

**Community &  
Voluntary  
Support  
Conwy**



**Impact Report  
2021 - 2022**



www.cvsc.org.uk



Cefnogi Trydydd Sector **Cymru**

Third Sector Support **Wales**



Registered with **FUNDRAISING REGULATOR**



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CVSC is a partner organisation of Third Sector Support Wales (TSSW) which is a network of support organisations for the whole of the Third Sector in Wales. TSSW consists of the 19 local County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

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# Chair and Chief Officer's Foreword

If 2020 was the lockdown year, then what followed was a bit of a hokey – cokey! In or Out? The do we or don't we dilemma! At CVSC we had embraced the working from home directive, and invested in our systems and staff to ensure our service was uninterrupted, it worked well, and therefore decisions were taken to continue with the home working.

It proved to be yet another busy year, we welcomed to new members of staff to our team and new initiatives included the Community Hub, the Foodbank Forum, the launch of business grants from the Clocaenog Forest Windfarm Fund, and the delivery of small grants on behalf of the Conwy Valley and North West Wales Coast Community Rail Partnership Fund.

We had a brief period of time in the Autumn, where we were able to engage once more, this was most welcome, however, due to the rise in the numbers of Covid cases, this was rather short lived. During this period, we ensured that up to date, factual and practical information was readily available with regard to

operating safely, and we launched a Covid recovery scheme to assist voluntary groups with the added cost of implementing safety measures.

Once more, it was a year of uncertainty for many, however, we are proud that, as always, CVSC support for volunteers and community organisations was a dead cert!

*Mary & Wendy*



# CVSC

## Who we are and what we do...

At CVSC we work with citizens, volunteers and Third Sector groups to identify and address what matters to them and our core activities therefore remain relevant in order to continue to strengthen the Third Sector and Volunteering activity by the focus on four pillars: Sustainable Funding; Good Governance; Volunteering and Engagement and Influencing.



Membership	172
Number of events held	37
Partnership event participants	246
Digital training participants	97

# Engagement & Influencing

## CVSC Voluntary Sector Health and Wellbeing Network

**The network comprises of around 250 members and organisations and meets quarterly to hear from fellow members and Health and Local Authority on topical matters and issues.**

Since the retirement of Ann Westomoreland, the network was merged and now incorporates interest from across the whole spectrum of Voluntary Sector services, with the meetings being supplemented by regular e-mailings. If you are not already a member but wish to hear more, please do contact Geraint Davies on [geraintdavies@cvsc.org.uk](mailto:geraintdavies@cvsc.org.uk)

## Car y Llan

**As we are emerging to live with Covid, we are busily seeking to recruit volunteers to reinstate the service towards its original vision of supporting isolated and rural patients to be able to access medical appointments safely and effectively.**

## Case Study

Bethan Trenchard started volunteering with Car Y Llan right at the beginning of the scheme at the end of 2019. Covid had a major impact on the scheme but since it's been back up and running, Bethan has been a major asset to the scheme in delivering the surgery's prescriptions weekly and in all kind of weathers!

Annie Mills, Car y Llan Project Manager, told us: "Bethan is a great volunteer who is always ready to help. She has been vital in supporting the surgery with their deliveries over the last year and has been a great help to them."



# Engagement & Influencing

## Community Service Transformation Programme

Working alongside the Engagement Task and Finish Group convened by the Transformation team, a range of engagement activities with local residents focused on

- Carers
- Individuals receiving support for respiratory conditions
- Relatives or carers for people who have received end of life care
- Adults with learning difficulties
- People receiving mental health services in the community
- Older people with frailty

A citizen engagement write up report was produced in 2021 to record all citizen engagement activities undertaken between June and August 2021 by Grant Thornton as part of their wider whole-system analysis work for health and social care partners in Conwy and Denbighshire including CVSC.

### Engagement - Conwy County Borough Council

During 2021 we were commissioned by Conwy to carry out engagement work on behalf of their social care services.

This included online and paper based questionnaires, one to one and group interviews in person and by telephone or Zoom/Teams.

We also had specific questions for those who had experienced Social care services through the medium of Welsh.

We had over 130 responses where the individual had used Conwy's social care services during the year – and many more who responded with feedback about Conwy's other services.

