

SUPPORTING CARDIFF'S THIRD SECTOR

What our members are saying about the impact of budget cuts:

"The cuts will have a massive impact on the most vulnerable..."

"...the budget cuts will be the final straw for some organisations"

"These cuts will affect more of the retired population who need to get out and be sociable..."

"It seems neither fair nor equal to cut services to the vulnerable who will be hit the hardest and from multiple directions"

"... the cuts will place the burden on some of the most disadvantaged groups in the City"

"There's no alternative provision in place for our clients. When the grant stops, so will the service"

**Cardiff
Standing
Together
against
the cuts**



On 31 January, Cardiff Council made a sudden announcement that it was proposing to cut 10-100% of its funding to third sector organisations.

This has affected a long list of community groups and organisations, and the subsequent period has been painful for many – with fears of service users suffering as a consequence and the likelihood of some staff redundancies.

In response, Cardiff Third Sector Council (C3SC) set up a campaign – Cardiff Standing Together – to engage the third sector in developing a joint response to the Council's announcement. Organisations facing cuts were contacted with an offer of support and a visit by a C3SC Third Sector Officer. An urgent meeting was called between C3SC and those organisations affected, to give people an opportunity to discuss the impacts and to initiate plans for Cardiff's Third Sector in response.

In February, Cardiff Third Sector Council met with the Leader, Chief Executive and other officers at Cardiff Council. You can find out more about the campaign and read the Council's response on page 9. For more details, please visit www.cardiffstandingtogether.org.uk

Kind regards

Richard Edwards
Chair, Cardiff Third Sector Council

PS Further to the above, the Council has agreed to meet regularly with representatives from the Third Sector. This is welcome news, particularly in this climate where further budget cuts are expected.

Ar 31 Ionawr, gwnaeth Cyngor Caerdydd gyhoeddiad annisgwyl ei fod yn bwriadu cwtogi rhwng 10-100% ar ei gyllid i sefydliadau'r trydydd sector.

Mae hyn wedi effeithio ar restr hirfaith o grwpiau a sefydliadau cymunedol, ac mae'r cyfnod a ddilynodd wedi bod yn boenus i nifer ohonynt - gydag ofnau bod defnyddwyr gwasanaethau'n dioddef o ganlyniad a'r tebygolrwydd o orfod diswyddo staff.

I ymateb i hyn, sefydlodd Cyngor Trydydd Sector Caerdydd (C3SC) ymgyrch - Cardiff Standing Together - i gynnwys y trydydd sector yn y gwaith o lunio ymateb ar y cyd i gyhoeddiad y Cyngor. Cysylltwyd â sefydliadau sy'n wynebu toriadau gan gynnig cymorth iddynt ac ymweliad gan Swyddog Trydydd Sector C3SC, a galwyd cyfarfod brys rhwng C3SC a'r sefydliadau yr effeithiwyd arnynt, i roi cyfle i bobl drafod yr effeithiau ac i greu cynlluniau ar gyfer y Trydydd Sector yng Nghaerdydd mewn ymateb i hynny.

Ym mis Chwefror, cyfarfu Cyngor Trydydd Sector Caerdydd ag Arweinydd, Prif Weithredwr a swyddogion eraill Cyngor Caerdydd. Gallwch gael rhagor o wybodaeth am yr ymgyrch a darllen ymateb y Cyngor ar dudalen 9. I gael rhagor o fanylion, ewch i www.cardiffstandingtogether.org.uk

Cofion caredig

Richard Edwards
Cadeirydd, Cyngor Trydydd Sector Caerdydd

ON Ymhellach i'r uchod, mae'r Cyngor wedi cytuno i gyfarfod yn rheolaidd â chynrychiolwyr y Trydydd Sector. Mae hyn yn newyddion i'w groesawu, yn arbennig mewn hinsawdd lle y disgwyllir rhagor o doriadau i'r gyllideb.



Cardiff Communities First update

On 1 February 2013, the latest phase of the Communities First programme was launched, aimed at tackling poverty within the most deprived areas of Wales.



The programme works with community members and other local stakeholders to deliver activities and projects that seek to tackle poverty by improving Health, Learning and Prosperity within each locality. These new projects have come into being after 18 months of community consultation and engagement to identify the needs within areas and the actions needed to address the priorities identified.

Within Cardiff, four areas have been identified as 'Communities First Clusters.' Cardiff is the only place in Wales where the programme will be delivered wholly through third sector organisations.

Cluster name	Host organisation	Areas covered	Contact details
Cardiff West	Action for Caerau and Ely (ACE)	Caerau, Ely and Fairwater	John Hallett johnh@elycaerau.com
BRG	South Riverside Community Development Centre (SRCDC)	Butetown, Riverside and Grangetown	Allan Herbert allanherbert@srcdc.org.uk
ECLP	Cardiff Third Sector Council	Llanedeyrn, Llanrumney, Pentwyn, Rumney, St Mellons and Trowbridge	Adam Rees adam.r@c3sc.org.uk
STAR	Cardiff Community Housing Association	Splott, Tremorfa, Adamsdown and Plasnewydd	Su West suweststarcf@yahoo.co.uk

While the project will work with many of the areas that have been involved with Communities First previously, this new phase will include Llanedeyrn and Pentwyn for the first time. Cardiff Third Sector Council will be delivering the 'ECLP cluster', which includes Llanedeyrn and Pentwyn, and we are already working closely with community members, local third sector organisations and statutory partners to establish work priorities across the area.

ECLP Cluster Manager Adam Rees confirmed: "In the current climate of cuts and welfare reforms, the work of Communities First teams across Wales will be more important than ever. The new direction of the programme allows us to work with community members to tackle poverty and address issues that affect people directly, linking closely with communities to ensure as many people as possible will benefit."

