also delivered training to staff of the Public Sector's Ombudsman's Office Wales and helped to develop the understanding of the work of County Voluntary Councils and the sector.



A thriving and sustainable third sector

Applied Suicide Intervention Skills Training (ASIST)

As part of our commitment to the county suicide and self-harm prevention strategy and action plan, we continued to deliver regular ASIST training through open courses and targeted workforce development. BAVO is seen as one of the lead ASIST training organisations in Wales, surpassing all others in terms of delivery outcomes and numbers trained.

The interventions skills programme is population based and therefore delivered to residents, volunteers and those working in the third, private or public sector. Our aim is to create suicide safer communities by improving responses to people in need and by increasing people's skills and resilience.

What was our impact?

ASIST participant's story...

"I found the training invaluable and feel more confident in dealing with vulnerable clients.

"Previously I would have skirted around whether someone was experiencing suicidal ideation.

"I am now far more assertive and recognise the importance of assessing a situation openly, discovering what plans they have made etc. in order to get the right support put in place as swiftly as possible."

What did we achieve...?

We delivered **4** ASIST courses resulting in a further **66** suicide first aiders.

95% felt they had improved communication skills.

97% felt they had improved knowledge of community supports.

97% felt more able to spot signs of suicide ideation.

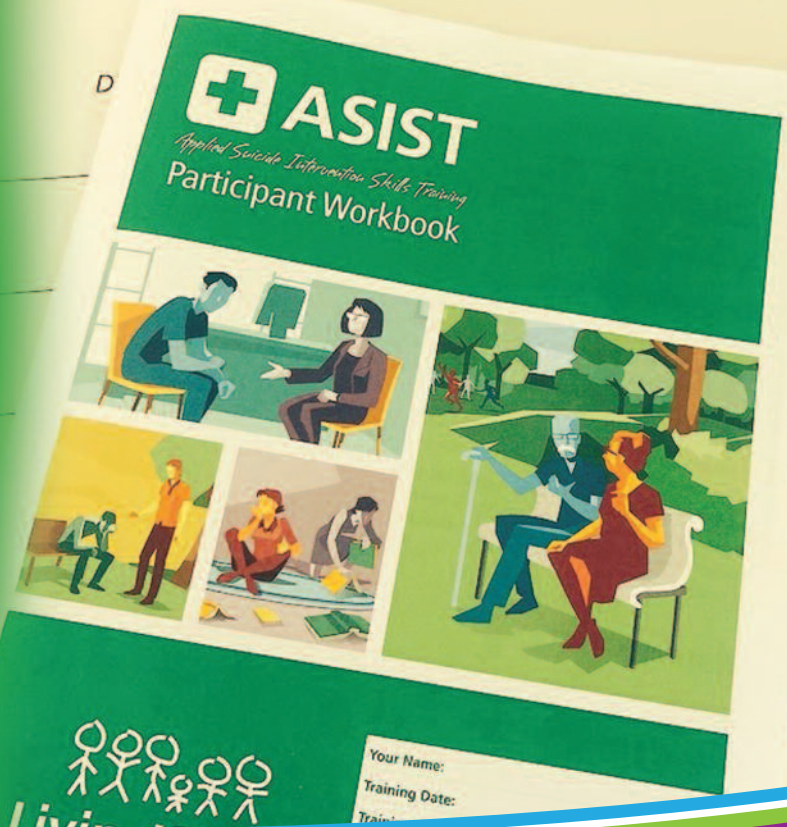
93% had improved confidence about talking about suicide.

93% felt confident, willing and able to approach someone they were concerned about.

87% had used the suicide prevention skills they had learned.

Attitudes Survey

Mark on the line where you are



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 **39** strategic planning/working groups.

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

We worked collaboratively with neighbouring CVCs on regional consultation events and led on the regional response to the Health Board mergers.

We attended numerous public service partnership groups, provider networks and facilitated a number of third sector forums. We offered a third sector perspective at these strategic meetings and various subgroups and we also fed issues through the forums and networks. We also supported third sector representatives to have their own place and a direct voice into strategic partnerships wherever possible, recognising our members are best placed to 'represent' the views of third sector providers.

We worked with partners on identifying an appropriate process to engage carers and volunteers on influencing the future of carers' services within Bridgend County Borough.