## Case Study

The Trustees of Llanddulas Youth and Community Centre wanted to engage with local groups and residents to gather information on how to develop the Centre for future use, and to assist with the grant applications. Jeff Warren from the Community Centre attended the CVSC training course – “An Introduction to Engagement and Influencing” held in February 2022 via Zoom.

Following the completion of the course, Jeff sent a draft of their questionnaire to CVSC for our input where we suggested some improvements to the questions asked. CVSC also supported Llanddulas Youth and Community Centre by sharing the questionnaire via social media and with local organisations via our mailing list.

Elgan Owen, CVSC Link Officer and trainer stated “It was great to see Jeff following up the training with a request for support on the design of the questionnaire.”

**LLANDDULAS YOUTH & COMMUNITY CENTRE - CONSULTATION QUESTIONNAIRE**

This questionnaire will help the Trustees whom run the Youth & Community Centre gather information on how to develop the Centre for the future.

Do you use Llanddulas Youth & Community Centre?  
 Yes  
 No

If no, please tick the reasons why you do not use the Youth & Community Centre?  
 I did not know there was one in my area  
 Don't know what is going on  
 Location of the centre  
 No suitable activities  
 Activities not on at a suitable time  
 Centre does not open at a suitable time  
 Not welcoming  
 Too expensive  
 Poor reputation  
 Facilities in poor condition  
 Other: \_\_\_\_\_

2) What services would you like to see available locally?  
 Activities for children and young people  
 Adult education classes  
 Sports & fitness classes  
 Arts & crafts classes  
 Performing arts activities  
 Activities for older people  
 Activities for both parents and pre school children  
 Crèche to enable you to attend activities

Welfare rights and debt advice  
 Help getting back into work  
 Female only activities  
 Male only activities  
 Other: \_\_\_\_\_

3) What are the three main things that concern you about where you live?  
 Not enough for children and young people to do  
 Lack of activities for older people  
 Lack of local shop  
 Not enough opportunity for community to get together  
 High unemployment  
 Lack of access to health or fitness activities  
 Not enough opportunities to do training and improve or develop skills  
 Other: \_\_\_\_\_

4) What time of the day would you prefer to access services at the Youth & Community Centre?  
 am  
 pm  
 evening  
 Other: \_\_\_\_\_

5) Would you be interested in volunteering at the Youth & Community Centre?  
 Yes  No  Maybe

**PLEASE CONTINUE ON THE OTHER SIDE**

# Community Support Hub

## Case Study

**Launched in late 2021, Conwy's Community Support Hub is an innovative partnership between CVSC and Betsi Cadwaladr University Health Board, and funded by the Welsh Government.**

Its primary function is being the ultimate one-stop-shop for Conwy's residents in accessing a multitude of services offered to promote and maintain people's wellbeing. All it takes is one phonecall to our dedicated number and CVSC's highly trained and knowledgeable staff will get straight to work, finding the best solutions to any wellbeing matters people may have.

The Community Support Hub is also open to other organisations and agencies looking for up-to-date information on what wellbeing services are available in the county; CVSC is here to support and strengthen the sector and forge new links throughout our communities.

**The service is free and open Monday to Friday, 9 until 5. Whatever the circumstances, your Community Support Hub is here and ready to help.**

Sam (not his real name) contacted the Hub, looking for details of his nearest food bank. The conversation developed and it was revealed that Sam faced other pressures, including low level mental health concerns, problems with his benefits and the desire to find a job. By the end of the day, Sam had received his food parcel, had spoken to a partner organisation regarding his mental health and how to manage the condition, been in contact with another trusted Hub partner about his benefits situation, and had been offered a provisional date to begin a course that would see Sam return to the workplace within two weeks after an extended period of economic inactivity.

All this from what could have been a 20 second call from somebody looking for his nearest food bank.



# HWB CEFNOGAETH CYMUNEDOL

Conwy

Siop un stop ar gyfer gwybodaeth, arweiniad a chefnogaeth ymarferol, beth bynnag eich amgylchiadau.

Ffoniwch ni ar **01492 523853**  
neu **07429 503303**

Gallwch hyd yn oed anfon neges testun neu WhatsApp i'n ffôn symudol os yw'n haws.

Beth bynnag eich amgylchiadau, mae eich HWB **CEFNOGAETH CYMUNEDOL** lleol yma ac yn barod i helpu.

