

Manifesto

SUPPORTING CARDIFF'S THIRD SECTOR

In this issue:

- Supporting good governance
- Helping Adamsdown Arts Association secure funding
- How member Cardiff YMCA Housing Association is investing in its staff
- ... and more



INCLUDING ANNUAL REVIEW

Supporting Cardiff's Third Sector

C3SC has had another very positive year helping, representing and supporting our members.



“Welcome to Maniffesto”

Welcome to this edition of Maniffesto, which includes Cardiff Third Sector Council (C3SC)'s annual review for 2014-15.

We are delighted to share some of C3SC's achievements over the past year – and of course we're always keen to hear how you think we're doing.

In this edition you will also find out:

- how we are strengthening relationships with our partners
- how people are benefiting from C3SC's projects
- what we are doing to promote collaboration and partnership working

We welcome feedback from our members on how we can support you to collaborate, develop sustainably, have influence and achieve positive outcomes for the people of Cardiff.

Kind regards

Richard Edwards
Chair, Cardiff Third Sector Council

PS You will find details of forthcoming training courses – most of which are free for our members – on page 8.

C3SC dealt with in excess of 2,800 requests for advice and information.

Of the 429 delegates attending our training courses, over 99% rated all aspects as 'good' or 'excellent'.

C3SC supported various policy-specific networks, and facilitated over 160 links with strategic planning and working groups for our members.

C3SC Third Sector Officers helped local organisations obtain over £900,000 in funding and we distributed over £376,000 through our managed grant schemes.

C3SC has helped our members to develop new services across Cardiff.

490 funding-related enquiries were received and responded to by Third Sector Officers and a further 227 people participated in our funding events.

We dealt with in excess of 500 enquiries on third sector governance and 190 delegates participated in our events promoting and supporting good governance.

Over 80,000 visits were made to our website, and over 1,300 regularly receive our e-publications detailing opportunities and information relevant to people, groups and organisations in Cardiff and the wider charity sector.

C3SC on LinkedIn

C3SC is on LinkedIn. Follow us for updates and details of our services.

Go to www.linkedin.com/company/cardiff-third-sector-council



Follow us on Twitter

Keep in touch @C3SC – and discover what is happening in the third sector in Cardiff. Plus details of C3SC news, training and events.

Follow us @C3SC



Our vision is a strong, diverse and relevant third sector in Cardiff.

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A week in the life of ECLP Communities First

Throughout 2014-15 East Cardiff, Llanedeyrn and Pentwyn (ECLP) Communities First continued its work in partnership with stakeholders, community groups and volunteers to deliver high quality, meaningful services and activities. These range from one-off events – such as community fun days, to activities to support individuals through a period of transition – moving from Primary School to High School, or into employment, Higher Education or training, for example.



Ministerial visit

This year, we were delighted to host a visit from the Minister for Communities and Tackling Poverty, Lesley Griffiths AM, which provided us with the opportunity to 'showcase' our services. The Minister visited Eastern High School in August for the launch of our Transition Week activities for new and existing pupils and their families. We introduced her to some of our partners, including the Youth Service, Rumney Forum, Sport Cardiff, Sherman Theatre, Cardiff Community Housing Association, among others, and to our activities, including a one-day First Aid course that resulted in seven people becoming qualified First Aiders, self-defence lessons, cake decorating classes, arts and crafts workshops, and recruitment for an up-and-coming fashion show.

After fitting in a quick game of badminton with some community members, the Minister joined us at the Rumney Partnership Hub to meet individuals from local community groups, ECLP and other community volunteers, where she heard about the work being undertaken to improve our local communities.

The Minister said: "I ... found the visit most worthwhile in witnessing first-hand the positive outcomes being achieved. I was particularly impressed by the partnership working and enthusiasm shown."

Partnership working

The Ministerial visit kicked off a week of activities at Eastern High School focused on supporting new pupils to the school, and school leavers were offered guidance on

GCSE results day to ensure they were aware of their options for the future.

