



CVS Falkirk

Annual Review

2016/17

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Volunteering

Volunteering is freely giving your time and energy to improve communities and the lives of others. Anyone can volunteer, and it can have significant health, social and employability benefits.

Our focus in 2016/17 was on promoting volunteering to disadvantaged groups and those furthest away from the employment market, as well as those who have no knowledge of volunteering. We did so by delivering 24 information sessions, including presentations, and community outreach with various partners, such as Forth Valley College and Job Centre Plus.

We helped create 16 bespoke volunteering opportunities, as part of our dedication to bringing volunteering to all members of the community, including those who are traditionally under represented or disadvantaged, or with additional support needs.

In total, 77 new opportunities were created, including three for our own new volunteers, and 354 new volunteers registered with us. Many of the opportunities (which included conservation roles, board membership and mentoring) encourage participation in the heart of the community, promoting active citizenship which in turn leads on to community champions.

We distributed 12 monthly opportunity hotlists, published four case studies, and attended 14 events promoting volunteering in the Falkirk area, along with participating in four events around employability, and hosted another four PVG Scheme drop-in sessions.

As part of Volunteers' Week, we hosted our Volunteer Awards Ceremony on Monday 6th June 2016, to celebrate and recognise Falkirk's volunteers and their contributions. We also launched new online celebrations, with our #VolunteeringIn3 Twitter initiative and Volunteer Spotlights on our website, highlighting five local volunteer-involving organisations.

The Saltire Awards are endorsed by Scottish Government, and recognise young people's (aged 12-25 years) commitment and time to their volunteering while helping them chart their journey and experiences.

This year, there were:

- 540 new registrations
- 21 new Saltire Ambassadors recruited from Falkirk schools

We facilitate the Connecting Volunteering Forum, which has continued to grow, with an independent chairperson and 20 organisations attending. Presentations to the forum have included the Volunteer Friendly Award and the PVG Scheme.

In 2016/17, seven Falkirk organisations were supported through the Volunteer Friendly Award, with Falkirk Victoria Harriers the first to receive their award. We supported these organisations in a variety of ways, including peer support sessions.



"CVS Falkirk is down to earth and makes you feel welcomed." – local volunteer

Falkirk Victoria Harriers and their Volunteer Friendly Award

Social Enterprise

Social enterprises are businesses aiming to address social or environmental issues, improving lives and communities. All trading profits are reinvested back into the business or the local community.

Resource for social enterprise focused on providing one-to-one support to social entrepreneurs, new starts, and local third sector organisations looking to develop socially enterprising activity as a means of income generation.

In 2016/17, we provided support to 15 new-start social entrepreneurs, and individual support to 11 established organisations, on matters such as development of business plans, guidance in relation to new legislation, funding searches and application reviews. We have signposted to national support organisations (including Sencot Legal, Just Enterprise, and the Community Ownership Support Service (COSS) and the local social enterprise network.

We continue to facilitate and attend meetings of the Falkirk District Social Enterprise Network (FDSEN), which meets quarterly and offers social enterprises peer support, promoting and encouraging their growth. We refer all new start-up entrepreneurs to the network. In 2016/17, CVS Falkirk and FDSEN jointly promoted local social enterprises at two different community events.

The 2017 Falkirk Funders Fayre featured one funder specifically targeting social enterprises. The event was catered by one of our local social enterprises, as we continue to explore different ways to support and promote social enterprises in Falkirk.

We have worked diligently with our partners to provide tailored local events, including for new-start social entrepreneurs, and one study trip. CVS Falkirk also hosted external training, such as Just Enterprise's "Budgeting For Your Organisation and Funding Applications" training, and delivered bespoke governance training and presentations to local organisations.

As part of Trustees' Week 2016, we were asked to deliver two workshops on governance at the ACOSVO Governance Forum.

We took part in the Falkirk Business Exhibition, with two stands on the day, promoting both the social enterprise model and social enterprises in Falkirk, and have delivered two training sessions on social enterprise to local business intermediaries.

