

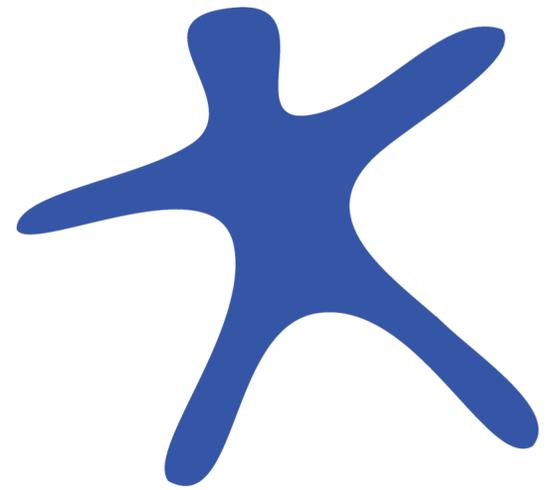
Cardiff Third Sector Council  
Cyngor Trydydd Sector Caerdydd

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# IMPACT REPORT 2019



## CHAIR & CEO INTRODUCTION



2018-19 has been a year of change for C3SC. Following the ending of Communities First, the organisation has restructured to focus on the delivery of the key task of helping Cardiff's third sector thrive in a challenging economic and political climate. At the same time we have recruited several new trustees onto a diverse and richly skilled trustee board, to help guide the organisation forward.

I am proud to have worked alongside an excellent staff team and a group of enthusiastic trustees.

During the year we have continued to deliver a package of support to the trustees and staff of our close to 1200 members, providing advice in areas as diverse as funding, governance, finance, communications, safeguarding, policy, networking, and the implications of Brexit!

We play a crucial role as a member of several strategic local partnership bodies, including the Cardiff Public Services Board and Regional Health and Social Care Partnership Board. This gives us the opportunity to represent the third sector, channelling the views and priorities of C3SC members into the agendas of Cardiff Council, the University Health Board and other public sector bodies, and in turn to present opportunities for partnership and collaboration for our members to work with those bodies.

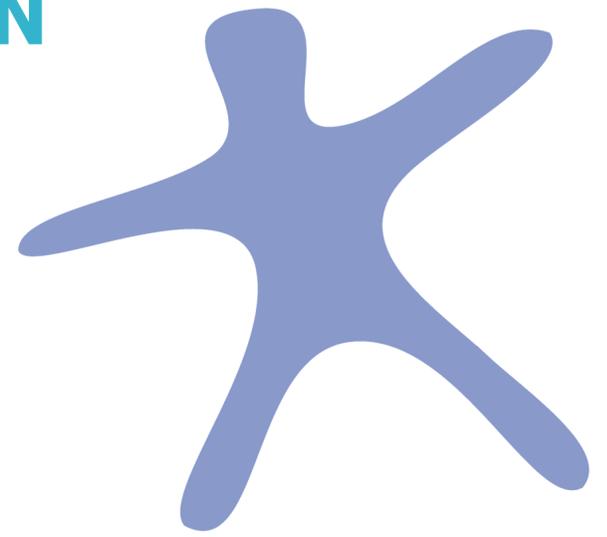
The staff have worked hard to make the best of exciting opportunities emerging from the new Third Sector Support Wales, where we are one of 19 County Voluntary Councils shaping support for communities across Wales with our partners WCVA and Welsh Government. This included incorporating a brand new performance management system, and I would like to thank all concerned for managing the challenges of adapting to a new way of working.

Last year we decided to test the robustness of our governance and performance by seeking accreditation in the National Council for Voluntary Services "Trusted Charity" quality marque, which we were proudly awarded in January. Alongside this we were re-accredited in the UK Investors in Equality and Diversity Programme.