In what was a packed week of activity, we teamed up with the Roundwood Residents' Association to hold a nautical-themed 'Under the Sea' community fun day at the Powerhouse. The RNLI raised awareness of the potential consequences of entering dangerous waters ... Cardiff Museum's Community Scientist sparked interest in natural science using an assortment of everyday creepy crawlies ... ECLP volunteers ran a boat building competition ... local volunteers ran craft stalls, helping children make a range of items, from jewellery to cardboard periscopes ... and older children attended drumming workshops and learned how to play the bongo drums. The day was a huge success with over 150 people attending.

The week of events enabled us to raise awareness of who we are and what we do, and to continue to strengthen our relationships with local partners, providing them with support and additional resources.

Find out more about ECLP's work at www.eclp.org.uk



Funding success for Adamsdown Arts Association

Dr Ellie Byrne, Co-Chair of Adamsdown Arts Association (A3), tells us how they were awarded funding from Cardiff Council's Neighbourhood Partnership Fund. A3 is a small voluntary arts group based in the Splott, Tremorfa, Adamsdown and Roath (STAR) area of Cardiff.

"We aim to increase access to high quality arts experiences for people in our area and we believe passionately that the arts can have a positive impact on social inclusion, civic pride, health and well-being.

"Last year we wanted to apply to the Neighbourhood Partnership grants scheme for a storytelling project with two local primary schools. We contacted Thoria in the C3SC office who was really helpful and looked over our application form. She made some suggestions

on how to improve the application, linking it more concisely to the priorities of the Neighbourhood Plan and encouraging us to state what we would achieve more clearly."

Success

"We were over the moon when we were informed that we had been successful with the application and were awarded £2,500! Literature Wales also contributed £300 towards the project.

"We worked with international storyteller and performer Michael Harvey, who helped pupils to devise, write and edit their very own story as a class. We then brought in local animation company Turnip Starfish to work with the pupils to bring the stories to life and to animate their own film of each story.

The story and illustrations were compiled into an e-book and the films were presented at the Local Hero Awards in Adamsdown in December 2014.

"The project was a huge success; the teachers gave us some fantastic feedback and the pupils were able to work with professional artists to create something they can keep forever. One of the animations was even shortlisted for a prize in the 2014 Zoom Cymru Film Awards."

You can watch both short animations and find out more about A3 at www.a3arts.co.uk/star-stories.html



Financial Review: April 2014 to March 2015

“Thank you”

Many thanks to our funders, without whom our work would not be possible.



communities first cymunedau yn gyntaf



Llywodraeth Cymru
Welsh Government



ARIENNIR GAN Y LOTERI
LOTTERY FUNDED

Appreciation

Thank you to our trustees who served us so faithfully in 2014/15...

Roger Bone, Althea Collymore, Richard Edwards, Michael Flynn, Judith John, Terry Price, Gerald Puttock, Reynette Roberts and Sujatha Thaladi

...and to

Rebecca Ball, Nick Corrigan and Karen Jones who have now left us.

Thank you also to all our staff and volunteers, including those who have left us in the last year.

The following figures have been taken from the draft unaudited operational statements of Financial Activity for Cardiff Third Sector Council (Limited by Guarantee) for the Year Ended 31st March 2015.

The full accounts, auditors' report on these accounts and the trustees' annual report will be available following completion prior to the AGM in December 2015. Copies will be available from December 2015 from Cardiff Third Sector Council, Ground Floor, Brunel House, 2 Fitzalan Road, Cardiff CF24 0EB.

	2015	2014	2013
TOTAL INCOMING RESOURCES	1,441,303	1,483,047	822,926
TOTAL RESOURCES EXPENDED	1,361,737	1,474,140	746,278
NET INCOMING RESOURCES	79,566	8,907	76,648

Cardiff Third Sector Council (Limited by Guarantee)

Balance Sheet 31st March 2015 – Charity Number: 1068623 Company Number: 3336421

	2015	2014	2013
FIXED ASSETS:			
Tangible assets	25,199	6,165	8,784
CURRENT ASSETS:			
Debtors	223,468	105,334	39,551
Cash at bank	240,680	296,247	549,154
	464,148	401,581	588,705
CREDITORS:			
Amounts falling due within one year	107,234	105,199	303,849
TOTAL ASSETS LESS CURRENT LIABILITIES	382,113	302,547	293,639
FUNDS	382,113	302,547	293,639
NET ASSETS	382,113	302,547	293,639

Co-Creating Healthy Change – helping people to have their say



The 'New Year, New You – Healthy Change' community networking and consultation event

The Co-Creating Healthy Change (CCHC) portfolio of projects aims to support people in Cardiff and the Vale of Glamorgan to influence decisions about health and well-being services, and co-create change in health and social care public service delivery. The portfolio links harder-to-reach communities, who often do not have a voice, with decision takers.