Registering as a CIO

The Charitable Incorporated Organisation (CIO) is a new legal form for a charity. You will find information and guidance on CIOs on the Charity Commission website at <http://goo.gl/KyBdp>

We plan to include an article on this topic in the next edition of Manifesto. In the meantime, if you would like guidance on choosing the right legal structure for your organisation, please call us on (029) 2048 5722.



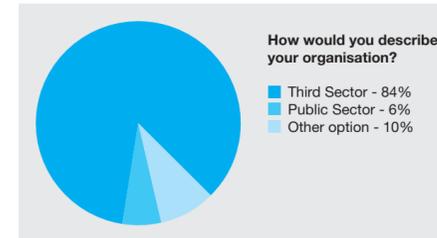
C3SC Third Sector Survey – the results

In the last edition of Manifesto we invited you to complete our online survey. We are keen to hear your views on our services so we can improve the work we do and the support we offer. Thank you to those who completed the survey.

The survey is now closed. We are reviewing the feedback from the 77 respondents. Here we give you a flavour of the responses we received.

Respondents

84% of respondents are from the third sector.



95% agreed C3SC supports their organisation to meet present service needs 'fairly well' or 'very well', whilst 94% think C3SC supports their organisation to adapt to, and meet, future service needs 'fairly well' or 'very well'.

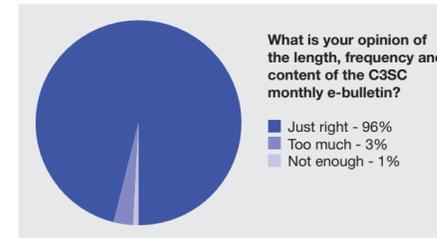
Membership

83% of respondents are members of Cardiff Third Sector Council. 91% think the current charging policy for membership is 'just right'. We will build on this feedback, with the aim of widening our membership so that more third sector organisations can access and benefit from the services we offer and to increase engagement from other stakeholders.

Online communications

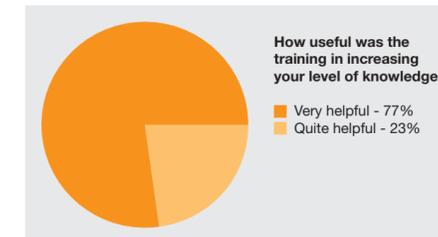
"The newsletter is very informative and is a great way of staying abreast of local news and issues as well as learning about funding that is available." 26 November 2012

The monthly e-bulletin received very positive feedback, with 96% saying its length, frequency and content are 'just right'. When asked about preferred areas of interest, the four most popular were funding, C3SC events, partnerships/networks and training opportunities.



Of the feedback received about our website, 82% said the website has helped 'quite well' or 'very well' in learning more about what we do; 76% said it has helped 'quite well' or 'very well' with learning about available sources of funding, and 71% said the website has supported understanding and the ability to adapt to changing demands 'quite well' or 'very well'. We will build on this feedback to improve our website and its content.

Training



100% of those who attended a Cardiff Third Sector Council training course said the training was 'very helpful' or 'quite helpful' in increasing their level of knowledge. We received several suggestions for future courses and ideas for improving our training – such as delivering training outside of office hours – which we will use to plan future training programmes.

"We have had the benefit in the past of good training which we have always applauded and been grateful for." 28 November 2012

Events, partnerships and networks

90% of respondents said that C3SC events, partnerships and networks have been helpful in facilitating networking with other third sector organisations. However, you also told us that these are not as helpful in equipping you to work in partnership, and collaboratively, with other third sector organisations, and in helping you to share good practice, expertise or practical support.

"The networking events are very helpful and have helped to forge working relationships as well as friendships" 4 February 2013

We are in the process of improving our events, partnerships and networks and, in addition to giving this our attention, we will consider how they can better equip the sector to influence local planning and

policy arrangements, increase awareness of developments in social policy, and increase involvement in consultations and other opportunities for public participation.

"Whenever we need help, C3SC is there for us" 28 November 2012

Our response

Responding to the survey findings, Phil Stevens, C3SC Service and Policy Manager, explained: "It is great to hear how we're doing. As a member-led organisation, hearing first-hand whether we're succeeding in providing support to our members is crucial to ensure we are meeting their needs.

"We're glad to hear that training continues to deliver high quality support to our members. This year we'll be focusing more on providing training packages, which will help develop our members further – read more on page 12.

"We will be reviewing our events and networks. Whilst many think they are helpful, we recognise that, for some, we can do better – so we are planning on working to make sure our networks deliver more opportunities to collaborate, and to equip our members to represent themselves. We recognise the need to make sure these networks don't just keep our members up to date with news, but are genuinely empowering in setting the debate and delivering solutions.

"Respondents also expressed a desire to know more about what we're doing in strategic partnerships – you can read how we will be responding to this on page 10.

"Lastly, we'll be reviewing how we can do more to meet our members' needs, including how we deliver events and engagement activities. You can keep abreast of these developments on our website."

Keep up to date with our services and new developments at www.c3sc.org.uk

The winner of the £20 Amazon voucher is **Sara Payne of Barnardo's Cymru.**
Congratulations Sara!

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

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Spotlight on... Health and Social Care

Cardiff Third Sector Council (C3SC) provides a route for third sector organisations to engage with the Health and Social Care sector by representing the third sector at statutory planning groups, developing funding opportunities, and supporting the Local Health Board (LHB) and Cardiff Council to meet their obligations to the public.

Cardiff and Vale University Health Board funds C3SC to employ a Health and Social Care Facilitator. Each Local Authority area has a designated facilitator to act as the central point of contact between the third sector and the Local Health Board.

Cardiff's Health and Social Care Facilitator co-ordinates the Cardiff Health and Social Care Network, which is made up of 200 diverse organisations. Membership is free and open to individuals in third sector organisations whose area of benefit is Cardiff. This includes national or regional organisations with projects or offices based in Cardiff.

