

CVS Falkirk

CVS Falkirk
The Third Sector Interface for Falkirk and District



Annual Review 2018/19

Celebrating



years!

*The past, the present,
the future...*

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Introduction

35 years is a long time. We pause this year to reflect on what we've achieved since the organisation opened as the Falkirk Voluntary Action Resource Centre (VARC) in 1984, became CVS Falkirk & District, added a Volunteer Centre, and then became the local Third Sector Interface (TSI). Across the years and image revamps, we're still a Voluntary Action Resource Centre at heart.

And while change is constant, so has been our partnership with Falkirk Council and NHS Forth Valley. I'd like to express CVS Falkirk's appreciation of the support of all of our partners over the 35 years and note that we look forward to continuing to develop our joint endeavours to make Falkirk the best place to live, work and play.

As I read through decades of annual reports, I'm struck by a few things. The size of computers and the hairstyles have changed, but the needs of Falkirk's third sector haven't. CVS Falkirk's annual reports demonstrate across their pages an ever-adapting organisation, that has been maturing and responding to local need in new and innovative ways, but has also consistently met the same, unchanging third sector needs: the growing importance of working in partnership, the impact of increasing regulation, an ongoing and constant need for governance, funding and management support, along with a sustained increase in demands for third sector services, and more recently, the impact of decreasing public sector funding.

In 2018, the team proudly achieved the EFQM "Committed to Excellence" Award, which demonstrates a continuing drive in this organisation to do the best we can for Falkirk's third sector. The recruitment of a new Chief Executive in July and several new members to the Board over the course of the year has strengthened the organisation's collective governance and increased our membership's role in the steering of the organisation.

We had one full year of the Aspiring Communities project, where we expanded our reach into the communities of Falkirk, increased our knowledge and improved our relationships with community activists. Funded by the European Social Fund and Scottish Government, the project has helped us develop our practice to fit better with the changing paradigm for community involvement going forward. We will continue to benefit from the knowledge and relationships built up through this programme.

So in 2018, I'm pleased to report that as a third sector organisation, we're relatively stable for today, which is a pretty big achievement in these uncertain times. But we're not complacent and we're also very clearly focused on what more we can do to help Falkirk's third sector grow, innovate and take leadership locally.

2018 is a very different place for the third sector than 1984. CVS Falkirk & District, whatever branding incarnation we're on, will continue to be here, steadfastly supporting and advocating the passion and drive of Falkirk's third sector and all of its committed staff and volunteers in their endeavours. We'll continue to do so, as we've always done, with collaborative attitudes, energetic creativity and advanced professional skill.

Jen Kerr
CEO



Volunteering

It's hard to believe the Saltire Awards are less than 10 years old! Recognising youth volunteering has always been important to us, from the introduction of the Millennium Volunteer Awards (MVA) in 1999, through to their current form today.

The 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, we worked with 8 of our local schools, Forth Valley College, and a range of youth organisations to promote the benefits of the Awards (and volunteering in general). We've seen over 300 new Saltire registrations, and issued more than 400 certificates recognising young people and their dedication to volunteering in Falkirk.



Volunteering has been a core part of our identity since our inception in 1984 – it was even in our name!

In 2018/19, we've remained dedicated to this area of our work, focusing on how to best adapt to the needs of people in Falkirk. 586 new volunteers of all ages registered with us, and we supported 30 organisations in the creation of 58 new roles across the area.

We continue to promote inclusive and accessible volunteering for all members of the community, and have supported 20 new organisations in welcoming volunteers requiring additional support, while also creating 6 bespoke placements for volunteers to meet their needs and aspirations.

After the success of our 2017 initiative, ahead of Volunteers' Week 2018 we again offered organisations the chance to thank and recognise their volunteers with our Celebrating Volunteering certificates and Long Service pin badges. We issued 199 certificates from 22 organisations in May and June, and continued to receive requests long after Volunteers' Week was over!

We're now working with more local groups than ever before, in part thanks to the efforts of our Aspiring Communities project, but also our new Improving Employment Through Volunteering (IETV) programme. A joint project with Falkirk Council's Employment and Training Unit (ETU), IETV allows us to support those facing barriers to employment by working to find them bespoke volunteer placements in their local communities, which will help them move towards their goal of paid employment. Our dedicated Development Officer for the project started in November 2018, with volunteers joining the programme in January 2019.

