



CVS Falkirk

Annual Review

2017/18

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Introduction

I am absolutely delighted to have taken up the role of Chief Executive Officer with CVS Falkirk in July 2018. I take over from Karen Herbert who offered 5 years of her dedicated service, attention and talents to the organisation.

During her tenure, Karen oversaw a succession of big and little changes, building on earlier successes, to embody a culture of team working and continuous improvement, driven not by management but by the whole staff, employees and volunteers alike.

She implemented an organisational re-structure that ensured the organisation was able to keep delivering a strong service through difficult economic times and she worked with the team to successfully develop and re-brand CVS Falkirk as the local Third Sector Interface for Falkirk.

Through this and the adoption of technologies where appropriate, we have now increased our reach and improved our performance, at the same time as minimising barriers to engagement.

On behalf of all of her colleagues here at CVS Falkirk, we'd like to say thank you to Karen for her stewardship and wish her all the best in her retirement.

As the incoming CEO, I am so proud of the achievements of the CVS Falkirk team in 2017/18 and am inspired by their commitment, specialist skills and collaborative spirit.

The team of staff and volunteers have been a connection point for all parts of the third sector. Furthermore, through the third sector forums, we have developed a space for the third sector to play an increasingly active role in the local Community Planning Partnership. The increased relationships have created new opportunities for dialogue between third and statutory sector colleagues.

My colleagues here at CVS Falkirk and I look forward to continuing to support and grow the stability, strength and influence of the local third sector in Falkirk next year and thank our third sector colleagues who have joined us in our collective journey thus far.



Jen Kerr
CEO



Volunteering

In 2017/18, we focused on supporting and empowering local organisations regarding their volunteers, whether that meant creating new bespoke roles for volunteers, or developing their own processes and policies through recognised quality standards like the Volunteer Friendly Award and organising training on the Protection for Vulnerable Groups (PVG) scheme. Additionally, we provided individual tailored support to 12 different organisations.

"CVS Falkirk and District are very friendly and helpful when it comes to volunteering opportunities in the local area." – local volunteer lifeguard

During this period, 692 new volunteers of all ages were registered in the Falkirk area, and 57 new opportunities were created across 45 organisations and groups (including 3 new roles within CVS Falkirk).

We continued to promote the Saltire Awards which recognise the commitment to volunteering of young people aged 12-25 years across Falkirk. These Scottish Government endorsed awards help young people chart their journey and experiences through volunteering. This year, there were 421 new young people registered for the awards, and 8 new Saltire Ambassadors recruited from local schools.

Our priority continues to be ensuring that volunteering is accessible to all members of the community, including those who are traditionally underrepresented or disadvantaged, or with additional support needs. As part of this, we supported 16 new volunteers from these groups in finding opportunities. Twelve bespoke roles were created in 2017/18, and we also supported 5 new organisations in welcoming volunteers with additional needs to their teams.

We continued to promote volunteering to a variety of groups and areas, across different mediums, including delivering 42 information sessions. We gave presentations, hosted information stalls at a range of events, undertook community outreach and promoted the benefits of volunteering at employability events with various partners such as Job Centre Plus. One of these promotional events was organised and delivered by one of our volunteers.



In 2017, we made the difficult decision not to hold our Volunteer Awards Ceremony due to the economic conditions at the time. However, we still supported organisations in thanking their volunteers, organising 200 Celebrating Volunteering and Long Service pins for local groups, as well as running our online initiatives, with a Summer Tea for our own volunteers.

Home-Start Falkirk West volunteers with their #VolunteeringIn3



Social Enterprise

At the beginning of 2017, CVS Falkirk entered into an arrangement with our counterparts in Clackmannanshire, Clackmannanshire Third Sector Interface (CTSI), around the sharing of our Development Officer for Social Enterprise, who is now based in Alloa at the CTSI office 2 days a week. This was later extended to include our partners at Stirlingshire Voluntary Enterprise (SVE) one day per week.