The CCHC portfolio has made significant progress over the past year, building on its aim of becoming a vital mechanism of community engagement for service providers and statutory bodies.

The project's progress spans a wide range of beneficiaries and stakeholders, including single parents who have been supported by Gingerbread to undertake formal training such as 'Train the Trainer' and who are now able to deliver courses to other parents through peer mentoring ... Refugee and asylum seekers who have participated in developing the Welsh Government Hate Crime Framework and have subsequently produced a film to raise awareness of their issues and experiences in conjunction with the Welsh Refugee Council ... Service users who care for people with mental illness were able to access a manual designed by Hafal in partnership with Cardiff and Vale UHB.

Positive feedback

Another key achievement was the aptly named 'New Year, New You – Healthy Change' event held in January 2015.

All 10 portfolio projects worked in partnership to raise greater awareness of CCHC within the community, celebrating our successes through this fun day. It was a fabulous occasion for all the family, with healthy eating activities and face painting for the children to enjoy.

The feedback from the day was fantastic, including a message which read: "...I am a carer for my husband who has Dementia and we found the Alzheimer's and Carers stands extremely useful. Everyone involved was welcoming and helpful. The massages were wonderful – my husband was a new man after his pampering. Please pass on our thanks to everyone involved."

External evaluation of our project by Trinity St David University has concluded that between 50% and 100% of the portfolio's overall outcomes were achieved by the end of the second year. The portfolio will be looking at how to build on this success and secure funding so that people and communities can continue to benefit from its work.

Visit the Co-Creating Healthy Change blog at co-creatinghealthychange.tumblr.com/ and find the full list of projects at <http://goo.gl/OCw3m9>

CCHC aimed to engage with 735 community members by 2016/17. Over 700 people (96%) have already been involved and increased their skills.

Alliance gains momentum

The Cardiff and Vale Long Term Conditions Alliance has gained significant momentum in the past year.

The Alliance aims to provide one voice for people in Cardiff and the Vale who are living with a chronic condition, and to be a single point of engagement for organisations and partners to come together and share ideas to improve services that directly impact their service users.

Alliance members have worked with the Cardiff and Vale Public Health Team to increase the up-take of the flu vaccination for people with a long term health condition and their carers, and with Cardiff and Vale University Health Board on strategies such as the Neurological Delivery Plan, Shaping our Future Wellbeing and the Working with the Third Sector Strategic Framework. Members have also responded to the Public Health (Wales) Bill consultation and linked with Cardiff's Neighbourhood Partnerships. There is real excitement about what is being achieved.



The Long Term Conditions Alliance meets on a quarterly basis

The Long Term Conditions Alliance will continue to work with project partners, organisations and support groups as part of Big Lottery Co-Creating Healthy Change to ensure people have a voice on health and well-being issues.

If your organisation or support group works with harder-to-reach people with long term conditions, please call Jacqueline Jones on (029) 2048 5722 or email jacqueline.j@c3sc.org.uk to become part of the Cardiff and Vale Long Term Conditions Alliance.

Reducing loneliness

Friendly AdvantAGE is funded by the Big Lottery Fund and has been delivering a variety of befriending projects since 2011. Each project aims to reduce loneliness and increase confidence in people aged 50+ living in Cardiff and the Vale of Glamorgan.

During the life of the project, Friendly AdvantAGE aimed to reach 815 beneficiaries. In just over 3 years,

it has received over 1,200 referrals and provided one-to-one befriending or group activities to over 800 beneficiaries.

50% of beneficiaries say they are now less lonely than they were before they became involved with the project and 64% say their confidence has increased. None of these outcomes would have been achieved without a team of dedicated and committed volunteers.