*"The support we have had from CVS Falkirk has been, and continues to be invaluable, and we couldn't have progressed with establishing our SCIO without them."
– local social enterprise*

Rainbow House at Falkirk Funders Fay 2017



Organisation Support

Organisation support involves providing support and information to third sector organisations and community-based groups to help them develop and strengthen their skills, processes and resources.

This year, we have provided individual support to 70 organisations on a range of topics, including governance, constitutions and funding, with 21 of those organisations receiving assistance in setting up a new charity or organisation, or in reviewing their existing structure.

A total of 31 organisations came to us for support on governance; four of these required extensive support.

We responded to requests for training throughout the year (such as tailored governance training for multiple organisations at different stages of their development), and hosted different informative events in light of new and upcoming legislation which would impact the third sector:

- We held an “Asset Transfer: An Informed Choice” session, looking specifically at the opportunities and implications of community asset transfer in relation to community halls. Representatives from 14 halls attended the event, which featured presentations from Senscot Legal, the Big Lottery Fund and the Community Ownership Support Service.
- We facilitated two Scottish Community Development Centre (SCDC) workshops on the Community Empowerment (Scotland) Act, which focused on how community organisations can make use of the Act, including using participation requests to start a dialogue with public bodies.
- In partnership with Falkirk Council, we held our annual Falkirk Funders Fayre in March 2017. The event was attended by 152 participants, and featured 23 diverse funders, including Robertson Trust, who delivered a presentation outlining their new strategy.
- We organised funding surgery drop-ins for the end of March and for April, where organisations could speak with our team on a one-to-one basis.

In addition to these activities, we have continued to work closely with our partner organisations and with bodies such as the Office of the Scottish Charity Regulator (OSCR) to support third sector organisations in Falkirk.

“An excellent service, who gave us excellent advice regarding setting up our charity and where to get funding from.” – local charity



Falkirk Funders Fayre 2017

Voice of the Sector

Our Voice of the Sector team work to ensure that the third sector's voice is heard. Their role is to keep the third sector informed, and ensure they know how to engage, participate and influence decision-making processes.

We facilitate 8 third sector fora as part of our work with Falkirk Community Planning Partnership (CPP), reflecting the Strategic Outcomes and Local Delivery (SOLD) Plan themes and priorities. These fora are open to all third sector organisations operating in the Falkirk area.

We have established new online discussion boards, hosted on the CVS Falkirk website, to complement the fora, enabling those who cannot attend in person to still contribute to, and keep up to date with issues and information discussed.

Falkirk CPP has recognised the thematic fora as the engagement vehicle for the third sector in Falkirk.

This year, as lead in the Falkirk campaign to provide information about Power of Attorney, we invited Solicitors for Older People Scotland to our second consecutive Older People's Day event at the Forth Valley Sensory Centre, which celebrates the achievements and contributions of older people to communities. We welcomed over 110 attendees, who took part in activities and browsed stalls from 22 organisations with services and resources for older people in Falkirk.

During events, we use Periscope to broadcast live on our social media. We continue to use methods such as social media and our weekly e-bulletin to engage with, and reach out to, a wider audience in Falkirk.

We promoted 30 consultations for our CPP partners through our various media, including those for Falkirk Council, Police Scotland, Scottish Fire and Rescue and Falkirk Health and Social Care Partnership.

We have re-published 3 partner documents on our website, making these documents available to a wider audience through our website's accessibility tools, such as the BrowseAloud textreader.

The "Getting There: Maddiston and Rumford" final report has now been published by the Institute for Research and Innovation in Social Services (IRISS). We supported the project, led by Maddiston Community Council, which asked residents about their experiences of living in the area.