This arrangement enables us to support across social enterprise across Forth Valley, and lead by example in partnership working and resource-sharing, which is becoming increasingly relevant for the local third sector.

In Falkirk alone, we focused on the tailored, one-to-one support we are known for, providing support to 9 new start social entrepreneurs, and individual support to 14 established organisations. Five organisations were supported in developing their business plans, and in identifying opportunities which they are prepared to take up. We also continue to signpost to local and national support organisations.

“The CVS Falkirk team have been invaluable to the development and growth of our organisation as a Community Interest Company.” – local social enterprise

As a result of the partnership working across Forth Valley, there has been enthusiasm around setting up a Forth Valley wide Social Enterprise Network (SEN), and a steering group is now in place, with 2 representative organisations from each of the local authority areas.

The aim of a Forth Valley SEN would be to bring together social enterprises working across the all 3 areas to provide peer support, encourage partnership working and promote social enterprise business and trading opportunities throughout the area. The group has met twice before the end of March 2018, with further meetings planned in 2018/2019.

Both the first Forth Valley Third Sector Conference in February 2018 and the Falkirk Funders Fayre in March featured one workshop and funder respectively, which were specifically aimed at and for social enterprises.

Additionally, for the fourth year in a row, Falkirk Funders Fayre was catered by a local Falkirk social enterprise. We have always used a social enterprise at this event, and others, and will continue to do so as part of our ongoing commitment to exploring different ways of supporting and promoting social enterprises.

*Rainbow House and Firstport
at Falkirk Funders Fayre 2018*





Organisation Support

With the expansion of our team through funding from the Aspiring Communities Fund, plus the work of our experienced team members, we have provided individual support to 421 organisations in Falkirk. This has included 89 specific funding searches for organisations, as well as guidance on governance, constitutions and funding, assistance in setting up a new charity or organisation, and in reviewing existing organisational structure.

We responded to requests for training throughout the year, and we are delighted to say that those who participated in these sessions consistently rated us as “excellent” or “good”.

We have also continued to signpost to various different support organisations at both local and national levels; additionally, we organised a session with Quality Scotland to bring the EFQM model to third sector organisations who could not normally afford to go through the process, referring 8 organisations for the session, which took place later in 2018.



Falkirk Funders Fayre 2018

Throughout the year, we held events relevant to the sector, including:

“We’ve been given excellent support, CVS Falkirk have always kept in touch with us and made us aware of funding opportunities.” – local charity

- In partnership with Falkirk Council, we held our annual Falkirk Funders Fayre in March 2018, attended by 189 participants, and featured 18 diverse funders on the day, despite the return of March’s snow. This included new stallholders the RS MacDonald Charitable Trust, and the Corra Foundation, who both delivered presentations on their activities.

- We facilitated a Scottish Community Development Centre (SCDC) and Community Health Exchange (CHEX) workshop on the Community Empowerment (Scotland) Act 2015, specifically around the contents of the Act and how it could be used by community-led health organisations.

In addition, 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.

We continue to develop our own policies and processes through continuous staff review, enabling us to support our local sector in doing the same, and highlight its importance.

Voice of the Sector

We facilitate the Falkirk third sector forums, helping ensure our sector's voice is heard at local and national decision-making levels, and is informed and engaged in the process. The forums are open to all third sector organisations operating in Falkirk; in 2017/18, 50 organisations were represented at the forums, hearing from 16 speakers across the year.

Part of our work involves fostering partnerships and connections between different sectors, and informing them of each other's activities through our different communications channels, which we continue to use to engage with, and reach out to, even more people in the Falkirk area on behalf of the third sector, our partners and ourselves.

During the year, we promoted 41 consultations for various organisations and partners across sectors, and re-published 12 partner documents on our website, making them available to a wider audience through our website's accessibility tools.