Staff and trustees invested time in planning a new website, which you will find more accessible and user friendly when it is launched early in 2020. And we began to reshape our Member Networks, to give our members as many opportunities as possible to network together as possible, as well as developing a collective voice to influence our public and private sector partners. This latter piece of work will feature prominently during our Annual Meeting in December 2019. I would like to thank our funders, our staff, our volunteers and my fellow trustees. And mostly I would like to thank our members for all that you do to improve the lives of so many people and for giving us the opportunity to understand and voice your views and concerns. We are here to support and represent you, contributing to the quality of life of the people of Cardiff.

Paul Keeping, Chair

## CHAIR & CEO INTRODUCTION



I'm delighted to be introducing C3SC's 2019 Annual Report. As the year draws to a close, we at Cardiff Third Sector Council reflect over the achievements and challenges that we have accomplished and overcome as an organisation as we strive to meet the needs of Cardiff's diverse and active third sector. This report highlights some of the fantastic work that our members and team do, through case studies, reports and feedback, as we work with and on behalf of members and partners. C3SC is a values based organisation based on fairness, equality of opportunity, wellbeing, sustainability and good governance, always striving to improve (and share) its practice through evaluation and measuring our impact.

The continued dedication and commitment of the team here at C3SC ensures that we are able to provide a high quality support service for our members and continue to represent the aims, values and voices of the third sector in Cardiff, our service users and those most in need. A diverse and active Third Sector is an essential part of any healthy and vibrant community, and we recognise that an efficient Third Sector needs a good infrastructure organisation that actively helps it develop, encourages its working together, represents effectively on its behalf to influence policy and provides a 2 way link with public services and funders.

A healthy and active third sector is at the core of how we plan and deliver our services: building on the strengths of our communities, supporting community led action and empowering people to make positive change happen. In times of challenging environments, austerity and uncertainty, it is reassuring to see the resilience and compassion of the third sector and our ongoing collective ability to overcome adversity.

As the third sector umbrella organisation, we take pride in the value our members put on our membership. We strive to honour this by ensuring C3SC brings members together - promotes their views and issues, encourages partnership working across the sector and with public services and funders, facilitates their delivery of services to meet need and utilise community strengths and the sharing of good practice. We continually aim to provide a positive role model for all Third Sector organisations, big and small, which listens to and learns from our member organisations. In practical terms, C3SC has provided direct assistance to our members including giving information, providing advice and practical support, training, access to funders and sourcing volunteers. Being able to help our members and stakeholders through training, advice and resources – through the Cardiff Volunteer Centre, projects, advice, one to one support, training, representation etc. – remains at the heart of what we do. These services are core to our membership and mean that our members get the help they need to continue to support our communities. It is a privilege to be supported by the team, our Board and funders and to help our members and partners. If you have any questions or proposals regarding the report and C3SC's plans, please feel free to contact me directly: [Sheila.H@c3sc.org.uk](mailto:Sheila.H@c3sc.org.uk)

Sheila Hendrickson-Brown - Chief Executive/Prif Weithredwr, C3SC

# Supporting a thriving, diverse and relevant Third Sector in Cardiff

Cardiff's third sector membership and infrastructure support service is delivered by C3SC based on the core values and belief that a strong and active third sector builds more equal, resilient, cohesive and inclusive communities, and gives people a meaningful opportunity to improve their health, wellbeing and prosperity. We provide a wide range of services to create an effective and sustainable third sector delivered through local, community based organisations that benefits local people and communities and the work of the local authority and strategic partnerships.

- Information and communication channels, supporting services to be better aligned and connected.
- Opportunities for the third sector's and seldom heard voices to be heard.
- High quality support for community groups and organisation - volunteering, training, advice, information and support services.
- A wide range of activities that enable third sector staff, trustees, volunteers and service users to meet, network, make connections and share views and experiences.
- We act as a connector to local communities and groups with the aim of supporting a thriving third sector and diverse communities across the city to be integrated in to policy, practice and service transformation, leading to inclusive, responsive services that deliver sustainable, improved outcomes in all aspects of people's lives, whatever their background.