This year, BAVO worked with the local authority to develop a prevention and wellbeing focus and supported Bridgend County Borough Council's third sector review. A survey was sent out and promoted and focus groups took place to give the sector the opportunity to have their say on their relationship with BAVO and their relationship with the local authority. We noted there are areas we need to improve and there are still many organisations we do not connect with. We are looking at how we connect more with local communities.

Our Substance Misuse Development Officer facilitated service user engagement and peer support through working in partnership with local drug and alcohol and mental health services. As a result, service user representatives gained the confidence and skills to participate in National Partnership Boards and have a say on how some Welsh Government Frameworks are implemented and evaluated.

Our Mental Health Development Officer also negotiated with the local authority to ensure that places were available for the third sector around the Mental Health Strategic Partnership and each of its subgroups.

Regionally, we continued to engage with health and ensured that the third sector was actively involved in major service developments, including the re-design of acute mental health services for the region. Significant work was undertaken to ensure the third sector, service users and carers had a significant say in new developments.

We also brought the Electoral Reform Service (ERS) to Bridgend County Borough to host focus groups to enable hard to reach service users and organisations to share their views regarding politics, voting and democracy. Engagement targeted all third sector organisations, but in particular those supporting minority or disadvantaged groups, e.g. mental health issues, homelessness, older people, unemployed and young people, who are often not well represented or engaged in democratic processes.



Effective partnerships and engagement in policy

Health, social care and wellbeing

BAVO worked with GP clusters to enhance the link with third sector support providers to encourage patients to improve their own health and wellbeing, by being signposted to preventative community support.

Facilitated by BAVO, the Bridgend Health, Social Care and Wellbeing Network regularly met to share information and worked in partnership to provide opportunities to link with funders or feed into consultations, including Welsh Government and the local health board (ABMU).

The Health Social Care and Wellbeing Regional Forum has direct representation into ABMU Health Board, the Community Health Council and the Western Bay Regional Partnership Board. As a result, members are connected to service consultation and planning on a continuous cycle. The Forum provided organisations with an opportunity to obtain information from Western Bay on the Changing 4 the Better Grant and Integrated Care Funding, resulting in **£41,377** being awarded to **6** local third sector organisations specifically working to improve health and wellbeing outcomes for citizens.

We employ a Regional Carers Co-ordinator who works with the Western Bay Carers Partnership Board, which ensures carers' needs are identified and met, working closely with third sector carers centres.

Third sector input in these arenas is essential, as the sector not only brings expertise, but can also reflect the 'voice' of the broad range of carers they support. The Western Bay Carers Partnership Board's commitment to ensure that local third sector organisations are at the forefront of the delivery can be demonstrated by the fact that approximately **80%** of the Valuing Carers Transition Fund has been allocated to a range of non-statutory organisations.

BAVO was also commissioned by the Western Bay Carers Partnership Board to map services available to unpaid carers and to look at consistency, duplication and gaps across Swansea, Neath Port Talbot and Bridgend counties, with the

recommendations of the report being taken forward by the Board.

Further partnership work that BAVO is involved in includes 'falls prevention', where service providers have met regularly to develop training, guidance and an information website.

BAVO also supported and promoted the Cardiovascular Disease Pilot Project within the North of the county borough, where people aged 40 – 64 who don't often go to their GP, were invited to a lifestyle assessment with a qualified and specially trained health care support worker. **920** GP patients attended.

Following the success of a previous scheme set up in Maesteg town centre in 2016, **5** new communities became friendlier places to live for people with dementia. Porthcawl, Kenfig Hill, Pyle, Cefn Cribwr and Cornelly became the latest areas to be recognised as 'dementia-friendly communities'. Staff, volunteers and employees at participating premises throughout each of the communities completed dementia friends awareness sessions to help them spot and support people who may have dementia, and now display 'Dementia Friend' badges and stickers. Developed as a partnership between BAVO, the Alzheimer's Society, Bridgend County Borough Council and ABMU Health Board, the project was embraced by residents, groups and local town and community councils.

Our awareness sessions form the biggest ever local initiative to create a better understanding of how dementia impacts on an individual. The project aims to transform the way we all think about dementia, and respond to people with the condition.



Effective partnerships and engagement in policy

Substance misuse, service user and carer involvement

BAVO facilitated and supported service user and carer engagement within substance misuse services with the Western Bay Area Planning Board with local and regional forums and networks.