The Network:

- Presents a collective voice from the third sector, and facilitates and encourages involvement in joint planning groups
- Influences local, regional and national policy by co-ordinating responses to consultations
- Co-ordinates and maintains communication channels between the third sector and statutory sector
- Identifies gaps in provision and unmet needs
- Campaigns for better services



Group work at 'Helping Out, Staying Out' network conference



Contact Cardiff's Health and Social Care Facilitator, Kevin Rahman-Daultrey, to find out more – email kevin.r@c3sc.org.uk or visit www.c3sc.org.uk/networks/hscn

New support for carers

In January 2010, the 'Carers Strategies (Wales) Measure 2010' came into force and places a duty on all health boards to create a Carers' Information and Communication Strategy that will demonstrate how they will support carers.

Joint work was undertaken by Cardiff and the Vale University Health Board (UHB) in developing their strategy, in partnership with local authorities, C3SC, VCVS and the third sector. The strategy has now been submitted to Welsh Government for approval.

The working group has maintained its structure in order to deliver key pieces of work that will offer benefits to carers. This includes a new Cardiff and Vale Carers' Handbook, training and learning resources for staff from statutory agencies and the third sector, and the forthcoming Cardiff and Vale A-Z Carers' Directory.

This Directory offers a collated reference book of third sector and statutory services that carers can access for support.

"In Cardiff and the Vale of Glamorgan Local Authorities ... 45,021 carers were identified in the 2001 census" (Carers' Information and Consultation Strategy 2012-15, 'Partners in care', UHB)

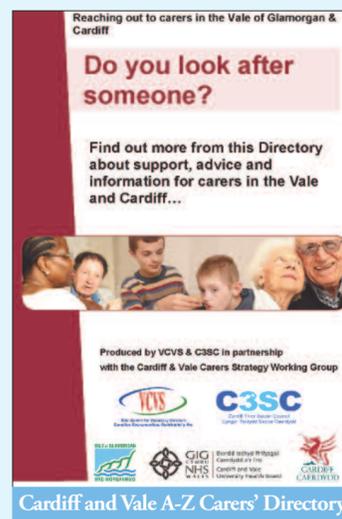
Background

The work on the strategy started in February 2012 when the key partners, including the third sector, came together to form a working group, chaired by Mike Spencer, Assistant Director of Patient Experience with the UHB. In July 2012, C3SC and VCVS facilitated a third sector consultation and engagement event on the draft strategy, funded by the UHB. Along

with ongoing engagement with key third sector organisations, this event offered a meaningful way for the sector to influence the strategy.

"When the NHS was given the task of leading the development of the Cardiff and Vale of Glamorgan Carers' Information and Consultation Strategy, we realised we needed to find effective ways of linking in with those in the voluntary sector who worked to support carers and those they care for," said Mike Spencer. "By working with Cardiff Third Sector Council we were able to reach all the relevant organisations and give them a voice in the development of the strategy. Without their help we would have found it much more difficult to develop a credible strategy to improve support for carers."

A launch event for the Cardiff and Vale A-Z Carers' Directory will be announced soon. Keep an eye on the Cardiff Health and Social Care Network web page at www.c3sc.org.uk/networks/hscn for details. If you are a carer or a carer service provider and would like to contact the Cardiff and Vale Health Board, please email cardiffandvale.carers@wales.nhs.uk



Cardiff and Vale A-Z Carers' Directory

FUTURE DEVELOPMENTS

Have you heard of the South Wales Programme?

You may have heard that a debate has been launched about potential changes to the location of some hospital services locally. Health boards across South Wales, including Cardiff and Vale University Health Board (UHB), have come together to explore how best to tackle some of the issues they face in providing a small number of specialist, but important, services safely. They have called this work the South Wales Programme.

Working with more than 300 clinicians across South Wales, the Programme has identified some specialist services across South Wales and will rethink where and how these services are provided.

The services identified are:

- some specialist maternity services (obstetrics)
- some specialist inpatient services for children and babies born very prematurely (paediatrics and neonatal services)
- accident and emergency and trauma services.

At the end of last year, the Local Health Board undertook a series of engagement activities to identify what people felt about the plans. C3SC and VCVS came together with Cardiff and Vale UHB to ensure this engagement included the third sector and local communities. The work culminated on 16 November at an event hosted by Cardiff and Vale's Health and Social Care Facilitators, where third sector organisations came together to offer a joint response to the South Wales Programme engagement documentation.

Our response helped inform the UHB's emerging themes from the Programme and can be found on the South Wales Programme website along with all the official documentation. Visit www.cardiffandvaleuhb.wales.nhs.uk/swp

Cardiff and Vale UHB is currently working with UHB staff to create a draft plan for consultation that will detail the changes to be implemented across South Wales. C3SC and VCVS will come together again to create a joint response. For opportunities to have your say and to keep up to date with the latest news, please visit the South Wales Programme page on our website at <http://www.c3sc.org.uk/networks/hscn/south-wales-programme>

For more information, contact Kevin Rahman-Daultrey by emailing kevin.r@c3sc.org.uk or phoning (029) 2048 5722.

How to get your organisation in NHS Direct Wales's Directory

NHS Direct Wales, the 24-hour health advice and information service, operates an online directory of services that is used by health staff and the public to find local health services and activities. By adding your organisation's details to the online directory – for free – you will have the opportunity to get your organisation's name and services known to members of the public who are looking for services and to 14,000 NHS staff in Cardiff and the Vale. The information is regularly updated to ensure people are only referred to services currently in operation.

