



CVS Falkirk

Annual Review

2019/20

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Introduction

2020 has been a difficult year for everyone...

...but we think what we did in 2019/20 helped make us strong enough to do what we're best at: providing support and assistance to those who work tirelessly each day supporting the communities across Falkirk and District.

2019/20 saw us looking back at our journey over the last 35 years, and reorienting ourselves and strengthening our position within Falkirk.

We are an ever-adapting organisation, that has been maturing and responding to local need in new and innovative ways, growing the importance of working in partnership, involving people with experience, the impact of increasing regulation and an ongoing and constant need for governance, funding and management support, a sustained increase in demands for third sector services and more recently, the impact of decreasing public sector funding.

It's a long list however we believe in our role and are focussed on developing and sustaining our connections with the local communities, from Bo'ness to Banknock, to support and enable them to influence and contribute to partnerships and networks in local decision making.

The COVID-19 pandemic has impacted all of us; however in those last 2 weeks of March we were amazed and enthused by the drive and determination of the groups, organisations, volunteers, community leaders who came together so quickly and were delivering much needed services and community response within a matter of days.

We would like to thank you all, for all the work undertaken over the financial year and especially in response to the pandemic.

I would also like to thank our staff team, volunteers and directors whose passion, expertise and commitment has allowed us to achieve all that we set out to do, and much, much, more.



Victoria McRae
CEO



Jen Kerr
Former CEO



Volunteering



Our team with Polmont Breastfeeding Group and their Celebrating Volunteering certificates

Volunteering and participation are at the heart of every community: people giving freely of their time, expertise and commitment to make a real difference to the lives of those living in their communities.

Our role is twofold: to help and support people to find the right placement for them where they contribute to the organisations' vision while also benefiting positively through their experience. We are only too happy to speak to people as they consider volunteering for themselves, and this year we promoted volunteering at 15 events across

Falkirk, and supported 433 people on their path.

Our role is also to support local groups and organisations as they develop their own volunteering programme, which could include recruitment and compliance with disclosures, creating policies and protocols, developing and delivering training, supervising and supporting, to name but a few.

This year we supported 55 organisations in managing their volunteering programme, while encouraging 8 organisations as they work towards their Volunteer Friendly Award. Through this support organisations across Falkirk developed more than 150 new volunteering opportunities.

The Saltire Awards have completed a national review resulting in a more streamlined and online system designed by young people for young people. Saltire Awards recognise the commitment by young people to their volunteering; this year more than 700 young people in Falkirk registered for the awards.

Our Improving Employability Through Volunteering project encourages and supports people into volunteering to increase their confidence and skills as they seek new employment and even a new career. Working with local groups and organisations, we create bespoke placements for participants based on their aspirations and personal goals.

We would like to thank all of our organisations for supporting this project. We have been delighted to hear that it's been a positive experience for both the organisation and volunteer:

"CVS Falkirk have sincerely helped our organisation gain new and valuable volunteers, through the project staff's hard work. This has been the case since from the beginning of the project and is greatly appreciated." - David, Cancer Research UK Falkirk Manager

"I enjoyed it, getting out and being with other volunteers. We had a good laugh together and I was trained to do different tasks around the shop." - volunteer

Social Enterprise

Social enterprises and socially enterprising activity seek to address social and environmental issues in their communities through reinvesting all their profits from trading.

Recognising that many of our organisations working across Forth Valley we partnered with Clackmannanshire TSI (CTSI) and Stirlingshire Voluntary Enterprise (SVE) to provide comprehensive and consistent support throughout Forth Valley, which has worked well, creating new collaborations and bringing training and expertise to the sector.

Focusing on Falkirk, we supported 7 new start up social enterprises and 13 established businesses, providing:

- start-up guidance
- measuring social impact
- support regarding legal and compliance issues
- business planning
- collaboration and partnership working
- tendering and procurement

The Forth Valley Social Enterprise Network (FVSEN) celebrated its first anniversary in August 2019, with an established presence across the area, and we are delighted by the support of 13 members representing Falkirk. The network provides peer support, encourages partnership working and promotes social enterprise business and trading opportunities.

As part of our own commitment to supporting FVSEN and its members, we provided training space on multiple occasions, including for the Forth Valley session of the School for Social Entrepreneurs (SSE) Scotland's ASK Programme, as well as engaging with a local social enterprise to provide the catering for the pop up café at the Falkirk Funders Fayre.