We supported the regional 'Engage to Empower' (e2E) Network, which provides a focal point for service user involvement across Bridgend, Neath Port Talbot and Swansea. The forum gives people the option to have a say about service development and offers mutual aid to others on their recovery journey. We also worked with local involvement forums in each locality and enabled them to connect with one another for peer support.

Regional events were held to promote and raise awareness of how to get involved and have a say about substance misuse and the role of the e2E Network and the All Wales Service User Movement (AWSUM). Over 50 service users and providers enjoyed a four mile walk-talk-share event along Swansea Bay, organised in partnership with the WCADA Domino Project, which provided the opportunity to raise awareness and recruit new members to support local service user involvement forums.

We helped the e2E Network to develop and implement a training plan for service users and volunteers and linked them to the regional 'Newid' partnership for

personal development and recovery support. We also worked with parents experiencing difficulties with substance use which had or potentially could have had an adverse impact on their capacity to provide good care and safeguarding of their children.

By BAVO independently facilitating service user engagement and peer support through working partnerships with local drug and alcohol and mental health services, service user representatives gained the confidence and skills to participate in National Partnership Boards and have a say on how some Welsh Government Frameworks are implemented and evaluated.

How does getting involved make a difference?

Service user involvement enabled and empowered people not only to have a say about services and developments, but to gain confidence and individual skills that contribute to positive outcomes in their recovery.

3 members of the e2E Network took positive steps to employment after being unemployed for a number of years.

4 training and personal development courses were delivered including: Committee Skills, Applied Suicide Intervention Skills, Velocity with Newlink Wales and Alcohol Brief Intervention with Public Health Wales.

24 individuals participated in training, with some service users completing all courses.

What was our impact?

Ross's story...

"I gained so much experience in my time with e2E, whether it was doing courses or helping to arrange events and then taking part in them. I was also asked to sit in on the prevention education training meeting where I got to listen in and give my own views on how youngsters are informed about the dangers of substances.

"My confidence grew while I was a member, in my ability to help others who have had similar problems to my own. I have since gone on to being employed by BAROD as a peer mentor. I owe a great deal to the e2E network."



Effective partnerships and engagement in policy

Mental health

BAVO supports the work of the third sector by linking up partners through the Drug Alcohol Mental Health Services Network (DAMHSN), which met regularly to share best practice, tackle concerns and challenges facing provider organisations and their service users and to encourage collaboration.

With health colleagues, we attended community events seeking the views of organisations, service users and carers on how the Health Board and the local authority should shape future mental health services. 'So Tell Us What You Think' events were genuine opportunities for people to share their experiences, good and bad and crucially for senior planners to listen to what would have made their experience better. People directly influenced the shape of the future local strategy for mental health.

Alongside Mental Health Matters Wales, Gofal and Hafal staff, we handed out information to residents aimed to tackle the stigma associated with mental health by

encouraging people to talk about the subject in recognition of World Mental Health Day.

We have received **over 7,000 visitors and downloads** from the self-help website we developed over the last two years in conjunction with ABMU Health Board, which provides a central point of access for self-help resources. Many areas are covered from depression, anxiety, mood and food and post traumatic stress disorder etc.

We also helped in the development of local support groups for mental health. An example being 'Andy's Man Club' in Porthcawl, which brings men together to share experiences of how to better cope with mental challenges and to develop friendships. We have also helped a number of Men's Sheds too. Whilst not solely linked to mental health, the gender disparity in terms of death by suicide is statistically evident - men are three times more likely than women to die by suicide – so having groups like this are crucial for people's wellbeing and for developing resilient communities.

Llynfi Valley 20 Project

A Public Health Wales Health Equity Audit report in 2013 identified people living in the Llynfi Valley had 20 years less healthy life expectancy, compared to the rest of Bridgend County Borough. BAVO was asked to lead on a population based health campaign in the Llynfi Valley (called LV20). We brought together businesses, councillors, ABMU Health Board, GP practices, Public Health, Bridgend County Borough Council, Natural Resources Wales, SW Police, Valleys to Coast and crucially, local residents and community groups. Our primary focus has been on empowering and encouraging local community groups and volunteers to find solutions to identify what will work and take the overall steer on this.