You can access the directory at www.nhsdirect.wales.nhs.uk/localservices/

To find out more about the benefits of being in the directory and other support offered by NHS Direct, please email gareth.w.thomas@wales.nhs.uk

Co-creating Healthy Change Project begins

Funded by Big Lottery, Community Voice is a grants programme designed to support people to identify the health needs in their community. It also aims to improve the services the community receives through third sector-supported community engagement with public service providers.



Cardiff Third Sector Council was awarded a grant and has recently begun its delivery of the 'Co-creating Healthy Change' project. We will appoint a Co-ordinator to work with the following organisations and communities to help shape health services to be as accessible and relevant as possible for everyone.

- Refugee and asylum seekers** – Displaced People in Action
- Geographic community of Ely and Caerau** – Action in Caerau and Ely (ACE)
- Mental health service users** – Cardiff and Vale Action for Mental Health
- Mental health carers** – Hafal
- Dementia and carers** – Alzheimer's Society
- Lone parent families** – Gingerbread
- NEET young people** – Media Academy Cardiff (MAC)
- Long-term conditions** – Cardiff Third Sector Council (C3SC)
- Seldom heard communities** – Diverse Cymru
- Learning disabilities** – Cardiff and Vale People First

For updates on this project and job vacancies, please keep an eye on our website at www.c3sc.org.uk/partnerships/community-voice

C3SC working collaboratively with Vale VCS

Together in 2012 we achieved:

- A joint model for third sector representation with the LHB.
- Five health events which offered a two-way flow of information with the LHB on a diverse range of topics – from the Carers' Information and Communication Strategy consultation to the future structure for University Health Board Service Level Agreements with third sector providers. Over 120 attendees in total benefited from the events.
- The development of the 'Making Every Contact Count' public health campaign to promote health and well-being information at every opportunity; pilot training courses will be run this year.

The impact of the cuts: how working together can help

Across Cardiff, organisations are under increasing pressure. Behind the headlines lie communities which will see a drop in the services available – communities that are often the most disadvantaged. In this article, we look at the impact welfare reform changes, public sector budget cuts and cuts to legal aid funding will have on some of our communities and how three initiatives can help third sector organisations during these difficult times.

Communities First needed now more than ever

In the current climate of looming cuts and welfare reforms, the refocusing of the Communities First programme and its aims has been very timely. The new programme now sits firmly within the Welsh Government's Tackling Poverty strategy and seeks to reduce poverty by working with communities to improve Learning, Health and Prosperity.

Evolving from the previous scheme, the 15+ projects that had delivered services to specific communities across Cardiff have now been brought together as four cluster areas, each with its own dedicated team. Four third sector organisations will lead the delivery of each cluster, offering an adaptable and locally-focused approach to tackling poverty.

The new scheme started on 1 February, just in time to witness the proposed cuts to Council and Health Service budgets and the decisions regarding the latest welfare reforms. And with the changes in legal aid meaning a gap in access to justice,

depending on whether people can afford to pay for legal advice, it seems the programme is needed now more than ever.

The Welsh Government has been insistent that this phase, more than any, must keep the community at its heart. Through proper and regular community engagement, we will identify local issues and adapt what we deliver to strengthen the community, ensuring what has been set down in our plans fully reflects the issues affecting local residents.

Communities First will not be delivered in isolation. It will bring together stakeholders – including community members, politicians and service providers – and work with other initiatives: Cardiff Council's Neighbourhood Management Teams, Families First and Flying Start, for example. This means we can pool resources to meet common outcomes and engage with a greater number of community members.

Find out more about Communities First on page 2.



communities first cymunedau yn gyntaf

Families First: consortium working

Families First represents a new model by which third sector organisations working with children and young people in Cardiff have been commissioned to deliver services.

This work will be delivered under the headings of: Early Years, Child and Youth Engagement, Sustainable Employment, Healthy Lifestyles, Emotional and Mental Health and Well-being, and Disability Focus.

During the autumn and winter of 2012, Cardiff Council facilitated sessions to encourage providers to work together. Potential providers were encouraged to develop consortia, sharing their experiences and pooling their expertise.

Cardiff Council's commissioning process encouraged the consortia to look closely at the aims of the packages above and to design effective ways of working together to achieve these. The new structure incorporates targeted services with an emphasis on multiple agencies coming together to support children, young people and families.

In response to the reduction in funding, organisations within the Cardiff Children, Young People and Families Network have been examining their ways of working and identifying areas where working in partnership would benefit both the organisations involved and their service users.

Sheila Hendrickson-Brown says: "Traditionally, many organisations would enter into tenders and projects on their own. Nowadays, organisations should strongly consider forming a consortium. They offer the benefit of combining the skills and resources of all the partners. Consortia also allow organisations to share

infrastructure resources more readily, such as office space and staff, maximising their efficiency."

The results of the Families First tendering process reflected the huge emphasis on formal partnership working – an overwhelming number of successful providers had formed a consortium. Consortium working is an important model for delivering services in partnership, often increasing the chance of being successful in winning tenders.

Diversification: spreading the risk

In our work undertaken with C3SC members affected by budget cuts, there appears to be increasing acknowledgement of the value of diversifying funding sources. Sheila Hendrickson-Brown explains: "Many organisations have found themselves relying on grants, often from just one source. This has led some third sector organisations to become vulnerable when there are changes to a single source of funding. It is noticeable that for smaller organisations, whilst budget reductions still have an impact, securing funding from a range of sources – for example, fundraising, charitable grants, commissioned projects, statutory grants – has mitigated the impact to a certain degree. Diversifying funding can promote resilience."

To find out more about Families First, visit Cardiff Council's web page at www.cardiff.gov.uk/familiesfirst or for funding advice, call C3SC on (029) 2048 5722.

Sharing resources can help

"It came about with the idea of sharing office space," begins Phil Stevens, C3SC Policy and Service Manager.