**The 5 ways of working set out in the Wellbeing of Future Generations Act (Wales) 2015 underpin all of our activities.**

• We work with public sector partners to ensure people and communities are at the heart of service delivery - contributing to local plans and improving opportunities for the third sector to be aware of and engage in service planning, design and delivery - including:

- Cardiff Council's Capital Ambition
- The Area Plan
- The Wellbeing Plan
- Cardiff and the Vale UHB's Shaping our Future Wellbeing Plan

**COMMITTED TO:**

**ACCOUNTABILITY**

**HONESTY AND INTEGRITY**

**SUSTAINABILITY**

**FAIRNESS**

**PARTNERSHIP AND COLLABORATION**

**EQUALITY, DIVERSITY AND INCLUSION**



**C3SC Staff**

Sheila Hendrickson-Brown - Chief Executive Officer  
Manages the overall operations and resources, is the main point of communication between the trustee board and operations and represents the sector in public service governance arrangements.

Third Sector Development Officers: provide a range of services and support to all local third sector organisations, communities and volunteers encouraging and developing community capacity and resilience

Victoria Clifford - Volunteering Officer

Mary Duckett- Operations Manager  
Ebed Akotia - Volunteer Centre Manager:  
formulate operational objectives and line manage the operational teams to ensure delivery is effective, cost effective and in line with best practice

Health & Social Care Facilitator, Dewis Cymru  
Project Volunteer Coordinator, Third Sector  
Locality Officers: undertake and support activities that optimise the third sector's and community's involvement in the development and delivery of person-centred, integrated services that align with local priorities

Wayne Morgan - Third Sector Development Officer

Hannah Morris - Third Sector Development Officer

Thoria Mohamed - Third Sector Development Officer

Anna Ros-Woudstra-  
Participation & Engagement  
Coordinator  
Strengthens community participation and third sector engagement, line manages members of the team and engages in formative monitoring and evaluation of this area of our work

Sarah Capstick- Health & Social Care Facilitator

Leticia Ellis - BME Skills Project Officer

Elizabeth Robertson- Third Sector Locality Officer

Support team: provide administrative and finance support that enables the team to deliver integrated, customer focused services which improve outcomes

Duncan Innes- Third Sector Locality Officer

Jennifer Schmieder- Dewis Cymru - Volunteer Coordinator

Layla Bates- Finance Assistant



Volunteers provide invaluable support across communications, outreach, IT and other areas of our work. Thank you to Rebecca, Aliyah, Sherrie, Richard and Teresa and the members of our 2019 Youth Led Grant Panel

Sreen Kutubi- Executive Assistant



# Governance

**174**

Governance inquiries received and responded to

**40**

Participants at Trustee Network events

**103**

Support sessions provided

**3**

Trustee Network events facilitated

C3SC dealt with a range of governance enquiries covering a breadth of topics – such as setting up a charity or social enterprise, updating or drafting a constitution, choosing the right legal structure, attracting new and diverse trustees, business planning and adopting appropriate policies. Enquiries often lead to more in depth work, particularly given our holistic approach of inviting groups to consider more than the presenting issue. One enquiry followed the delivery of a Safeguarding Information Session to the Trustee Network by one of the TSDO team. The TSDO went along to the group's AGM to deliver a presentation, as that was when the group requested the talk would reach the most people who they wanted to benefit from the learning. As follow up, the presentation was emailed to the participants to use as a reference point, and in addition the TSDO shared and ran through sample safeguarding policies for the Group's Trustees to review and adopt. Feedback from one of the trustees following the sessions said "Thank you so much for taking the time to come and support us. We very much appreciated your succinct presentation, your patience and your open ear for questions, especially from our younger members. I was very pleased that some of our (volunteers) wanted to listen to you and that they could take such an active role in something as pertinent to them as safeguarding"



## A thriving and sustainable third sector

**1,850**

Enquiries received and responded to

**154**

One to one advice / support sessions held

**30**

training courses delivered to 164 participants

**100%**

Satisfaction reported for training sessions

Funding support: in the period activities have included funding surgeries run at community venues, improving access. One event, which was run in West Cardiff, was a Lottery Funding Surgery. There were 11 slots booked but we in fact saw 13 groups working to support a diverse range of community activities and groups.