Over the course of the last 35 years, we've worked hard to support our sector's volunteering needs, through recognised quality standards like the Volunteer Friendly Award and the Protection for Vulnerable Groups (PVG) scheme. We intend to continue this work, with plans for new dedicated support programmes, and ensure that volunteering in Falkirk is the best it possibly can be.



Jen Kerr presenting the Forth Valley Sensory Centre team with their Volunteer Friendly Award

Social Enterprise

In the 2010/2011 period, we began to focus on providing specific support to develop social enterprise in Falkirk. But of course, social enterprise existed in Falkirk long before that!

Our work began with a review of socially enterprising activity in the area, alongside developments with Falkirk for Business and Falkirk Bid. The next year saw the establishment of the Social Enterprise Forum, while we actively developed and supported social enterprise initiatives.

Discussions also took place with the Helix project, and as a result, the Helix Social Enterprise Zone was launched in October 2012. Our dedicated Development Officer for Social Enterprise came into post in August 2013.



Since then, social enterprise across Falkirk – and indeed, Forth Valley – has thrived.

Our Development Officer now works across the Forth Valley area, based with our counterparts in Clackmannanshire and Stirling part of the week. This arrangement enables us to support across social enterprise throughout the wider area, and lead by example in partnership working and resource-sharing, increasingly relevant issues for the local third sector.

In Falkirk alone, we focused on the tailored, one-to-one support we are known for, providing support to 17 new start social entrepreneurs, and individual support to 16 established organisations. We also continue to signpost to local and national support organisations, and are still committed to work at the national level, such as the Social Enterprise Strategic Action Plan.



Our Development Officer celebrating 5 years with CVS Falkirk

With our colleagues across the Forth Valley, we facilitated the launch of the Forth Valley Social Enterprise Network (FVSEN) in August 2018, attended by a range of organisations from each of the local authority areas. The FVSEN aims to bring together social enterprises working across all 3 areas to provide peer support, encourage partnership working and promote social enterprise business and trading opportunities.

Our focus here is not only on the benefits of partnership working, but on ways to bring together very different and diverse communities who share more than just this small corner of Scotland – who share a passion, a desire and a drive to improve lives, something we at CVS Falkirk are committed to helping them continue to do.

As a sign of this commitment, both the 2019 Forth Valley Third Sector Conference in February and the Falkirk Funders Fayre in March featured workshops and funders specifically aimed at and for social enterprises.

We worked with our colleagues at Senscot and Clackmannanshire TSI (CTSI) to facilitate 2 workshops on GDPR, open to social enterprises across the wider area.



FVSEN launch meeting

Additionally, for the fifth 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.



Organisation Support

2001 became the organisation's "Dynamic Year" – not only did our name change from VARC to CVS Falkirk & District, we held our first ever Funder's Fayre, jointly organised with Falkirk Council. The event was destined to become a tradition, and so was the partnership, with consecutive events since 2013.



Local councillors and CVS Falkirk staff at the first Falkirk Funders Fayre in 2001

More recently, the Falkirk Funders Fayre 2019 saw 21 funders – including 5 organisations new to the event – and a staggering 163 attendees!

As part of our everyday work, we have provided detailed individual support to 120 groups and organisations operating in Falkirk, and facilitated 7 training sessions, including:

- Heritage Lottery Fund (HLF) Information Session in late September 2018; the HLF encourages funding applications from minority ethnic and cultural communities, disabled people and young people aged 15 – 25 years old, with the session open to groups representing these communities, providing the opportunity to learn about HLF's types of grant funding and how to apply
- Institute of Fundraising's "Introduction to Fundraising", a discounted one-day course in September 2018, aimed at those new to the sector, are considering a career change or have less than 6 months' experience and want to improve their fundraising knowledge
- BIG Lottery Fund Scotland Information Session in November 2018, delivered by the local funding officer and providing local organisations the opportunity to learn more about their funding criteria and programmes

In order to help our local sector develop and grow to the best of its ability, we supported 3 groups in securing local premises, with generous charitable rates. This not only allows these organisations to co-ordinate their activities from a single point, and focus on their purpose, but enables them to promote to and reach a wider audience in such a central, busy location.

We also worked with Quality Scotland to secure fully funded places for 3 organisations to go through the EFQM "Committed to Excellence" Accreditation, and later hosted a Good Practice Session for them and other organisations on their EFQM journey.

Later in the year we helped establish the Falkirk Older People's Network, consisting of a range of local support organisations for older people. The network was developed with Age Scotland, and is designed to introduce different groups to each other, scoping potential future work.