Volunteers have provided 11,000 hours of their time, which equates to over £120,000 of in-kind financial contributions.

To find out more about Friendly AdvantAGE, email Sandra Roberts at sandra@gvs.wales or call her on (01446) 741706.

Sector support, influence and representation

Supporting good governance

Being a trustee can be very rewarding. However, recent stories in the media have been a timely reminder of the importance of good governance and how essential it is to the successful running of a third sector organisation.

As a trustee, you can apply some simple rules to ensure you get the most out of governing a charity, supporting your organisation to remain fit for purpose and in good health:

Be responsible for the proper administration of your organisation

This means ensuring the charity's assets and resources are used only for the purposes of the charity, and that the organisation is run in accordance with its governing document, charity law and other regulations that affect its activities.

Accept ultimate responsibility

Trustees are responsible for the vision, mission and strategic management of the charity. Whilst some tasks may be delegated as the governing document allows, trustees retain ultimate responsibility for the charity.

Act reasonably and prudently in all matters

As a charity trustee you will have a legal duty "to exercise such care and skill as is reasonable in the circumstances" (Charity Commission). Provided trustees can show that they are acting reasonably, and in a way which furthers the legal objectives of the charity, it is unlikely they can be criticised under charity law. You will be expected to take appropriate advice if the Board requires special knowledge or experience on particular matters that are not available in the skill mix of the Board members.

Safeguard and protect the assets of your charity

A charity's assets include its investments, cash, land, intellectual property, staff and reputation. Seeking expert advice in this, if not available within the charity, is highly recommended.

Be aware that trustees have a duty to act collectively

Decisions and responsibilities are shared, so all trustees should take an active role. As a trustee, you will share collective responsibility with your fellow trustees for decisions. Once made, all trustees are bound to support a decision. Some trustees will have particular roles. For instance, the treasurer will be responsible for explaining the financial situation to other trustees. Nevertheless, responsibility for decision-making still lies with the whole Board.

Act in the best interests of the charity

The interests of the charity are paramount. As a trustee you will need to exercise independent judgement and should not allow personal interests or views to override this.

Avoid any conflict between personal interests and those of the charity

Trustees are expected to deal appropriately with any conflicts that arise between personal interests and those of the charity, and should alert the Chief Officer if a potential conflict emerges.

There is a lot of useful information relating to governance and being a trustee on the Charity Commission website at www.gov.uk/government/organisations/charity-commission

C3SC support

C3SC is here to support and give guidance on your organisation's governance.

- Download free information sheets on 'Getting Started', 'Running Your Organisation' and 'Trustees and Governance' at www.c3sc.org.uk/group-support-info-sheets
- We run regular, relevant training courses for trustees. Keep an eye on the C3SC training page at www.c3sc.org.uk/training-events/c3sc-training or phone us for a training brochure.
- Speak to one of our third sector officers for guidance and advice on governance.
- Join the new Cardiff and Vale Trustees' Network

New

Cardiff and Vale Trustees' Network

C3SC and GVS are forming a dedicated network to bring together trustees to discuss current issues and share best practice. Keep an eye on our website at www.c3sc.org.uk for dates and details of network events.

Interested in joining the new network? Email David Poole, Operations Manager, at david.p@c3sc.org.uk or call him on (029) 2048 5722.

Under review

The Cardiff and Vale UHB Strategic Framework for Working with the Third Sector promotes partnership activities focused on four themes: promoting and improving health and well-being, engagement with the third sector, service delivery and redesign, and volunteering.

Since the Framework began in 2013, progress has been made on all themes, but we know there is more to be done.

The strategic framework is under review with a plan for its renewal by April 2016. A survey and a number of individual interviews were carried out during October, and an event for stakeholders is planned. The review will consider whether the themes are still relevant.

To get involved, email sarah.c@c3sc.org.uk or call (029) 2048 5722.

Meet Sarah Capstick

Sarah Capstick – C3SC's Health and Social Care Facilitator – joined the organisation at the beginning of July.

Sarah worked in the third sector for 10 years before spending a short time at Cardiff Business School. She then worked with partner organisations across Cardiff and the Vale of Glamorgan on the Supporting People Programme.