We are committed to engaging through the third sector with people in traditionally underrepresented or disadvantaged groups, including persons with additional support needs. We promoted consultations on policies that would have an impact on these communities of common interest, and worked with our third sector partners to ensure our communication reaches out to as wide as possible an audience.

These efforts all come together in the events we held throughout the year, including:

The Strategic Commissioning Event in August 2017, held in partnership with Falkirk Health and Social Care Partnership (HSCP) and the Health and Social Care Alliance

- (the ALLIANCE), and provided Falkirk third sector organisations an opportunity to come together and be involved in the process of co-production service design in the Falkirk area.

In partnership with Solicitors for Older People Scotland (SOPS), we held our annual Older People's Day 2017 event in Denny, where multiple stallholders commented on the

- networking opportunities the event provided them and their organisations.

The first Forth Valley Third Sector Conference was held in February 2018 with our partners at CTSI and SVE. Hosted in Falkirk and opened by John

- McNally, MP for Falkirk, it was open to third sector and partner organisations across the entire Forth Valley area; plans for the 2019 conference are already underway.

John McNally with Karen Herbert and Natalie Masterton at the Forth Valley Third Sector Conference





Third Sector Impact Report 2017

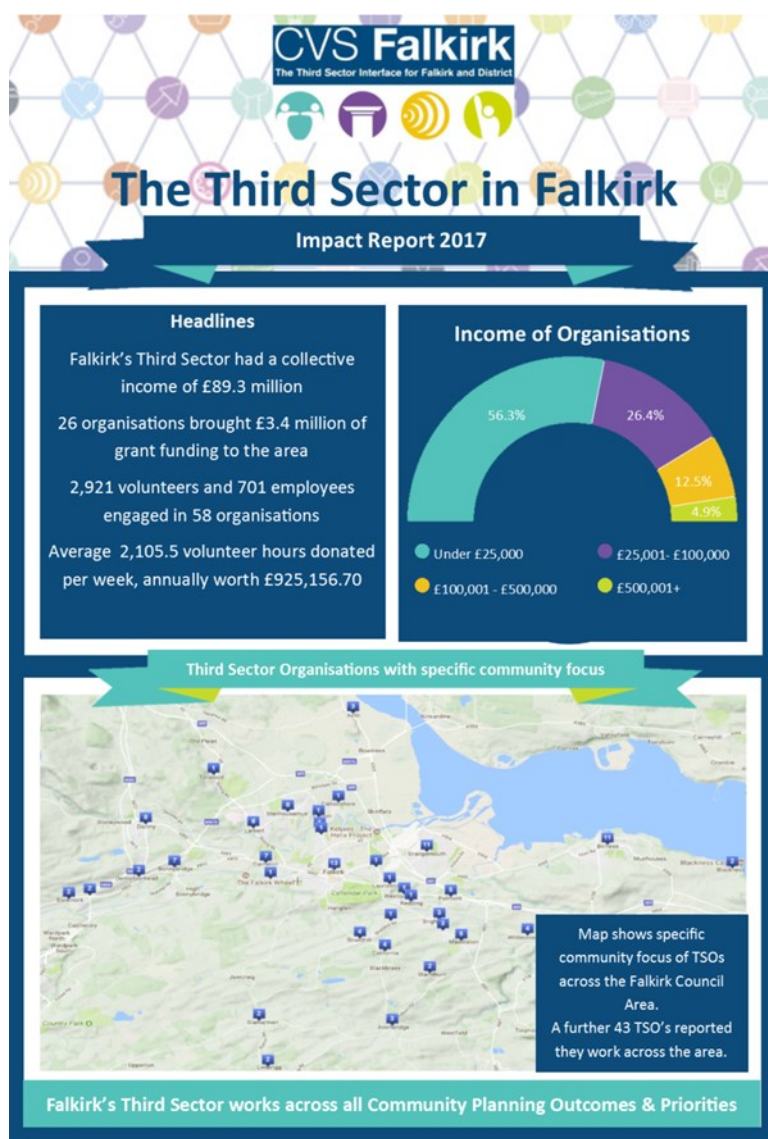
Our Third Sector Impact Report is now an ingrained part of the work we do, demonstrating the important role the local third sector has in delivering vital services across Falkirk.