"We'd been contacted by one of our members who had a spare desk in their office. They wanted to know if any of our other members wanted to use it for free. We realised then that there was no real way of advertising office equipment, desk space or other resources within the sector. So, we had the idea to set up a 'wanted and offered' web page, a sort of community noticeboard that allows our members to advertise office space, equipment, etc. The idea is to promote greater sharing across the sector."

C3SC will launch the service later in the spring. Keep an eye on our website for further details.



How one organisation has been hit by the cuts

The Government's decision to cut legal aid funding will leave many people without access to specialist advice when challenging unfair dismissal from work or appealing against a wrong benefit decision. Riverside Advice is an advice provider working with communities across Cardiff. It is currently set to lose around £700,000 of funding and much expertise. Barbara Kerridge, Riverside Advice's lead officer, explains the impact:

"The Council decision to cut 100% of our funding for the City Centre Service – amounting to £94,000 – in addition to the cuts to Legal Aid, has caused a great deal of anxiety. The Council plans to deliver a new service in the City Centre. We hope they will work with the sector to maintain the levels of expertise that delivering such a service will require, which will also help to address the threats to continuation of funding coming into Cardiff from other funders.

"The end of legal aid funding means Riverside Advice, which has the largest Social Welfare Legal Aid contract in Wales, will lose the ability to provide advocacy and support in 1,500 cases for the most vulnerable people in Cardiff. This will result in the loss of nearly 3,500 specialist cases in Cardiff per year. There is no Social Welfare Law delivered by solicitors in Cardiff. The other providers – Cardiff Law Centre and Shelter – form a consortium with us."

Cardiff faces one of the highest losses of Legal Aid cases per area in the whole of the UK, which amounts to £800,000+ of funding for cases, including £100,000 for doctor and consultant reports and translations.

Read more about the welfare reform changes and the impact on communities on page 8.

Initial engagement with communities has indicated each of the four Communities First clusters in Cardiff will work to challenge financial exclusion. With welfare reforms already having an impact across the city, this issue has become even more of a priority for communities.

C3SC is rolling out plans to ensure all staff have an understanding of the impacts and available solutions to support those most in need.

FREE information sheets to equip you in your work

You will discover a variety of free information sheets on our website to help you in your work.

The information sheets cover a range of useful subjects:

- **Group support** – 'Getting Started', 'Running your Organisation', 'Trustees and Governance'
- **Partnerships** – 'Working with Others', 'Campaigning and Influencing'
- **Funding** – 'Finding and Getting Money', 'Managing Money', 'Assets'

- **Training and Employment** – 'Employing and Managing People', 'Volunteers'
- **Promoting and Marketing your Organisation** – 'Working with the Media', 'New and Social Media in the Voluntary Sector', and much more
- **Climate Change** – 'Why Climate Change Issues are Important for the Third Sector', 'Reduce your Organisation or Group's Carbon Footprint', and more



If you would like to talk to a Third Sector Officer for further advice on any of these issues (or any other), please call us on (029) 2048 5722.

Download the information sheets at www.c3sc.org.uk

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



Scan this code with the QR Reader on your Smart phone to go straight to our website.

(029) 2048 5722

Follow us on Twitter @C3SC

Welfare Reform soon to impact communities

It would be difficult to avoid the news around welfare reform. Across the UK there are changes to the welfare benefits system, housing support and advice. Here we take a look at the welfare reform programme, the 'Bedroom Tax' and changes to the Council Tax plan. We also hear from Cardiff advice providers on how they feel the reforms will affect their service users.

The Welfare Reform Act 2012 will have a wide-ranging impact, which includes:

- Reduced Housing Benefit for private tenants
- The introduction of a cap on benefit entitlements
- The Under Occupation Rule (or 'Bedroom Tax') – see below
- Social Fund Reform
- Incapacity Benefit changes
- Disability Living Allowance changes
- Changes to Tax Credits
- A new Universal Credit
- Changes to the sanction rules governing Jobseekers' Allowance

Visit the Cardiff Council website at www.cardiff.gov.uk/WelfareReform and the DWP website at <http://goo.gl/uCXIp> for details of the changes.

Effect on communities

The changes are set to have a significant impact on our communities.

At the recent Cardiff Advice Providers' Network meeting, the discussion centred on the already significant increase in the demand for benefits and housing advice. And at a time when the welfare reforms are really starting to bite, sources of funding for welfare rights are seeing drastic cuts.

Barbara Kerridge, Chief Executive of Riverside Advice, explained that people in receipt of benefits, many of whom will lose some or all of their entitlements, will require rapid access to support and advice. "The demand for specialist casework assistance will soar due to the many changes in the law and reassessment of entitlements, and the capacity to deliver will have disappeared."

Riverside Advice operates a bespoke welfare benefits advice service, targeting its services at the most vulnerable and excluded by reducing barriers and enhancing access. Barbara added: "The current funding cuts mean that 20 or more of our 28 staff posts are under threat from April, with a huge consequential effect on the services we provide to the most vulnerable in Cardiff. Many people will have nowhere to go to receive a similar service."

Anna Evans, Welfare Reform Officer for Cadwyn Housing Association, has also seen a huge increase in demand for their advice services: "We have a challenging time ahead of us, helping tenants through benefit changes whilst needing to secure our income so we can continue to provide much-needed services."

Councillor Lynda Thorne, Cabinet Member for Communities, Housing and Social Justice, said: "We are very concerned about the cuts to welfare benefits being imposed by the UK government, which will result in many low income households suffering severe financial hardship. It is therefore vitally important that people understand that these changes are coming into force in April this year. We as a Council will do everything we possibly can to help and support those affected."

The 'Under Occupation Rule' explained

Around 4,000 people across Cardiff are set to be affected by the government's Under Occupation Rule (or 'Bedroom Tax').