Sarah said: "I look forward to using my experience and putting it to good use to support our vital community health and social care groups and organisations."

For a full list of C3SC staff, go to www.c3sc.org.uk/about/c3sc-staff



Sarah Capstick

Our vision is a strong, diverse and relevant third sector in Cardiff



Scan this code with the QR Reader on your smartphone to go straight to our website

How one of our member organisations develops, supports and empowers its staff

Cardiff YMCA Housing Association is very proud to have achieved Gold Investors in People Health and Well-being status this year. Corina Churchlow, Operations Manager, shares some of the practices that have contributed to the organisation's success.

"The first line of our Values Statement says: 'Because we care about people we want to make a difference'. We want to make a difference for our service users – homeless people – but we also want to make a difference for our staff.

"Staff are our biggest investment and we want to make sure we retain the best team possible, so we focus on three main ways of ensuring we do: Professional Development, Support and Empowerment.

"Professional Development is about the way we nurture the skills and knowledge of each member of staff from the time they join us. We start by providing a comprehensive organisational and departmental induction process, with three- and six-month probation reviews. Ongoing development and training needs are discussed in one-to-one sessions with their managers and at their annual work review."

The views of staff are paramount

"We have an organisational training programme that is identified by a representative staff group, which is responsible for assessing, meeting and evaluating organisational training needs on an annual basis. The views of staff are paramount in moulding and shaping the training programme.

"The organisation has a commitment to developing staff as managers and has commissioned ILM courses for staff who are new managers or who aspire to management responsibility. Of the 15 staff with line management responsibility, only two have entered the job at that level. The other 13 have all been promoted into post, proving that developing the staff we have makes good business sense.

"In 2013 we were awarded the Cymorth Cymru Promoting Independence Award in the Investing in Staff category, and prior to achieving the Gold IiP award we held the Silver IiP for Leadership and Management."

Supporting the whole person

"We believe that supporting the whole person is equally as important as nurturing professional development. We provide a range of supportive methods, from supervision and coaching to healthy activities, and also a Health Scheme.

"We provide monthly financial advice sessions, belong to the Cardiff Credit Union and offer a non-contributory pension scheme for staff below a certain pay scale.



Cardiff YMCA Housing Association staff enjoying a good laugh!

"We promote healthy living and reduced stress by having health workshops for staff (laughter workshop, singing workshop, choir, country walk, and others).

"We use the Health and Safety Executive's stress survey each summer to gauge the general stress levels of the staff and identify any potential problems. In 2014 we were awarded the Silver Health at Work award and the Silver Healthy Eating award."



Staff enjoy a walk – despite the wet weather!

Happy, effective staff

"Our third, and equally important, ingredient for good staff is empowerment.

"We hold a monthly Information and Consultation of Employees (ICE) group, where the CEO, Operations

Director and a staff representative consider any issue that impacts on staff employment. This may be as large as writing and reviewing the redundancy policy or as small as staff requesting a wall mounted tin opener for the kitchen area.

"We also promote staff producing and delivering workshops for other staff on specialist areas, for example, domestic staff hold a Bed Bugs workshop; catering staff, a 'Killer in the Kitchen' workshop; support and housing staff offer various topics, including Risk Assessment, and Violence and Aggression. In this way, staff themselves are responsible for training colleagues and sharing skills across teams.

"In order that we may better understand the work our colleagues do, we have a Job Swap process where staff shadow another member of staff for the day. Staff at all levels have participated, even Board members, and there is nothing our maintenance team looks forward to more than the next 'volunteer' for unblocking a toilet!

"We believe we have a happy, effective staff team right across the board. We have quotes we can use from the IiP process, including: 'The training here is phenomenal' ... 'We are striving to be better and everyone has an input to this' ... 'We are delivering best practice' ... 'Our core values are part of what we do – they are part of our culture' ... 'The YMCA is a great place to work'."

Find out more about Cardiff YMCA Housing Association at www.cardiffymcaha.co.uk/

C3SC training – giving you the skills your organisation needs

When you attend a C3SC training course you can expect:

- High quality, low cost training
- Hands-on exercises to help you to embed your learning
- Practical training resources and materials to take away
- The opportunity to network and share experiences

We also offer bespoke training, where we work with you and support you in a flexible way to meet your specific needs.