Last summer, we again hosted a research intern to create the 2017 report, which used both primary and secondary data to measure the economic impact of the third sector in the Falkirk Council area.

Data was collected from 89 third sector organisations across the region, and combined with data from social enterprises in Falkirk and the OSCR website. The report was presented to and shared with key strategic partners in Falkirk, including Falkirk Community Planning Partnership and Health and Social Care Partnership.

This infographic highlights the key findings of the 2017 report, which was published on the CVS Falkirk website in October 2017 and will be replaced by the 2018 report before the end of the year.

With thanks to David Gardener and Oge Ohaeri for their work on the 2017 report.





Additional Activities

Aspiring Communities Project



In January 2018, we welcomed 6 staff members (Andrew, Calum, Claire, Dale, Marnie and Sammy), who will undertake our Aspiring Communities project to enable the third sector and communities to develop community-led solutions that tackle priorities that matter most to communities. This 18 month project is funded through the Aspiring Communities Fund, which is part funded by the European Structural Funds and will focus on the communities of Bainsford/Langlees, Bowhouse/Kersiebank, Denny/Dunipace, Bo'ness, Camelon and Maddiston.



The Community Development Officers are based within their communities, offering information and support to individuals, community groups and third sector organisations to help and empower them to contribute and participate in their communities and to create local interventions that will be the catalyst for change and meaningful activity to improve the lives of those living in these communities.

The team have been getting to know their communities, meeting with organisations, community champions and volunteers to map out all the good and great assets each community has to offer, identify gaps in provision, and offer a range of capacity building and engagement support to upskill and create pathways for social and community action.

Aspiring Communities team members at Falkirk Funders Fayre 2018

Forth Valley Top Toes

Forth Valley Top Toes provide a personal footcare service to older or disabled people unable to cut their own toenails. The service has over 600 active clients returning on a 5 -12 weeks cycle, depending on their personal needs. They range in age from 41 to 104 years old and attend the clinics for a number of reasons, including disability, visual impairment, and lack of strength.

The Forth Valley Top Toes team consists almost entirely of volunteers, including Meet and Greet Volunteers, and Personal Footcare Volunteers who have been trained by NHS Forth Valley to carry out basic foot assessments, nail clipping and give personal footcare advice.

In 2017/18, the team volunteered a total of 2,001 hours, with 2,300 client appointments across 6 sites: Falkirk Community Hospital, Bonnybridge Health Centre, Meadowbank Health Centre, Bo'ness Health Centre, Stenhousemuir Health Centre, and Clackmannanshire Community Healthcare Centre.