"CVS Falkirk staff are always friendly and approachable. They are knowledgeable and experienced in what they do and always willing to assist in any way they can."
– third sector forum attendee

Falkirk Third Sector Fora

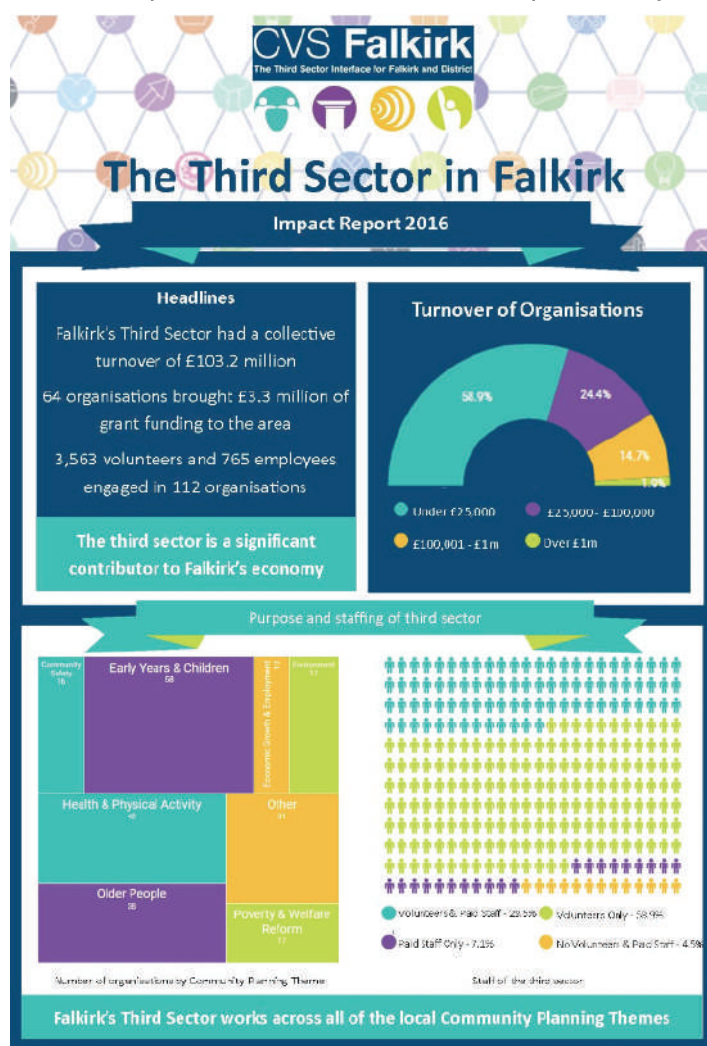


Third Sector Impact Report 2016

Following the success of our first Third Sector Impact Report in 2015, in summer 2016, we hosted a research intern to create our second Impact Report.

The report used both primary and secondary data to measure the economic impact of the third sector in the Falkirk Council area. Data was collected from 117 third sector organisations across the region, and combined with data from social enterprises in Falkirk and the OSCR website. The report was presented to key strategic partners in Falkirk, including Falkirk Community Planning Partnership and Falkirk Health and Social Care Partnership, to highlight the important role the third sector has in delivering vital services in the area.

The infographic below highlights the key findings of the 2016 report, which was published on the CVS Falkirk website in September 2016 and was replaced by the 2017 report.



"...The Third Sector Impact Measurement Report 2016 provides a context and details of the breadth of services offered by the third sector [in the Falkirk area], and the financial contribution made." – Falkirk Health and Social Care Partnership report

Additional Activities

HELP

The Home Essentials Leaving Pack project (HELP) supported older people going home after a stay in hospital. The project ran from August 2014 until September 2016, at Forth Valley Royal Hospital and Falkirk Community Hospital.

Forth Valley Top Toes

Forth Valley Top Toes provides a personal footcare service to older or disabled people who have no underlying footcare conditions, but who are unable to cut their own toenails.