Courses coming soon

Making Assets Work

Thursday 14th January from 10am to 4pm

The advantages and disadvantages of asset-based development ... Explore sources of funding and finance for assets ... and more.

Taking Minutes

Thursday 21st January from 9.30am to 1.30pm

Including: why meetings are needed and what makes a good meeting ... the need for minutes and accuracy of reporting ... practical tips and useful words for producing good minutes.

Emergency First Aid at Work

Accredited course

Wednesday 3rd February from 9.15am to 4pm

The role and responsibility of a first aider ... How to assess an incident ... How to manage a casualty ... and more.

Chairing Skills

Tuesday 9th February from 9.30am to 1.30pm

The role of the Chair, and the knowledge and skills required ... The preparation and planning needed for success ... Tools for a successful meeting.

Food Hygiene Level 2

Accredited course

Wednesday 24th February from 10am to 4pm

The importance of food hygiene ... Associated food hazards ... How to maintain good practice in the handling, processing and preparation of safe food.

Working with the Media

Wednesday 2nd March from 10am to 4pm

What interests journalists and how to get them telling your story ... How to write a press release ... and more.

How to Incorporate

Monday 7th March from 5.00pm to 8.00pm

Explore the different incorporated structures ... Know the implications of setting up and running an incorporated organisation ... and more.

What you have said about C3SC training:

- @DiverseCymru: "Thanks to @C3SC and @FreshTies for yesterday's media training. Hoping to bother a few journalists very soon!"
- "Great overview of chairing"
- "...thank you for a great training session at C3SC office today"



To book your place and find out more:

- Visit www.c3sc.org.uk/training-events/c3sc-training
- Email training@c3sc.org.uk
- Call (029) 2048 5722

What are your training needs?

Help us ensure our training best meets your needs by completing a short online survey, which you can access at <http://c3sc.poll daddy.com/s/c3sc-training-survey-autumn-2015>. If you don't have internet access, let us know and we'll make sure you have the opportunity to respond.

Networking opportunities

C3SC provides members with networking opportunities to support third sector partnership and collaboration, promote community development and bring about change through collective action.

We have recently reviewed the third sector networks we support to ensure they focus on the policy areas identified as the priorities integral to enhancing the quality of life for people in Cardiff.

The networks we will facilitate from January 2016 are:

- Cardiff Volunteer Co-ordinators' Network
- Cardiff Health and Social Care Network
- Cardiff Sustainable Education Network
- Cardiff Safer and Cohesive Communities Network
- Cardiff Third Sector Learning and Enterprise Network
- Cardiff Children, Young People and Families Network

- Cardiff Trustees' Network
- Cardiff Equality and Human Rights Network
- Cardiff Third Sector Forum
- Cardiff Third Sector Partnership Council

We will also hold specific network meetings on particular policy themes where agreed with member groups and organisations.

Terms of Reference

We will be consulting with our members on generic Terms of Reference for the networks and our communication strategy to ensure networks link effectively with our Third Sector Partnership Council. Each network will provide an opportunity to:

- Recruit members to the network so that it represents a broad cross-section of groups and organisations in the City, in order to reflect its diversity.
- Find out about the work of other third sector organisations in Cardiff, share information and best practice, and exchange ideas with colleagues both within and across sectors.
- Develop an annual plan of priorities on which to campaign and influence the development of better

services, identify and address gaps in services and take forward opportunities to influence local, national and regional policy.

- Analyse and progress the key issues raised by members, including third sector representatives, in order to enhance local policy-making as part of a collective voice for the third sector in Cardiff.
- Consider reports and other data in order to create a robust evidence base to influence local policy-making.
- Consider the issues for third sector organisations raised by members and refer these to Cardiff Third Sector Council for action where appropriate.
- Commission research as appropriate to develop sector-wide or organisational responses to service priorities and social policy.

The Terms of Reference and linked strategies will shortly be available on our website at www.c3sc.org.uk/networks/what-we-do. Email David Poole, Operations Manager, at david.p@c3sc.org.uk or call him on (029) 2048 5722 with your feedback.

Follow us on Twitter @C3SC