The Under Occupation Rule, coming into effect in April 2013, means that Council and Housing Association tenants with one or more 'spare' rooms will have their housing benefit reduced. However, this will not affect tenants if they or their partner are of pension credit qualifying age, if they live in some types of temporary accommodation or if they have a shared ownership tenancy.

Tenants are allowed one bedroom for every adult couple, any other adult (16 or over), any two children of the same sex aged under 16, two children under the age of 10 whether they are a boy or a girl, any other child, or a carer who does not normally live with them but provides them or their partner with overnight care. Children who normally live elsewhere are not counted.

Under this rule, tenants who have one 'spare' bedroom will have their housing benefit reduced by at least 14% and those with two or more 'spare' bedrooms will see their housing benefit reduced by at least 25%.

2,300 Cardiff Council tenants (around 18% of tenants) and a further 1,800 Housing Association households will be affected by the Under Occupation Rule. Those affected will have had a letter from Cardiff Council advising them of all their options, including moving house. If tenants choose to move because of the change, their removal costs will be paid. Some tenants have decided to move because of the changes, with some having moved already.

Call Cardiff Council on (029) 2053 7111 or email welfare.reform@cardiff.gov.uk if you or anyone you know would like to speak to someone about the Under Occupation Rule.

Welsh Government changes Council Tax plan

The Welfare Reform Act includes provision for Council Tax Benefit to be scrapped in April 2013 and replaced by a local Council Tax Reduction Scheme.

The UK Government has cut funding for the new scheme, but the Welsh Government has added money to protect most people from any cuts until at least April 2014.

The original decision made in December would have left everybody having to pay at least 10% towards their Council Tax, even if they pay nothing at the moment. Welsh Government is putting an extra £22 million into the scheme to keep the support at current levels for most people. This means that 35,000 low income households in Cardiff will not have to pay more towards their Council Tax bill after all.

Second Adult Rebate will not be carried over into the new Council Tax Reduction Scheme. This means that Second Adult Rebate will have stopped on 1 April 2013. This will affect all claimants, including pensioners.

For more information, help and advice, please call Connect to Cardiff (C2C) on (029) 2087 2087, visit www.cardiff.gov.uk/WelfareReform or email welfare.reform@cardiff.gov.uk

Get in touch

Has your third sector organisation been affected by the recent changes to the welfare reform system? What has been the impact on users or potential users of your services? Please get in touch as we would like to hear your experiences and offer support. Call us on (029) 2048 5722. We plan to build a map illustrating a comprehensive picture of the impact on people and community-focused services, which we will continually update on our website at www.c3sc.org.uk

To find out more about Cardiff Advice Providers' Network, email kevin.r@c3sc.org.uk or visit www.c3sc.org.uk/networks/cardiff-advice-providers-network

For details about Riverside Advice's campaign to keep their services running – 'Keeping the Doors Open at Riverside Advice' – email debbieshanahan.riverside@gmail.com

C3SC launches campaign in response to Council cuts

As Manifesto goes to press, there is one issue that is dominating our work with our third sector members – our support to organisations that are facing cuts to their grants from Cardiff Council and making representations on behalf of the sector.

In recognition of the impact these cuts will have and the need for the third sector to present a unified response, Cardiff Third Sector Council (C3SC) has launched the Cardiff Standing Together campaign. The campaign calls for third sector groups to 'stand together' to develop a collective response to the cuts.

The cuts – of between 10-100% for most organisations that receive grant funding from the Council – will have a significant effect on the sustainability of many services, with some indicating they will have to close their doors. For many, this is despite successfully providing services for many years to the most vulnerable groups in society.

We are concerned that the budget cuts will be the final straw for the survival of some organisations already struggling with increasing demands and reducing income, whilst dealing with the combination of an adverse economic climate and the impact of the benefit cuts as they come into force. It will become increasingly important that we are able to collate real evidence of the impact on organisations, individuals and the local community within Cardiff as the effects continue to bite.

What C3SC said

Sheila Hendrickson-Brown, Chief Officer of Cardiff Third Sector Council, said: "We acknowledge the progress Cardiff Council has made through its integrated partnership model, which has resulted in better partnership working with the third sector. It was therefore especially disappointing that there was no consultation process around the proposed cuts, which many organisations first heard about in the local press release.



Sheila Hendrickson-Brown

"These cuts will affect more of the retired population who need to get out and be sociable (which prevents loneliness) as well as those struggling to get work."

"There's no alternative provision in place for our clients. When the grant stops, so will the service."

"We were concerned, particularly in view of the multiple cuts many organisations are facing, that impact assessments were not done with the affected organisations and that cutting some intervention services will lead to increased expenditure further down the line. C3SC was therefore keen to work with the Council to plan to address these issues going forward and to work with the sector to increase resilience through our support of an integrated response."

Cardiff
Standing
Together
against
the cuts



Cardiff Council's response

Cardiff Third Sector Council met with the Leader of the Council, together with officers and elected members, to discuss a number of questions that had been raised by our members. The meeting, held on 14th February, was a welcome opportunity for dialogue around the cuts.

There was recognition by Cardiff Council of the inadequacies in the timeliness of their decisions and the process that had been followed. The Leader recognised that a more robust communication process between the third sector and Cardiff Council is required and agreed the need for further consultation with the sector about the recent decisions as early a date as possible.

Cardiff Council expressed openness towards exploring with each affected organisation whether grant reductions could be phased in over the financial year, albeit within the proposed budget envelope set out in the proposals. The Council expressed its intention for its Leader, Chief Executive and officers to meet with representatives of the third sector in the near future, and agreed to set a date shortly.

For latest developments, visit www.cardiffstandingtogether.org.uk

"The cuts will have massive impact on the most vulnerable. There's literally nobody else providing the support to the families and children we're working with."