Forth Valley Top Toes operates clinics four days per week across six sites:

- Falkirk Community Hospital
- Bonnybridge Health Centre
- Meadowbank Health Centre
- Bo'ness Health Centre
- Stenhousemuir Health Centre
- Clackmannanshire Community Healthcare Centre

The service has over 400 active clients returning on a 5-12 weeks cycle, depending on their personal needs. They range in age between 40 and 103 years old, and attend the clinics for a number of reasons, including physical and mental disability, visual impairment, and lack of strength.

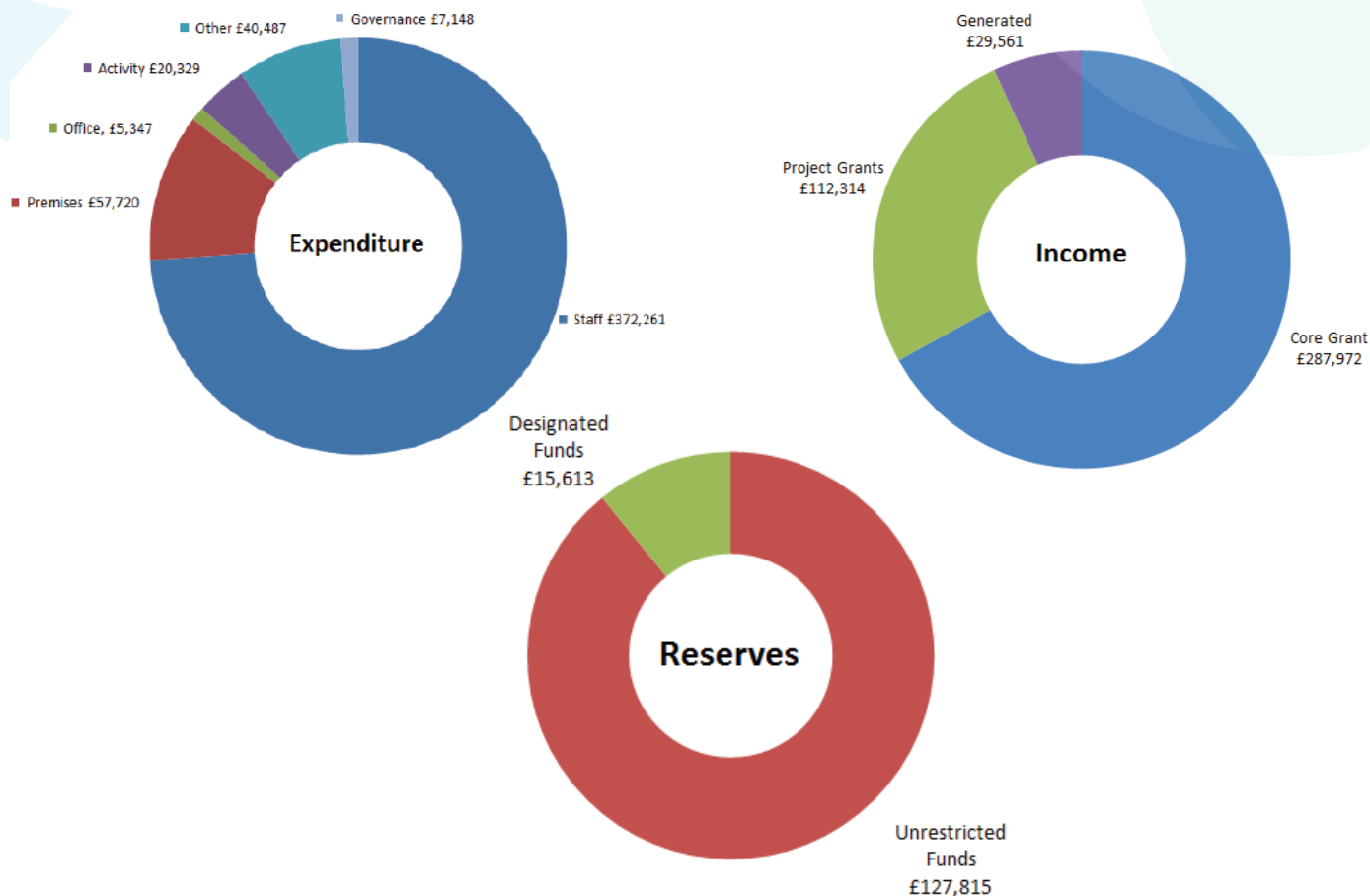
In addition to its Volunteer Coordinator, the team consists of 12 volunteers:

- 6 Personal Footcare volunteers
- 5 Meet and Greet volunteers
- 1 Triage volunteer

" Fantastic service from all involved in Forth Valley Top Toes. When I leave the appointment I can walk for longer with my nails done; I have more confidence."
– Forth Valley Top Toes client

Financial Summary

2016/17 saw cuts across most of our funding streams throughout the year, and it was necessary to use some of our reserves in order to allow us to maintain the levels of service required to deliver our services to the third sector.



Funding cuts resulted in the cessation of some of our restricted fund projects during 2016/17. Grants available to us for specific purposes are becoming increasingly smaller and for shorter periods of time. Our Integrated Care Fund is the only remaining project that we carry forward into 2017/18.

We incurred a decrease overall to our total unrestricted funds during the year, and lowered most of our designated funds balances to levels still allowing us to have funds set aside for necessary specific items of expenditure in the forthcoming year.

Generated income from other trading activities was low during the year. There is little demand for rented desk space and our current office floor space does not allow us to readily offer this service. Although we continue to offer our meeting room for hire, the uptake for this has also fallen away.

Our main item of expenditure continues to be staff costs, and despite funding cuts our core staff team has remained largely unaffected. We are realigning our staff profiles to match changing demands, and will look to new funding sources as this becomes further established. All other expenditure lines have been closely analysed, and savings made where possible.

We will make available our Audited Accounts and Directors Report for the year to any person wishing to see them. They are available on request and to download from our website:

www.cvsfalkirk.org.uk

Thank You

CVS Falkirk Board of Directors would like to express thanks to those who have worked with us, in various capacities, over the last year. This includes the volunteers and third sector organisations of Falkirk, to whom we would like to extend particular thanks for their dedication in improving lives and communities for everyone in Falkirk. We want to thank funders and strategic partners for their continued support in 2016/17.

The Board especially appreciates the effort and commitment of all staff, volunteers and those on placements with us, who continue to ensure CVS Falkirk is the very best we can be.

Funders

Our main funders during the year were:

Scottish Government, Falkirk Council, and Falkirk Health and Social Care Partnership.

We would like to thank those individuals who have contributed to the work of CVS Falkirk in 2016/17, including Louise Campbell, James Gigg, Roy Kerr and Donna Wyllie, who all joined us on placements, and all of our volunteers.

The Board would also like to recognise the dedicated service and contributions of our former Trustee Directors over the years.

We want to take this opportunity to wish Andrea Smith, Jackie Kelly, Natalie Barton and Megan Hamilton, who left the staff team in 2016/17, the very best in the future.

Staff Team (as of October 2017)

Carolyn Dick	Development Officer – Volunteer
Claire Bernard	Partnership Manager
Claire Kennedy	Development Officer – Capacity Building
David Gardener	Development Officer – Policy, Research and Community Planning
Erikas Chudikas	Saltire Awards Administrator
Fiona Wilson	Forth Valley Top Toes Volunteer Coordinator
Hannah Gordon	Communications Assistant
Jennifer Robertson	Development Officer – Social Enterprise
Karen Herbert	Chief Executive Officer
Laura Jamieson	Development Officer – Partner Communications
Nicola Cox	Office Manager
Pam Dixon	Finance Officer
Richard Fairgrieve	Volunteer Administrator
Sheila Chalmers	Administrative Support – Forth Valley Top Toes
Stacey Munro	Administrative Assistant – Maternity Cover
Tariq Mahmood	Development Officer – Capacity Building
Victoria McRae	Operations Manager

To find out more about the work of your local third sector interface, how we can help you, or to make any comments about what we do then please get in touch with us.

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