P'un a ydych chi'n chwilio am wybodaeth, arweiniad neu gymorth ymarferol, ni yw eich siop un stop i gael gafaél ar:

Becynnau profion llif unffordd  
Darpariaeth bwyd / banciau bwyd / coginio ar gyllideb  
Cymorth llety / tenantiaeth  
Cefnogaeth tanwydd / gwresogi  
Cyngor ar arian / rheoli dyled / budd-daliadau  
Cymorth iechyd meddwl a chorfforol  
Cefnogaeth cam-drin domestig  
Cefnogaeth dibyniaeth a chamddefnyddio sylweddau  
Cefnogaeth i deuluoedd  
Cyfrifiaduron / mynd ar-lein  
Mynediad i gyflogaeth / cynnal cyflogaeth  
Clybiau cymdeithasol / gweithgareddau / gwirfoddoli  
Cyngor cyfreithion (teulu, cyflogaeth a materion sifil)

Ffoniwch **HWB CEFNOGAETH CYMUNEDOL**  
**CGGC** ar **01492 523853** neu **07429 503303** i  
siarad â rhywun yn gwbl gyfrinachol.



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GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



Ariennir gan  
Lywodraeth Cymru  
Funded by  
Welsh Government

# Conwy COMMUNITY SUPPORT HUB

A one-stop-shop to access information, guidance and practical support, whatever your circumstances.

Call us on **01492 523853** or  
**07429 503303**

You can even send us a text or a WhatsApp to our mobile if you find that easier.

Whatever your circumstances, your local **COMMUNITY SUPPORT HUB** is here and ready to help.

Whether you're looking for information, guidance or practical support, we are your one stop shop for access to:

Lateral flow device testing kits  
Food provision / food banks / cooking on a budget  
Accommodation / tenancy support  
Fuel / heating support  
Money / debt management / benefit advice  
Mental and physical health support  
Domestic abuse support  
Addiction and substance abuse support  
Family support  
Computers / getting online  
Entry to and sustaining employment  
Social clubs / activities / volunteering  
Legal advice (family, employment and civil matters)

Call CVSC's **COMMUNITY SUPPORT HUB** on  
**01492 523853** or **07429 503303** to speak to  
somebody in complete confidence.



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CYMRU  
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# Good Governance

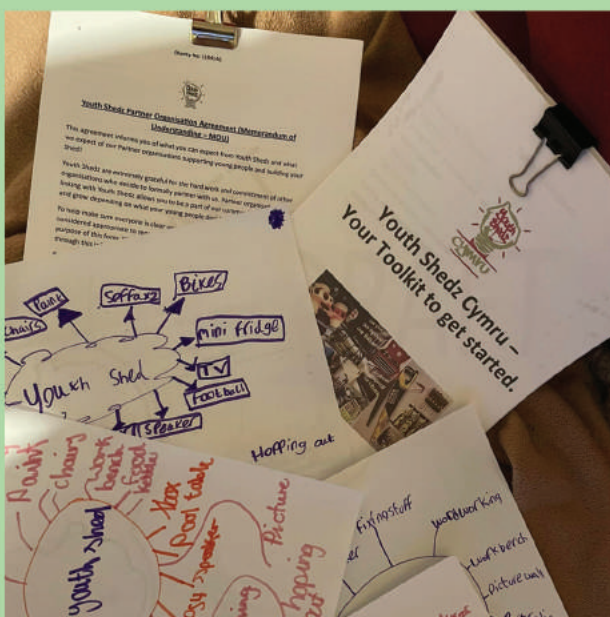
## Number of different organisations supported – 436

CVSC is here as a first point of call for anyone involved in our third sector communities and good governance is the foundation and key priority for our community groups and organisations.

Team CVSC offers a totally holistic approach, utilising the wide-ranging strengths and skills of our officers – whether it be the general running of the organisation, being fit for funding or involving volunteers.

Demand for the support for community development initiatives, and more importantly community resilience, has been a notable theme throughout the year, as we tried to recover from the pandemic, only to be challenged over and over by major constraints. The various governance issues around safeguarding and keeping everyone safe were uppermost in people's minds and were reflected in the work and ongoing support CVSC offered from one-to-one support, sharing of good practice through our Networks, to relevant training and information updates.

A good example of this is our ongoing support which has enabled the expansion of Youth Shedz.