The social enterprise pop-up café at Falkirk Funders Fayre 2020

Organisation Support

CVS Falkirk provides support and assistance to the groups, charities, organisations which makes up the vibrant third sector in Falkirk.

Support and engagement with groups can be as little as a few phone calls or a review of a document, or more, where a bespoke pipeline of support is created and dedicated staff resource made available to support the groups and organisations through crisis intervention, change programmes, or becoming more sustainable. This year, we have engaged with 107 organisations providing support in:

- creating and implementing good governance
- support in achieving agreed legal structures
- highlighting funding opportunities, support in applying for funding, and in understanding funding and reporting criteria
- training for committees, trustees and boards

We held 18 training and information events, delivered bespoke training, and took part in Learning Week in June and hosted sessions on human trafficking, HR and pensions, and the Scottish Governance Code for the Third Sector.

Funding will always be a priority for organisations, and this year we launched our funding portal on our website, providing up to date information on funding opportunities available. We also produce a weekly funding newsletter and highlight funding opportunities through our weekly ebulletin. This year, we have supported 57 organisations in funding and hosted our annual Funders Fayre.

The Funders Fayre, in partnership with Falkirk Council, brings together funders from across the UK to speak to local groups and organisations about available funding, their criteria and how to access funding.



Falkirk Funders Fayre 2020

This year's event was supported by 20 funders and attended by over 300 people.

As part of the event, THINK Consulting Solutions gave a presentation to attendees on innovative, bespoke and practical solutions through their strategic consulting projects.

Voice of the Sector

We value the expertise and insight our third sector brings to our forums to connect, consult, collaborate and to influence change.

Our established third sector forums meet quarterly with representation from 113 organisations, over the 6 forums:

- Community Care and Health
- Connecting Volunteering
- Economic Resilience and Employment
- Safer Communities
- Tackling Poverty and Inequalities
- Voluntary Sector Children's Services Forum



*Older People's Day
2019*

We have supported the establishment and development of the Older Person's Network, providing guidance, meeting space and secretariat support to the group for its first year. The Network welcomed The Minister for Older People and Equalities, Christina McKelvie MSP, to their October 2019 meeting, which was attended by representatives of 15 different local groups and organisations.

We hosted the Older People's Day 2019 event, in partnership with Solicitors for Older People Scotland (SOPS), at Falkirk Trinity Church in the centre of the Falkirk district. The event brought together older people's services to network and promote the support and activities available locally for those in later life.

We are delighted that the Older People's Network will take the lead in creating similar events in the future, and we look forward to seeing the next stage of Older People's Day celebrations in Falkirk.

Bringing people together to talk about change and development is important to us, and this year we held the initial meetings to establish a local ReUse Network with Community Resources Network Scotland (CRNS).

We also co-organised a Forth Valley engagement session with Scottish Parliament's Human Rights and Equalities Committee, who acknowledged the expertise, contribution and support for the event from our third sector.

Partnership Working

Since 2015, Falkirk Health and Social Care Partnership (HSCP) has funded CVS Falkirk to provide dedicated partnership support to ensure that the wider third sector within Falkirk can actively be involved with health and social care integration as partners, along with colleagues in NHS Forth Valley and Falkirk Council.

To enable this, there are a wide range of meetings and short-term working groups attended on behalf of, or with, the third sector, including:

- Adult Support and Protection Committee
- Community Led Support
- Strategic Planning Group
- Whole Systems Mapping
- Frailty Steering Group

Strategic Commissioning was just one subject in which the partnership worked together with the third sector at each stage, from planning through to implementation.

Updates from Falkirk HSCP are communicated to the sector via the Community Care and Health Forum (CCHF), including Health and Social Care Change Projects, Market Facilitation, Community Led Support and Decider Skills Training.

The Community Justice Partnership is just one example of a multi-agency group attended by both CVS Falkirk and a third sector representative (in this case, the chair of Safer Communities Forum). This year saw the development of the Community Justice Outcomes Improvement Plan (CJOIP) for 2020 – 2023. Public and workforce consultation took place in October and November, with the CVS Falkirk e-bulletin and social media platforms used to promote to a wider audience. In January 2020, the draft CJOIP was presented to the Safer Communities Forum for their consultation and feedback, prior the plan being finalised in March 2020.