Financial Summary

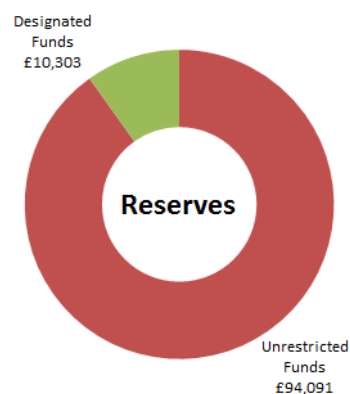
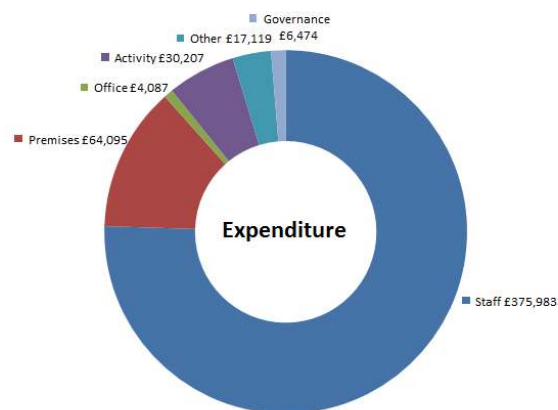
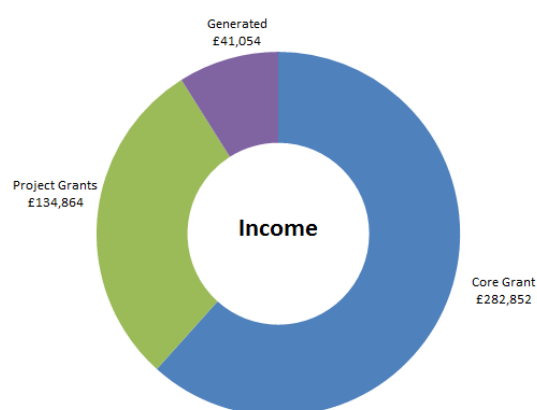
In terms of financial performance, 2017/18 saw cuts across most of our funding streams throughout the year, and it was necessary to use some of our reserves in order to allow us to maintain the levels of service required to deliver our services to the third sector.

There is an increasingly smaller pool of funds that are applicable to us, and the grants that are available are now more likely to be smaller and of shorter durations. We continued to receive funding from Falkirk Health and Social Care Partnership (HSCP) throughout 2017/18, and this funding will continue into 2018/19.

We were successful during 2017/18 in securing European Social money through the Scottish Government's Aspiring Communities Fund, in order to deliver an 18 month community development project until June 2019.

We incurred an overall decrease of £39,034 on our total unrestricted funds during the year, and lowered most of our designated fund balances, making the decision to concentrate on our decreasing general funds balance going forward.

The only significant generated income we had during the year was sharing one member of staff's expertise around Social Enterprise with other local third sector interfaces. This arrangement is charged out on a regular contract basis.



Our main item of expenditure continues to be staff costs, and despite funding cuts our core staff team have remained largely static throughout this financial year. We continue to build on their strengths and develop additional capacity to match projected future demands as necessary. All other expenditure lines have been closely analysed, and savings made where possible.

We 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

The 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 2017/18.

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, Aspiring Communities Fund, 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 2017/18, including all of our volunteers, and Oge Ohaeri, Richard Fairgrieve and Sarah Gardiner, who completed placements with us.

The Board would also like to recognise the dedicated service and contributions of our former Trustee Directors over the years, and wish those who left the Board in 2017/18 all the very best in the future.

On behalf of the entire CVS Falkirk team, the Board would like to extend a special thanks to Karen Herbert for her outstanding contribution to the development and professionalism of the organisation in her 5 years as Chief Executive Officer. We greatly appreciate her efforts in ensuring CVS Falkirk's robust governance and in implementing a commitment to continuous improvement, a legacy we will all carry forward. We hope she fully enjoys the new chapter ahead, and a long, relaxing and happy retirement.

Staff Team (as of November 2018)

Andrew Bleakley (Community Development Officer – Health and Wellbeing)

Calum Renton (Community Development Officer – Camelon, Denny and Dunipace)

Claire Bernard (Partnership Manager)

Eleanor Davis (Community Development Officer – Bo'ness, Bainsford and Langlees)

Fiona Wilson (Forth Valley Top Toes Volunteer Coordinator)

Jen Kerr (Chief Executive Officer)

Jennifer Robertson (Development Officer – Social Enterprise)

Laura Jamieson (Development Officer – Partner Communications)

Lynsey Hansford (Development Officer – Improving Employability Through Volunteering)

Marnie Forster (Community Development Officer – Bowhouse, Kersiebank and Maddiston)

Nicola Cox (Office Manager)

Pam Dixon (Finance Officer)

Samantha Grant (Aspiring Communities Administrator)

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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CVS Falkirk
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