How to support the campaign

A key part of the Cardiff Standing Together campaign is asking our members to share the impact the cuts will have on them via our campaign blog at www.cardiffstandingtogether.org.uk – you can read some of the comments on the front cover of this edition and there are more on our blog.

We want to articulate to Cardiff Council and other funders the position the third sector is in, and the best way to do this is in our members' own words.

Please have your voice heard and support the campaign by completing the brief online form at www.cardiffstandingtogether.org.uk or by telling us your thoughts via Twitter @C3SC.

Getting your voice heard

Cardiff Third Sector Council (C3SC) has a key role in ensuring the third sector influences decisions, policy and services within Cardiff. In order to make sure the sector is well represented and its voice is heard within the Cardiff Partnership Board and its programmes of work, we facilitate and recruit a pool of third sector representatives whose role it is to represent their sector on specific working groups that inform the future delivery of services in Cardiff.

We are committed to the sector being recognised as one that makes a contribution based on the involvement and engagement of citizens and thriving, vibrant, diverse and sustainable organisations within an accountable framework, so that we have effective representation on the Programme Boards and Workstreams.

Where we are

During 2012, C3SC consulted on the development of a new model of representation – to ensure influence, accountability and action for third sector representatives sitting on Programme Boards and Workstreams.

The model of representation is circular – representatives bring the views of the wider third sector to inform and influence the Workstream meetings; they feed back the outcome of these meetings to members of C3SC networks who are invited to contribute their views and experiences, and then the process starts again.

The appointed third sector representatives form a Third Sector Partnership Council made up of their peers and chaired by C3SC's Chief Officer. This Council helps steer the development and priorities of C3SC's work and the views that contribute in our role of representation and influence, ensuring that accountable representation underpins our work.

Where we want to be

Phil Stevens, Policy and Service Manager at C3SC, said: "We believe we need – now, more than ever – an effective process that gives our members a voice. Our central aim is to promote a strong, diverse and vibrant third sector in Cardiff, and we are committed to achieving this through the empowerment of our members."

Over the summer, we will be working hard to consult and refine our engagement process further. We want to promote collaboration in the sector, and ensure that the values and 'can-do' approach of our members provide practical solutions to the work of the Programme Board in Cardiff.



Phil Stevens

What are the Programme Boards?

The Cardiff Partnership Model brings partnership resources together around the key issues facing Cardiff. There are currently eight programmes, of which there are seven city-wide and one which is neighbourhood management focused. They are:

1. Families and Young People
2. Safer and Cohesive Communities
3. Older People
4. Emotional, Mental Health and Well-being
5. Healthy Living
6. Thriving and Prosperous Economy
7. Urban Environment
8. Neighbourhood Management

C3SC has harmonised its networks so that they relate to the first seven programmes and is represented at the Neighbourhood Management Programme Board and area meetings. This means that each Programme Board is supported by a network facilitated by a C3SC Third Sector Officer. Find out more about our networks at www.c3sc.org.uk/networks

Sheila Hendrickson-Brown, C3SC's Chief Officer, explained: "We are committed to ensuring the third sector provides an effective voice in the development and delivery of local policies and services, which underlines the value we bring to the statutory sector in understanding the impacts of its decisions on the people of Cardiff and providing solutions for the delivery of appropriate services."

Get involved, get a voice, get ahead



Social media was the topic at a recent Cardiff Volunteer Co-ordinators' Network event

An essential part of the work that Cardiff Third Sector Council undertakes is the facilitation of its networks.

These are a vital way for over a thousand organisations represented on them to keep up to date with developments, share experiences and help influence the local and national policy agenda on behalf of the third sector and local people, families and communities.

Phil Stevens, Policy and Service Manager at C3SC, explains: "C3SC's networks are so worthwhile because they are a crucial way for us to link together organisations that are working in particular fields and policy areas. Membership of our networks offers the chance for our members to get together and to really influence the policies and decisions that affect Cardiff residents. Network events provide opportunities to discuss the issues facing the third sector, and to share good practice

and ideas. Often, members can benefit from undertaking training or listening to a specialist speaker.

We can also circulate news from network members through the network email newsletters.

"It is easy to get involved. C3SC members can join any of the networks for free and there is no limit to the number of networks you can join."

During these testing times, it is even more important to get involved. "We're really pushing to develop the networks further this year," adds Phil. "We recognise that with more and more organisations reporting challenges, it is essential that the networks offer the broadest representation of the sector.

"Every organisation is welcome – large or small. Every view is vital."

C3SC Chief Officer, Sheila Hendrickson-Brown,

Offering you networking opportunities

FREE membership

C3SC facilitates eight networks:

- Cardiff Children, Young People and Families Network
- Cardiff Health and Social Care Network
- Cardiff Environment Network
- Cardiff Volunteer Co-ordinators' Network
- Cardiff Safer Communities Network
- Cardiff Inter Faith Network
- Cardiff Third Sector Learning and Enterprise Network
- Cardiff Advice Providers' Network

To find out more about each network, please visit www.c3sc.org.uk/networks

said: "In these challenging times we need the networks to support our members more than ever. As demand for our services continues to grow, we need to make sure that our members are able to readily access up-to-date information and peer support.

"Network meetings can be an opportunity to pick up essential information regarding developments in policy and other issues for the sector and, by boosting capacity, the networks offer the chance to improve the lives of people in our local communities."

"I think the regular networking meetings are useful and find out about what others are doing, linking together"
14 November 2012

"The networking events are very helpful and have helped forge working relationships as well as friendships"
4 February 2013

Current vacancies

We are currently looking to recruit the following third sector representatives:

- 1) Three third sector representatives to sit on the Early Intervention and Prevention Steering Group (under the Families and Young People Programme Board).
- 2) One third sector representative to sit on the Intra City Public Transport Workstream (under the Urban Environment Programme Board).