The Community Link Worker (CLW) programme is another example of where we have worked to bring key partners from the third and public sectors together to create a pilot project where Community Link Workers provide non-clinical support to patients, enabling them to set goals and overcome barriers, so that they can take greater control of their health and wellbeing by accessing resources and services in their own community.

CVS Falkirk team members with our partners from Social Security Scotland

Forth Valley Top Toes

Forth Valley Top Toes has been delivering a personal footcare service to older people since 2014, where it grew from one clinic in Falkirk Community Hospital to hosting clinics throughout Falkirk and beyond:



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

It's been busy year for the project, with:

- operational review and streamlining of protocols
- volunteer recruitment campaign
- NHS accredited training for new volunteers
- refresher training for current volunteers
- increasing client appointments
- actively reducing waiting lists

Unfortunately, in March due to the COVID-19 pandemic, we had to close the clinics with immediate effect; however, we personally contacted our client base of more than 600 people and our 21 volunteers to let them know of the current situation.



The Forth Valley Top Toes stall at the Bo'ness Volunteer Recruitment Fayre

Some of our volunteers became Kindness Callers: contacting our clients and having a quick chat with them to make sure that they were well and managing the self-isolating or shielding position they were in.

The clients have been delighted that they have been contacted and have appreciated the project taking the time to make sure that they are well.

We couldn't have achieved this without the dedication and commitment of our staff and volunteer team.

Aspiring Communities



The Aspiring Communities Project was an 18 month project supported by the European Social Fund and Scottish Government and a partnership with Falkirk Council, Falkirk Community Trust, and Falkirk HSCP.

The project identified 6 local communities to work with (Bo'ness, Camelon, Maddiston, Bainsford and Langlees, Bowhouse and Kersiebank, and Denny and Dunipace) to encourage participation, identify locally arising difficulties and to support and enable communities to engage and develop solutions and activities in response to these issues.



Our Aspiring Communities team on their last day in the office

The project was very successful in meeting its objectives and milestones by listening to the communities, developing partnerships and networks, creating opportunities for engagement with local initiatives, and supporting local community champions. We achieved this by:

- providing bespoke capacity building support
- organising and facilitating training for organisations
- hosting volunteer information and training sessions
- developing online resources
- develop community connections
- supporting communities to host events, including:
 - Denny Health and Wellbeing Event
 - Maddiston Community Day
 - Bo'ness Volunteer Recruitment Fayre
 - Students Health and Wellbeing Event
 - Volunteers Week drop-in events

While the project came to an end in June 2020, its legacy was to acknowledge the strength and desire of community to come together to create opportunity and solutions for its own area and people.