Falkirk Funders Fayre 2019

In addition to this very specific work, we supported Falkirk groups through producing draft constitutions, establishing working groups, facilitating meetings, liaising with the Community Learning and Development team at Falkirk Council, as well as local Councillors – we even supported a local community centre facing closure. All services we have offered since our inception 35 years ago, and all of which we will continue to provide, with just as much of a focus on addressing our community and our sector's needs as in 1984.

Voice of the Sector



While Prince was singing about the end of the millennium, in 1999 VARC was involved in establishing a momentous new project: the Falkirk Community Care Forum, now better-known as the Community Care and Health Forum (CCHF).

Today, CCHF is one of the most established forums in Falkirk, joined by the Voluntary Sector Children's Services Forum (VSCSF), launched in 2004. CCHF celebrates its 20th birthday in 2019, evidence of the third sector's willingness to work in partnership for the benefit of its communities, and CVS Falkirk's dedication to supporting this.

As part of our current role in keeping the sector connected and informed, we facilitate Falkirk's 6 third sector forums. Just as CCHF has done for 20 years, the forums help 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 the Falkirk area; in 2018/19, 54 different organisations were represented at the forums, with some of their members attending multiple forums relevant to their interests and purposes.

The forums have also allowed CVS Falkirk to develop our own connections with the local sector, allowing us to respond better to their needs. This is something we've further been able to build on with our work through the Aspiring Communities Project, and through these networks, local organisations have been invited to participate in various national activities, including the National Framework for Huntingdon's Disease and the Fairer Falkirk Strategy.

During the year, we promoted 48 consultations for various organisations and partners across sectors, and have continued to foster partnerships and connections between these sectors through our various communication channels (including our website, weekly e-bulletin and social media).

We believe that partnership working across sectors is key to a strong third sector, and seek to lead by example, most notably in events held throughout the year, including:

Older People's Day 2018, in partnership with Solicitors for Older People Scotland (SOPS) and with support from Falkirk Health and Social Care Partnership (HSCP). Attendees spoke with a range of third and public sector stallholders about the services and resources available for older people in Falkirk; one national organisation later reported that they had been able to set up a local support group (complete with volunteers to run the group) as a result of the event.

The second Forth Valley Third Sector Conference in February 2019 with our colleagues at Clackmannanshire Third Sector Interface (CTSI) and Stirlingshire Voluntary Enterprise (SVE). Held in Alva, Clackmannanshire, the conference focused on the power of grassroots efforts and the amazing work done by local communities.

In addition, we continue to attend a range of thematic groups and networks, as well as participating in groups such as the Community Planning Partnership (CPP) and Integrated Joint Board (IJB), making sure the sector's voice is increasing in these areas.



*Provost William Buchanan
at Older People's Day 2018*



Third Sector Impact Report 2018

In 2001, we kicked off the new millennium with our “Dynamic Year,” launching a number of significant pieces of work we still see the effects of today – including our annual Third Sector Impact Report.



One of these was the brand new third sector directory, aiming to provide a comprehensive overview of our Falkirk sector while promoting their services and support. Within just a year, this database already revealed amazing information:

- 600 organisations and groups operating in the Falkirk area
- a turnover of £16 million from these groups
- 293 full-time jobs, and 377 part-time, resulting in an incredible 670 paid roles
- over 52,000 hours donated by volunteers over the year

These numbers only grew – in 2004, 700 organisations had a turnover of £25 million, with 1,300 employees and 3,000 volunteers contributing over 7,100 hours a week – proving that Falkirk’s third sector has always been dynamic, always growing and striving to do more.



Our Third Sector Impact Report has its roots in this directory, with both working to demonstrate the important role the local third sector has in delivering vital services across Falkirk.

In 2018, we welcomed a research intern to create the annual 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 102 third sector organisations across the region, and combined with data from social enterprises in Falkirk and the OSCR website.

2018’s report, compared with previous Third Sector Impact Reports, is another example of how the sector continues to thrive:

- a collective income of £103.5 million across the sector, bringing £5.7 million of grant funding to Falkirk
- 147,281 people engaged with the sector in the previous year
- 1,701 volunteers donated 262,184 hours over the year, annually worth £2.3 million to the local economy

The 2018 Third Sector Impact Report is available on the CVS Falkirk website; the 2019 report will be uploaded before the end of the year.

Additional Activities

Aspiring Communities Project



Thanks to funding from the European Social Fund, in January 2018 we launched our Aspiring Communities project and welcomed our new Community Development Officers, who focused on the following communities:

Bainsford and Langlees
Bo'ness
Bowhouse and Kersiebank

Camelon
Denny and Dunipace
Maddiston

The team has worked closely with their assigned communities (including volunteers, groups and community champions), providing one-to-one tailored support, information and training session, reflecting the work we do throughout all of Falkirk.