Examples of work included the coordination of a Domestic Abuse Steering Group and promotion of the annual 'White Ribbon Campaign' inviting male orientated groups to stand up as role models speaking out against violence against women. A Bridge FM interview was broadcast to promote this message which was accompanied by similar messaging and awareness raising from local voluntary organisations, Tesco Maesteg and Bron-Y-Garn Surgery.

We drew on the vast experience of Bridgend Olympian Steve Brace, Stuart Davidson (Porthcawl parkrun Director) and connected with Halo Leisure, Run Wales, parkrun UK and Yr Hen Blwyth to initiate the county

borough's second 5K parkrun, now held in Maesteg. We also worked together to recruit volunteers and ambassadors and parkrun Maesteg is now wholly run by amazing volunteers. **1,836 participants** have registered, supported by **524 volunteers** amounting to **1,310 volunteer hours**.



We also worked with the community, Actif Woods and Natural Resources Wales on three running trails in the 'Spirit of Llynfi Woodland'. These have now been waymarked and are well used by the local community. We also helped set up the formally constituted 'Llynfi Woodland group'; a volunteer group who provide a watchful eye on the site and undertake a range of activities ranging from habitat creation, vegetation management and outdoor cooking.

Shops and organisations within Maesteg, South Wales Fire and Rescue Service (Fire Station Maesteg), Police Community Support Officers, Awen library staff, GP surgeries and Halo Leisure have all completed dementia awareness sessions.

A community led group was formed and now meets monthly to ensure we further build and improve 'Dementia Friendly Maesteg'. A weekly 'Memory Lane Drop-in Café' run by volunteers was helped to set up in Caerau. Helping to tackle loneliness and isolation, people living with dementia attend, offering respite to carers.

Bridging the gaps: partnership projects

Community Companions

Community Companions is a free of charge, confidential and non-judgmental befriending service for over 50s, recruiting volunteers and matching them to older people in communities. Conceived and coordinated by BAVO, the scheme continued to run throughout 2017 as a result of ABMU Health Board and Big Lottery Fund support. The scheme is integral to tackling loneliness and isolation of our older population and for helping people stay well and independent in their own homes. Its impact and outcomes have been noted in an independent report by the Welsh Institute of Health and Social Care at the University of South Wales.



What did we achieve...?

Matched **36** isolated older people with volunteer befrienders, supporting **87** people.

Recruited **26** new volunteer befrienders.

Added value of **7,200** hours volunteer time across the project.

Provided over **£54,000** worth of volunteer care hours on the project.



What was our impact?

Heather's story...

"My name is Heather. I'm 73 years old and I live with Parkinson's. Sometimes during our lives we need a certain type of support, but at the same time not being intrusive. Well this is where Community Companions comes in.

"I'm matched with a lady called Pam. She's very warm, always smiling and is so kind and supportive. If I ever need anything or an opinion other than mine, her support is never far away. She takes me out in her car to the local shops or to watch the sea come in or sometimes we just chat at home. She has a kind heart that oozes over in bucket loads.

"After a few months receiving befriending, I received an invitation to the Community Companions Christmas party in Coytrahen. Having not been to any Christmas party for over seven years,

with Pam's encouragement and travel arrangements sorted, I agreed to attend. Having no family and living alone I arrived very unsure of what it would be like.

"Within minutes of arriving I felt completely relaxed with a cup of tea in hand (always works). Everyone was so kind and with the welcome, I didn't feel like a 'newbie' but as though I'd met everyone before. It was hard for me not to join in the party atmosphere, especially when the band was playing Christmas carols and everyone was singing along wonderfully. This is when I miss my late husband Keith. Christmas was our time.

"First party in seven years and I achieved so much for myself. Joining in singing Christmas carols (without tears). It gave me confidence to do things and be able to enjoy myself in the process and I have my Community Companions to thank for that. Pam continues to visit every week and I don't know what I'd do without her!"

Bridging the gaps: partnership projects

Community Voice: Needs Must/Pan Fo Angen

Our Community Voice project came to an end after five years of Big Lottery funding, but we are delighted to say there has been a legacy and our exit plan enabled all activities to be embedded in our partners' work and are sustainable beyond the life of the funding.

Community Voice supported individuals and communities, particularly minority or disadvantaged groups, to have a voice on issues that affected them. It enabled strengthening of the networks and upskilled people so that they were better able to negotiate and undertake appropriate campaigning. It also enabled service providers to see things from service users' perspective and helped them to work together to overcome the barriers that people were experiencing. For example, Every Link Counts, a social enterprise led by people with learning difficulties, developed films with South Wales Police to raise awareness of 'Mate Crime' which particularly affects vulnerable groups such as theirs. They also developed a film on their experience of accessing health care to highlight their personal experiences and worries when attending GP surgeries or other health services.