These are voluntary posts and will require the representative to usually attend four meetings a year. There will be secretariat support from C3SC to organise an appropriate induction and assist the representatives in communicating with the relevant networks.

Contact Phil Stevens for a full role description – email phil.s@c3sc.org.uk or call him on (029) 2048 5722.



Follow us on Twitter @C3SC

(029) 2048 5722

A network member's experience

Here Annie Duddridge, Citizen Involvement Officer at Diverse Cymru, shares her experience of being a member of Cardiff Volunteer Co-ordinators' Network.

"We are notified well in advance where and when the Volunteer Co-ordinators' Network meetings are happening. We are also given information about what will be on the agenda. To prepare for these meetings, I like to research a little about the agenda subjects and may email other network members for their thoughts. It is always good to look back at notes

from previous meetings and make connections with information that has been delivered previously.

"Meetings are always well attended and there have been times when they are oversubscribed, so it is important to book your place as soon as you can.

There does not appear to be any rivalry between organisation representatives; we attend to share our knowledge and learn more about each other and our organisations' work. Presentations are informative and relevant to the work we do, and the people we work with. Networking and information sharing is a major bonus to these meetings.

"The Volunteer Co-ordinators' Network delivers on its information sharing and networking remit. At the last meeting, I was able to promote our GwirVol-funded youth project,



Annie Duddridge

Mix It Mean It (MIMI), a peer advocacy and mentoring project for young BME and disabled people (aged 16-24). If I had to rely on other promotion methods, I doubt I would have got such a positive response and offers of assistance as I did at the meeting. Had I relied on emails and posters, etc., I know the response would have been limited and taken too long. Diverse Cymru benefits from the Volunteer Co-ordinators' Network by promoting our organisation and events.

"The network strengthens the commitment of volunteer co-ordinators and their organisations by promoting best practice and showing other sectors a uniformity of approach and understanding; this projects a professional image."

www.c3sc.org.uk

New – C3SC training packages



As we progress into challenging times, third sector organisations need to rely increasingly on their staff, volunteers and trustees developing the skills they need to fulfil their roles effectively. The availability of high quality, practical training is essential to the third sector. Therefore, each year C3SC runs a wide range of training courses.

New Training Programme – new ideas

This year, C3SC has introduced a new way of thinking about training. We have put together several packages of training that offer your organisation the opportunity to acquire the skills required around a particular issue or topic. For the first time, you can choose to attend a single course, or sign up for a package of courses designed to complement each other – building up your understanding about an issue, tailored to your organisation's needs.

We have listened to the feedback of our members to ensure our training meets your needs. There are more evening and weekend courses, new topics that cover increasingly important issues, for example, social media and digital inclusion, and we have responded to the demand for more training about finding funding and successful tendering.

We understand you might wish to attend just one course rather than a full package. Both options are open to you.

Course fees

Nearly all our regular training courses are free for C3SC members with an income under £25,000 per annum. Some accredited courses require us to ask you to cover the cost of accreditation. There may be a fee for bespoke training.

Training packages we're offering you

Here are details of the packages you and your organisation can benefit from:

New or Aspiring Organisations

If you're thinking about setting up a new voluntary group, or have recently just formed, you will find these courses helpful to ensure your organisation is well run.

- How to Write Effective Minutes and Agendas
- How to Incorporate

- An Introduction to Sustainable Funding
- Skills to Participate
- Governing your Organisation

Trustees and Leaders

This package is tailored to trustees and co-ordinators of organisations. It covers responsibilities including chairing meetings, managing finances and risks, and planning for your future,

- Being a Trustee
- Chairing Skills
- Techniques for Managing Conflict
- Business and Strategic Planning
- Accounting Basics – How to Prepare a Budget

Established Organisations that Manage Volunteers or Staff

Aimed at organisations that employ staff or volunteers, this package builds up understanding of duties around equality, staff development, and health and safety.

- Staff Supervision and Appraisal
- Volunteer Recruitment, Selection and Induction
- Staff Development in your Organisation
- Safeguarding Children and Young People (Introduction to Child Protection Awareness)
- Getting the Best from your Volunteers

Established Organisations Interested in Contracts, Tendering and Reporting

This package has been put together to develop skills around funding, how to write bids and tender for contracts, and how to monitor and report your work.

- Monitoring and Evaluating your Organisation
- Introduction to Tendering
- Introduction to Results Based Accountability
- Online Fundraising
- Grants
- De-mystifying Commissioning

The value of C3SC training

C3SC's membership consistently feeds back the value of training, and we're delighted that 100% of our training averages 'excellent' or 'very good' in its evaluation.

Here's a sample of feedback from our members drawn from the last six months:

- "The training offered by C3SC has been superb. We've been on a number of courses and always felt that we got a lot out of each course ... They've been a great help in taking things forward."
- "Our Board attended training on sustainable funding. The course was informative and helpful. The course was pitched just right."
- "The course on Influencing and Representing was excellent. We'll be using these skills to help move our charity forward."

- Planning and Writing Successful Bids (beginners)
- Planning and Writing Successful Bids (advanced)

Campaigning and Communication

This package helps develop your understanding of campaigning and new media. From the Internet to Twitter, Facebook to working with the media, you will build your understanding of how and where to get your message across.

- Effective Communication Skills – How to Participate
- Marketing – Working with the Media
- Making the Most of your Website and the Internet
- Social Media Strategies – Twitter, Facebook and New Media
- Negotiating and Influencing

Specialised Training

We also offer specialised training and may add to these courses during the year, as we respond to our members' requests.

- General First Aid
- Food Hygiene (Level 2 Award in Food Safety in Catering)
- POVA Level 1

Bespoke Training

We can tailor training around your particular requirements. Please get in touch to discuss how we can help.

You will find the new training programme and details of courses and packages on our website at www.c3sc.org.uk/training-events/c3sc-training

(029) 2048 5722