It's interesting that such a new project can bring us back to some of our early work – in 1998, VARC supported the establishment of the Langlees and Bainsford Community Forum, which in resulted in the formation of the Dawson Area Representatives Association (DARA) the next year – a group we work closely with as part of Aspiring Communities!

Our team works with local groups like DARA to design and deliver a range of community events, with 2018/19 seeing the popular Maddiston Community Day, the Dawson Centre Family Fun Day, and various different community and conversation cafés in Bowhouse and Kersiebank.

We also supported Forth Valley College to hold the Health and Wellbeing Week in January 2019 (which focused on helping students making links with local community groups), and Falkirk Community Trust in their development of the Camelon and Grangemouth Community Sports Hubs.

Part of the project has involved focus on developing strong relationships with communities at a grassroots level – especially with community champions. This has involved everything from accompanying them to meetings, to personalised support and mentoring as they hold local activities and events for their own communities. This support will ensure that these connections and abilities within the community will continue long after the Aspiring Communities project ends.

Forth Valley Top Toes



Begun in 2014, Forth Valley Top Toes provides a personal footcare service to older or disabled people unable to cut their own toenails, at 6 clinics: Bo'ness Health Centre, Bonnybridge Health Centre, Falkirk Community Hospital, Meadowbank Health Centre, Stenhousemuir Health Centre, and Clackmannanshire Community Healthcare Centre.

The service has over 780 active clients, ranging 41 – 104 years old, who attend the clinic for a number of reasons, including disability, visual impairment, and lack of strength.

The Forth Valley Top Toes team consists almost entirely of volunteers, who have been trained by NHS Forth Valley in basic footcare assessments and nail clipping. These volunteers are essential to the service, as without them, it would not be as well-established as it is today.



Financial Summary

In terms of financial performance, 2018/19 was a fairly positive year. Along with prudent management of expenditure and liabilities, we increased our management income through restricted fund projects, in particular a full 12 months of the Aspiring Communities Fund project. We were therefore able to replenish our reserves, ending the year with £127,622 in general funds.

We continued to receive funding from Falkirk Health and Social Care Partnership (HSCP) throughout 2018/19 and this funding will continue into 2019/20. As mentioned above, 2018/19 included a full 12 month period of our European Social Fund project, Aspiring Communities, which is due to end in June 2019.

Going into 2019/20 we proceed with the same level of caution around our finances and forward financial planning necessary in terms of project start and end dates, and uncertainty around the levels of future funding.

**CVS Falkirk Income and Expenditure
2018 - 2019**



Our main item of expenditure continues to be staff costs. The ability to maintain the strengths and capacity of the core staff team has been made possible through the use of reserve funds in previous years. Having retained a strong core staff team was imperative in being able to develop and successfully raise income through new projects in this financial year.

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

The CVS Falkirk Board of Directors would like to thank all staff, volunteers and those on placements with us, not only over the last 12 months, but the last 35 years. Whatever your role and however long ago your time was with us, you've helped shape what CVS Falkirk is today, and our organisation would be very different without you.

Funders

We want to thank funders and strategic partners for their continued support in 2018/19. Our main funders during the year were: Scottish Government, the European Social Fund, Falkirk Council, and Falkirk Health and Social Care Partnership (HSCP).

Staff Team (as of March 2019)

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
Erin Greer: Saltire Awards Administrator
Fiona Wilson: Forth Valley Top Toes Volunteer Coordinator
Heather Reid: Forth Valley Top Toes Administrative Support
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
Scott Malcolm: Development Officer – Championing the Sector and Volunteering
Tariq Mahmood: Development Officer – Capacity Building
Victoria McRae: Operations Manager

We would of course like to extend our thanks to those individuals who have contributed to our work in 2018/19, including all of our volunteers, and those who completed placements with us during this time: Erikas Chudikas, Elizabeth Mackenzie, and Hannah Gordon.

Special thanks also goes to Stacey Munro and Megan Hamilton, who returned to cover staff members' leave.

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 2018/19 all the very best in the future.

We also want to take this opportunity to thank those who left the staff team in 2018/19 for pastures new, and wish them all the very best for the future:



Carolyn Dick
Dale Graham



Karen Herbert
David Gardener



Claire Kennedy
Sheila Chalmers

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

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