The Bridge Mentoring Plus Scheme developed ABFABB, the first LGBTQ+ support group in the county borough, which has now become an independent entity. Mental Health Matters Wales developed the first Self-help Self-harm Support Group in Bridgend County Borough, having identified the need following the suicide prevention programme we led on in 2009.

Action for Children and Bridgend Carers Centre gave targeted support at the transitional time of a young adult carer's life. Through Community Voice, they lobbied, designed and introduced the Carers Card so that young people could be easily identified by healthcare professionals and within the education system. This raised awareness and meant they were



better understood and not penalised when trying to pick up prescriptions or experiencing difficulties in school/college, for example.

Bridgend Coalition of Disabled People and SHOUT/Age Cymru have strengthened their networks and grown in number. They provided a strong voice on issues such as accessibility, including opposing cuts to the Blue Badge Scheme, parking fees and other service cuts affecting older and disabled people such as public toilets and access to public transport.

Again, the programme evaluation conducted by Wales Institute for Health and Social Care showed the resounding impact the work had on bringing people together and tackling issues that added to vulnerability rather than supporting wellbeing and independence. All the project outcomes were surpassed and the Big Lottery Fund was very complimentary about the achievements.

What did we achieve...?

3,532 individuals engaged with the programme.

1,272 people received training to improve their ability to voice their opinions.

288 service providers listened to peoples needs.

740% increase in membership to Community Voice partners.

785 events supported/attended by beneficiaries.

Over **40** partnerships influenced.

What was our impact?

"The impact we have had locally for disabled people is immense. We have a strong voice now and continue to press for our rights. The needs of the disabled community has really benefited from this project."

"Our voice is getting stronger in numbers and it will continue to have an impact in the future."



Raising the profile

The work of the third sector; community and voluntary groups, faith groups, social enterprises and not-for-profits, directly supports the aspirations of the Welsh Government's 'Programme for Government', 'A Healthier Wales', 'Prosperity for All', the Well-being of Future Generations (Wales) Act 2015 and the Social Services and Well-being (Wales) Act 2014.

We clearly deliver on the plans and priorities of our local authority, Health Board, Police and Crime Commissioner and others and we use as many partnership meetings, media outlets and tools as possible to get these messages out and to achieve rightful recognition for the work we all do.

We use case studies, digital stories, surveys, outcomes stars, assessments, testimonials and independent evaluation studies to enable us to demonstrate the value, impact and difference BAVO's work has on individuals, communities and public sector services.

Through our social media, website, e-briefings, newsletters and media releases, we also raise the profile of our members and showcase the difference our local third sector makes in enhancing and improving communities and the positive impact they have on people's lives.

We greatly appreciate the local press and media's continued support to feature our weekly media releases to raise awareness of the range of various support services, activities and opportunities delivered within the county borough.

We also worked in partnership with Third Sector Support Wales to launch infoengine.cymru. This is a tool through which every community group can raise the profile of its work by uploading its contact details and what it does to a simple database which can be searched by anyone in need of help. Members get their own 'web page' that they confirm is up to date every six months to keep the resource live and relevant.

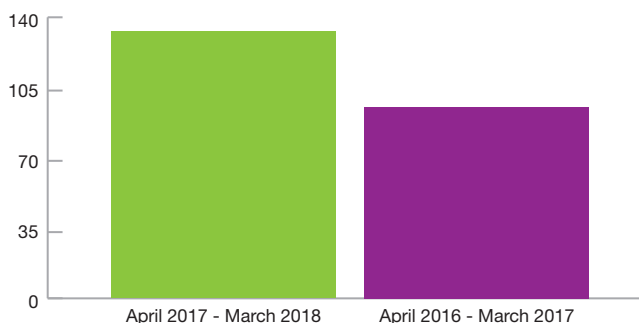
What did we achieve...?