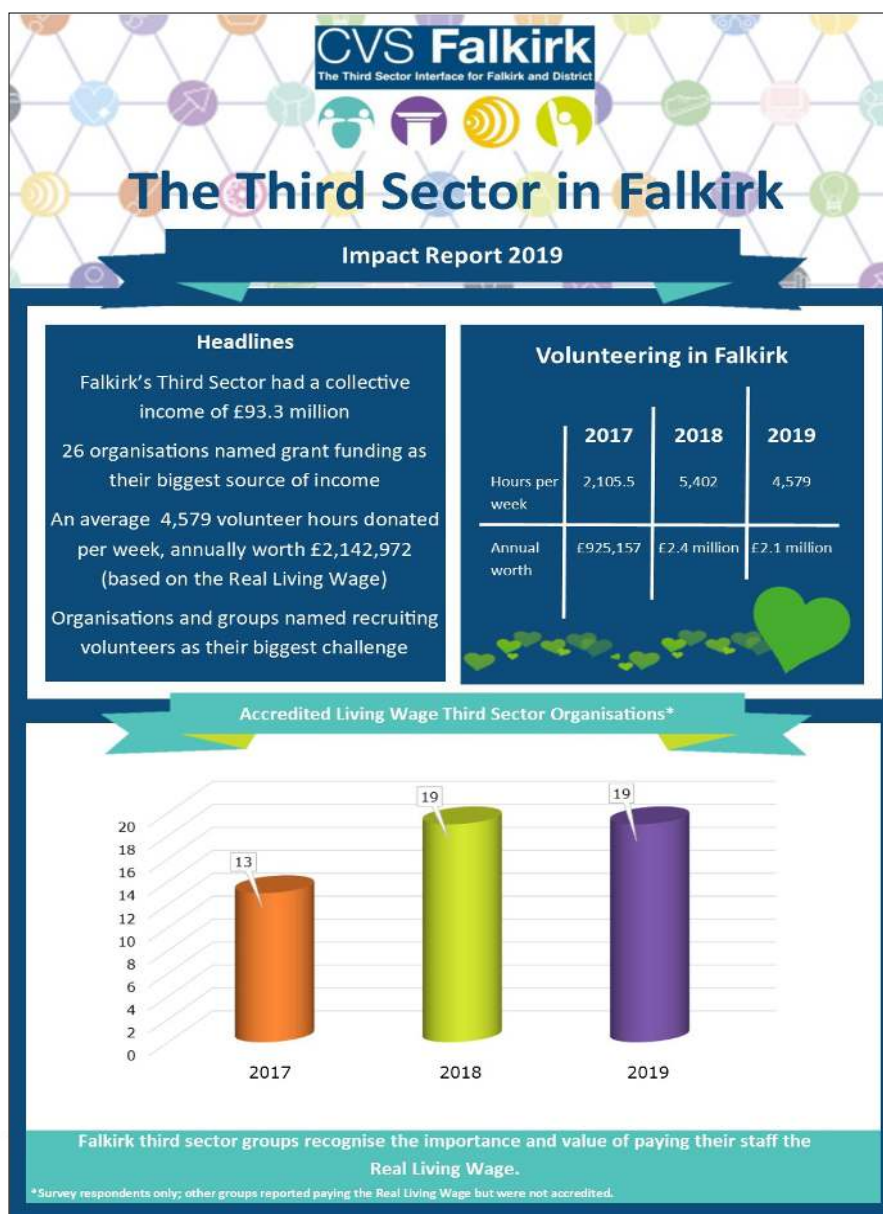
We continue to build on these relationships with community champions and groups and encourage and enable them to contribute to consultations, locality planning and local decision-making.

Third Sector Impact Report 2019

The Third Sector Impact Measurement Report is now in its fifth year, and it is interesting and refreshing to see trends emerging due to more groups and organisations taking part each year.

We would like to thank everyone who has contributed to the report over the last 5 years, and we look forward to working with you on it again for 2020.

The 2019 report and infographic is available on the CVS Falkirk website: www.cvsfalkirk.org.uk/publications





COVID-19 Activities

While it seems strange to have a whole section dedicated to the last two weeks of March, we wanted to recognise the immediate impact the COVID-19 pandemic had on our organisation, our work and the resilience and commitment of our team.

Following Scottish Government guidance, we closed the office and asked staff to work from home. We were fortunate that the staff had mobile technology, and within a couple of hours they were set up and ready to work remotely supporting the groups, organisations, volunteers, and citizens who came forward to respond to the impact of the pandemic.

We held our first COVID-19 Third Sector Response Forum using Zoom, which was well attended, where members discussed the importance of good communication, partnership working and the support and resource needed.

It became evident that a central resource of information and guidance was needed, and so we realigned our website to incorporate the many communication strands to COVID-19.

Our website and social media became valued sources of intelligence for the sector with funding and resources, along with community efforts. Our Facebook, launched only in autumn, reached more than 12,700 people; on Twitter, we reached 1,600 followers, and more than 800 people opened our two COVID-19-focused e-bulletins.

We provided support and resource to 275 local third sector groups and organisations in the last 2 weeks of March:

- new community response groups
- adapting service delivery
- funding
- practical resource
- recruitment of volunteers

Sectors came together to form multi-agency groups, meeting daily to raise awareness of issues faced and create solutions in response.

We will continue to support the groups, networks, volunteers and partners as they develop local initiatives to respond to the pandemic and support those most at need in our communities.