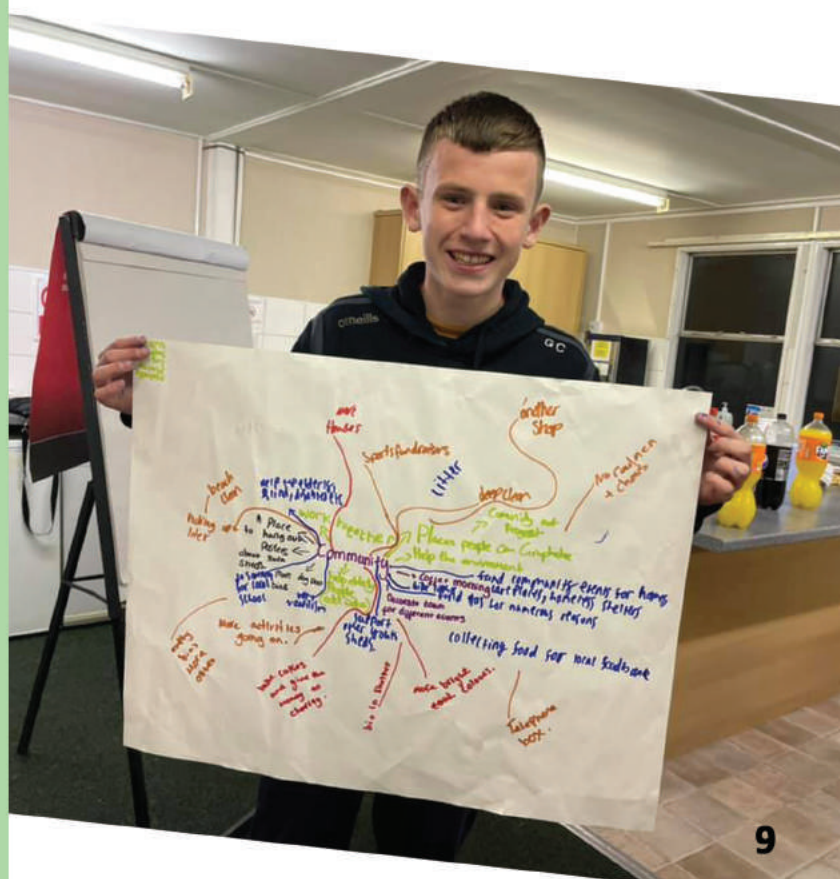
# Case Study

The first Youth Shedz project started in Denbigh and the vision is that every town in Wales will eventually have their own project.

The very ethos of Youth Shedz is to support those Young People who are at risk of being rejected by, or cannot cope with mainstream society, normally because of adverse childhood experiences.

CVSC has provided one to one support in developing the toolkit and the MOU which ensures the governance is put in place at a strategic level to ensure safe practise happens on the ground.

From Llysafen Shed Champion, "We are seeing our young people mix together and there is a real buzz from what they do in the Shed and for the community."



# Sustainable Funding

2021 - 22 was a very busy year for CVSC and the Grants Team. The team had the largest, dynamic grants programmes of any CVC in North Wales (at the present time).

In 2021 the Clocaenog Forest Wind Farm Fund launched the first RWE UK grant scheme specifically for businesses, and 13 businesses were funded to a total of £178,621.87.

During this reporting period CVSC managed 9 different grant schemes including WCVA VSEF (Voluntary Services Emergency Fund), WCVA Youth Led Grants, WCVA Winter Pressures Fund, CCBC's Integrated Care Fund, Conwy Valley & North West Wales Community Rail Partnership Fund, BCUHB Mental Health and Learning Difficulties Fund, Rhyl Flats Windfarm Community Fund, Clocaenog Forest Windfarm Fund and the Gwynt y Môr Community Fund.

**For the financial year 2021 – 22 the Grants Team processed and invested more than £1.5 million into our communities. This translated as follows:**

## Total grants paid 21/22

Gwynt y Môr	£626,333.39
Rhyl Flats	£65,009.34
Clocaenog	£742,535.47
ICF	£59,303.70
MHLD	£88,889.00
Railway Grants	£9,246.56
Youth Led Grants	£6,337.60
WCVA Winter Pressures	£40,000.00
VSEF	£28,991.05
<b>Total</b>	<b>£1,666,646.11</b>

In addition, funding obtained by organisations through support from CVSC equalled £465,127.00

Furthermore, 156 community groups and businesses received essential funding and 11 successful Funding Surgeries were held.