Of the groups assisted that provided evaluative feedback 96% reported the support had been useful for their organisation, and 92% reported improvements in their ability to secure and generate the resources they need to survive and grow, their ability to network, learn and share best practice, and in making better use of evidence to develop services.

*One of the distinct features of the third sector is bringing additional funding in to the city, much of which benefits people and communities furthest from mainstream delivery or are the most vulnerable.*

C3SC distributed through grants we lead or manage  
**25.4%**

funding sought with C3SC support  
**49.1%**



funding secured via C3SC managed grant/loan schemes  
**25.5%**

# Effective engagement of the third sector in policy

"The voices of individuals and groups were enabled to inform and influence policy development, service planning and delivery.

For example, a response was sent to All Wales Social Prescribing Research Network (WSPRN) following consultation with members at the Health, Social Care and Wellbeing Network (HSC&WN).

This meeting was attended by 12 third sector organisations with an interest in Health, Wellbeing and Social Care and their views reflected some common trends in the feedback we have received from the third sector during the year:

- The need for a common definition of social prescribing,
- *The concern from the third sector and community groups of coping with additional pressures from referrals for social prescription without additional funding and resources being in place."*



**19** Events hosted by Cardiff Council/public sector partners where C3SC staff attended/supported with information / advice stands

**17** Events coordinated facilitating individual participation and engagement in public service planning and delivery

*"We supported third sector organisations to develop and provide services that effectively address identified needs. For example, we worked with groups in the development of the Grangetown Wellbeing Portal. This work was undertaken in response to the vision expressed by the local groups and volunteers involved in the initial consultation event, which led to the development of an IT platform to facilitate easy access to local community activities, and thus support wellbeing and be responsive to the local community's needs. Following a period of consultation and engagement, the portal was launched, providing a new resource to help local community groups coordinate their action to improve the wellbeing of Grangetown residents by publicly promoting their activities and reaching out to residents. The portal involves volunteers and community groups in data entry and administration roles. In addition, it provides a private forum for members (local groups and organisations) for information sharing, coordinating action and supporting each other in their goal of enhancing wellbeing through community action. A local councillor who is also the chair of the Grangetown Community Action group expressed his support of the Grangetown wellbeing portal, as shown in this quote sent by e-mail "... - I am incredibly grateful for the amount of time and effort you've put into this project so that it benefits GCA, our partners and most importantly the community."*

"Individuals were supported to improve their wellbeing as a result of taking part in high quality volunteering. For example, nine young people were recruited to volunteer as members of the Youth Led Grant Panel, including young people with confidence issues, caring responsibilities or mental health concerns, who are BAME, LGBT, male and female, Welsh and other-language speaking, a young carer, able bodied and with disabilities, and ranging in age from 14-25. This has naturally meant that the grant was promoted to a wide range of projects reflecting many different backgrounds based on the young people's passions and involvement in their local communities."



## More people and communities benefitting from Volunteering

**419**

Enquiries responded to on good practice in managing volunteers

**1454**

People accessed Volunteering Wales website

**451**

Volunteers placed (27% from BME backgrounds)

**67**

Local groups and organisations worked with to develop volunteering

## CARDIFF THIRD SECTOR COUNCIL FINANCIAL STATEMENT YEAR ENDED 31 MARCH 2019

Our financial performance is set out below as a summary of information extracted from our Trustee Report and Financial Statements. The full audited Financial Statements and Trustee Report is available from our website – [www.c3sc.org.uk](http://www.c3sc.org.uk)