133 BAVO articles featured in featured in local press, radio and independent websites.

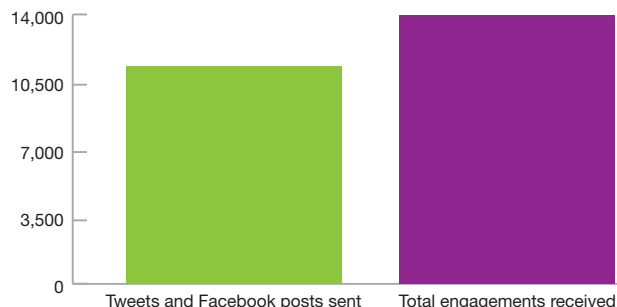
18,253 visitor sessions to www.bavo.org.uk

87 local organisations or services registered on infoengine.cymru

BAVO media activity
BAVO articles featured in local media
2017/18 compared to 2016/17



BAVO social media activity
via Facebook and Twitter
April 2017 - March 2018



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 2018.

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 2018.

Bevan & Buckland

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

Date: 27 September 2018

Statement by Trustees

These summarised financial statements for the year ended 31 March 2018 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 on 27 September 2018 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 2018

	2018 £	2018 £	2017 £	2017 £
FIXED ASSETS				
Tangible fixed assets		237,920		250,900
CURRENT ASSETS				
Debtors	92,027		226,526	
Cash at bank and in hand	1,345,634		1,211,558	
	1,437,661		1,438,084	
CURRENT LIABILITIES				
Creditors falling due within one year		77,932	122,108	
NET CURRENT ASSETS		1,359,729		1,315,976
TOTAL NET ASSETS		1,597,649		1,566,876
FUNDS				
Restricted: income funds		317,517		335,287
Unrestricted: income funds				
Designated funds - revenue	617,000		557,000	
General charitable funds	425,212		423,689	
	1,042,212		980,689	
Unrestricted: capital funds				
Designated fixed asset funds		237,920		250,900
TOTAL CHARITY FUNDS		1,597,649		1,566,876

Bridgend Association of Voluntary Organisations (BAVO)

Statement of financial activities

Year ended 31 March 2018

	Unrestricted funds		Restricted funds	Total funds	Total funds
	General funds £	Designated funds £	2018 £	2018 £	2017 £
Income and endowment funds from:					
Other trading activities	126,481	-	-	126,481	148,588
Income from investments	1,684	-	-	1,684	3,177
Income from charitable activities	216,878	-	367,756	584,634	881,549
Total income	345,043	-	367,756	712,799	1,033,314
Expenditure:					
Expenditure on raising funds	2,687	-	-	2,687	2,169
Expenditure on charitable activities	199,968	-	392,945	592,913	924,449
Expenditure on other trading activities	86,426	-	-	86,426	99,911
Total expenditure	289,081	-	392,945	682,026	1,026,529
Net income/(expenditure) before transfers	55,962	-	(25,189)	30,773	6,785
Transfers					
Transfers to restricted funds	(25,155)	-	25,155	-	-
Transfers from restricted funds	17,736	-	(17,736)	-	-
Transfers to designated funds	(227,627)	227,627	-	-	-
Transfers from designated funds	180,607	(180,607)	-	-	-
Net income/(expenditure) for the year	1,523	47,020	(17,770)	30,773	6,785
Total funds brought forward	423,689	807,900	335,287	1,566,876	1,560,091
Total funds carried forward	425,212	854,920	317,517	1,597,649	1,566,876

Bridgend Association of Voluntary Organisations



Cymdeithas Mudiadau Gwirfoddol Sir Penybont



Bridgend Association of Voluntary Organisations

112 – 113 Commercial Street, Maesteg, CF34 9DL

T: 01656 810400 • E: bavo@bavo.org.uk

Company no: 07691764 • Charity registration no: 1146543

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www.bavo.org.uk



BAVO would like to give a special thank you to all our third sector representatives who provide their time free of charge to attend strategic meetings and ensure a third sector voice is heard.

Also we would like to thank our members for their ongoing support, encouragement and engagement in very challenging times; and for all they do in their communities.

We would also like to thank our funders:



ARIENNIR GAN Y LOTERI
LOTTERY FUNDED



Llywodraeth Cymru
Welsh Government



Caring Together
Western Bay
Health and Social Care Programme
Gofalu Gyda'n Gilydd
Bae'r Gorrlewin
Rhaglen Iechyd a Gofal Cymdeithasol



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Cefnogi Trydydd
Sector Cymru
Third Sector
Support Wales



BRIDGEND
County Borough Council