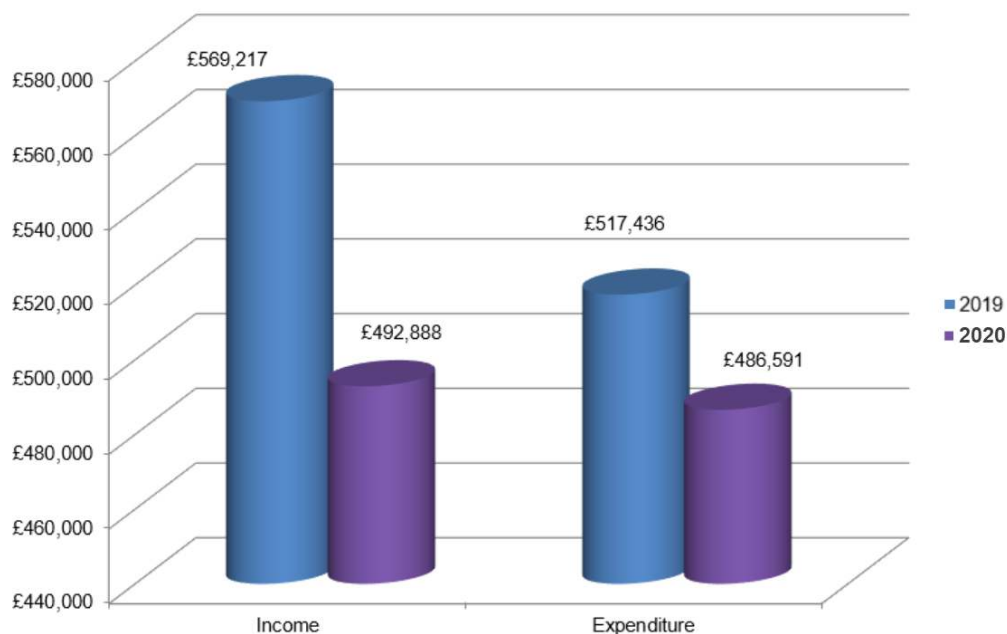


Financial Summary

During 2019/20, our financial performance was steady. Through prudent monitoring of our expenditure and liabilities, and the receipt of management income from projects, the year ended with an overall surplus of £6,297. We were therefore able to replenish our reserves, ending the year with £142,181 in general funds (an increase of £14,559 from 2018/19).

In terms of project grants, 2019/20 saw the 18 month Aspiring Communities Project come to an end in June. Funding towards our strategic work continued for the full year from Falkirk Health and Social Care Partnership, supporting them in working with Falkirk's third sector. We also continued to receive funding from Falkirk Council's ETU to run the Improving Employment Through Volunteering project.

**CVS Falkirk Income and Expenditure
2019 - 2020**



In 2020/21 we proceed with the same level of caution around our finances, and have adapted to the impact of the COVID-19 pandemic, as well as the different types of grants we have been tasked with administering.

Our main item of expenditure continues to be staff costs, with all other overheads remaining relatively in line with the previous year. Throughout 2019/20 our core staff team has remained unchanged, and our Development Officer for Social Enterprise continued to be shared with other local TSIs in the Forth Valley area. Having a strong, dedicated core staff team with their various strengths is imperative in being able to develop and successfully represent the third sector.

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

Funders

During 2019/20, we received funding from Scottish Government, the European Social Fund, Falkirk Council, Falkirk Health and Social Care Partnership (HSCP), and the Scottish Council for Voluntary Organisations (SCVO). We would like to thank our funders and strategic partners for their continued support.

Board and Staff

We would of course like to extend our thanks to those individuals who have contributed to our work in 2019/20, including all of our volunteers, Jennifer Faichney (Research Intern), and Kay Wood (Community Development Consultant).

The Board would also like to recognise the dedicated service and contributions of those who left the Board in 2019/20: Laura Brown and Glen Merrett.

We also want to take this opportunity to thank those who left the staff team in 2019/20 for pastures new, and wish them all the very best for the future: Andrew Bleakley, Calum Renton, Eleanor Davis, Marnie Forster, Samantha Grant, Erin Greer, and Fiona Wilson.

Staff Team (as of March 2020)

Claire Bernard: Partnership Manager

Eve Winters: Saltire Awards Administrator

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

Maureen Hill: Forth Valley Top Toes Volunteer Coordinator

Nicola Cox: Office Manager

Pam Dixon: Finance Officer

Scott Malcolm: Development Officer – Championing the Sector and Volunteering

Tariq Mahmood: Development Officer – Capacity Building

Victoria McRae: Operations Manager

Get In Touch

During the ongoing COVID-19 pandemic, our office is currently closed and our staff are working from home. Our individual email and mobile numbers are listed below - please don't hesitate to get in touch for any support.

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