### Cardiff Third Sector Council (C3SC)

#### Statement of Financial Activities (Incorporating an Income and Expenditure Account)

For the Year Ended 31 March 2019

| Income and endowments from           | Notes | Unrestricted Funds £ | Restricted Funds £ | 2019 TOTAL FUNDS £ | 2018 TOTAL FUNDS £ |
|--------------------------------------|-------|----------------------|--------------------|--------------------|--------------------|
| Donations and legacies               | 3     | 394,110              | -                  | 394,110            | 352,709            |
| Charitable activities                | 5     |                      |                    |                    |                    |
| Sector support and development       |       | 11,550               | 203,906            | 215,456            | 926,670            |
| Investment Income                    | 4     | 592                  | -                  | 592                | 355                |
| <b>Total</b>                         |       | <b>406,252</b>       | <b>203,906</b>     | <b>610,158</b>     | <b>1,279,734</b>   |
| Expenditure On Charitable Activities | 6     |                      |                    |                    |                    |
| Sector support and development       |       | 373,359              | 183,755            | 557,114            | 1,251,777          |
| <b>Net Income (expenditure)</b>      |       | <b>32,893</b>        | <b>20,151</b>      | <b>53,044</b>      | <b>27,957</b>      |
| Transfers between funds              | 19    | (10)                 | 10                 | -                  | -                  |
| <b>Net movement in funds</b>         |       | <b>32,883</b>        | <b>20,161</b>      | <b>53,044</b>      | <b>27,957</b>      |
| <b>Reconciliation of funds</b>       |       |                      |                    |                    |                    |
| Total funds brought forward          |       | 421,331              | 7,141              | 428,472            | 400,515            |
| <b>Total funds carried forward</b>   |       | <b>454,214</b>       | <b>27,302</b>      | <b>481,516</b>     | <b>428,472</b>     |

### Cardiff Third Sector Council (C3SC) Balance Sheet At 31 March 2019

|  | Notes | Unrestricted Funds £ | Restricted Funds £ | 2019 TOTAL FUNDS £ | 2018 TOTAL FUNDS £ |
|--|-------|----------------------|--------------------|--------------------|--------------------|
| <b>Fixed Assets</b>                          |       |                      |                    |                    |                    |
| Tangible Assets                              | 15    | 1929                 | -                  | 1929               | 3757               |
| <b>Current Assets</b>                        |       |                      |                    |                    |                    |
| Debtors                                      | 16    | 91,698               | 68,285             | 159,983            | 25,138             |
| Cash at bank and in hand                     |       | 391,014              | (8848)             | 382,166            | 508,757            |
|  |       | 482,712              | 59,437             | 542,149            | 533,895            |
| <b>Creditors</b>                             |       |                      |                    |                    |                    |
| Amounts falling due within one year          | 17    | (30,427)             | (32,135)           | (62,562)           | (109,180)          |
| <b>Net Current Assets</b>                    |       | <b>452,285</b>       | <b>27,302</b>      | <b>479,587</b>     | <b>424,715</b>     |
| <b>Total assets less current liabilities</b> |       | <b>454,214</b>       | <b>27,302</b>      | <b>481,516</b>     | <b>428,472</b>     |
| <b>Net Assets</b>                            |       | <b>454,214</b>       | <b>27,302</b>      | <b>481,516</b>     | <b>428,472</b>     |
| <b>Funds</b>                                 | 19    |                      |                    |                    |                    |
| Unrestricted funds                           |       |                      |                    | 454,214            | 421,331            |
| Restricted funds                             |       |                      |                    | 27,302             | 7,141              |
| <b>Total Funds</b>                           |       |                      |                    | <b>481,516</b>     | <b>428,472</b>     |





REGISTERED COMPANY NUMBER: 03336421  
(England and Wales)  
REGISTERED CHARITY NUMBER: 1068623



Have a question or want some advice?



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