## Case Study

The aim of the Conwy Connect/Royal Cambrian Academy project was to make art accessible to members of our community who may not usually feel able to visit the gallery. All of the participants had very different physical needs. It was crucial that activities were created so that all participants could fully engage in and enjoy from home.



# Volunteering

**78 Volunteers registered on the Volunteering Wales website [www.volunteering-wales.net](http://www.volunteering-wales.net)**

**184 Volunteers supported with their volunteering journey**

CVSC Volunteering Team provides guidance on all aspects of volunteering for both individual volunteers and volunteer involving organisations. We act as a broker to match the skills, and enthusiasm of individuals, with quality opportunities in support of volunteer led organisations.

2021/22 continued to be a testing year as traditional face to face and more sociable volunteering opportunities remained reduced or still online.

However, we made every effort to harness the tremendous groundswell activity from the early pandemic time, whilst endeavouring to keep everyone safe. Our regular Volunteer Organisers' Network events provided a valuable platform to share good practice and the Volunteers' week celebrations were never more needed to recognise the ongoing value, courage and contribution made by our wonderful community volunteers.



## Case Study

### Charlie Cottington

Charlie is a primary school pupil who volunteers his time to help look after animals and protect the environment. He is 10 years old and a Scout at the Orme Troop. But all his volunteering activities are outside his school and Scout commitments.

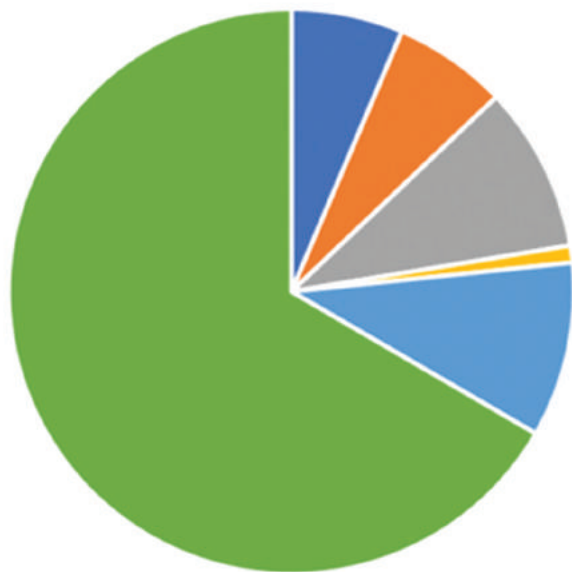
Scout leader, Ray Barnett, was so impressed with Charlie's efforts that he wanted to do something special to recognise this inspirational young man during the Annual Scouts' Awards Ceremony, so CVSC Volunteer Co-ordinator Kasia Kwiecien prepared a special Certificate of Excellence and attended the Ceremony to present it to Charlie.

Sir David Attenborough, Charlie's biggest hero, sent a personal letter of congratulations and Iolo Williams provided a certificate for the young wildlife enthusiast. These were presented by the Llandudno

Town Mayor, making Charlie feel very special, and he was absolutely thrilled! The smile did not leave his face for the whole evening.

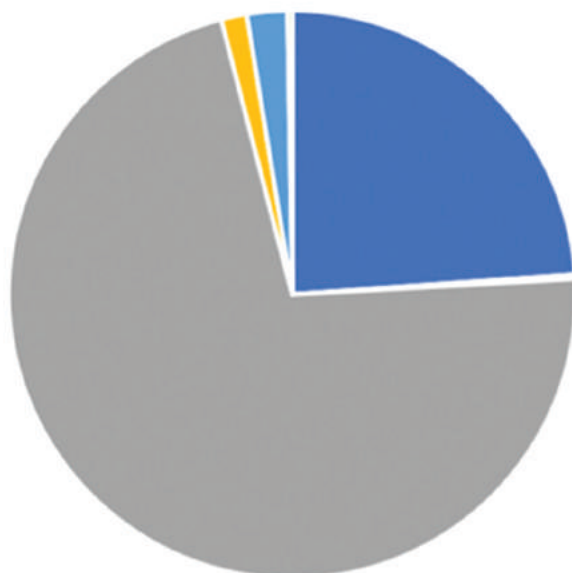
# CVSC Financial Summary

## 2021 / 2022



INCOME	£	%
WCVA Core Funding	164,302.00	6.39%
Local Authority	167,644.00	6.52%
Welsh Gov - Projects	244,078.66	9.49%
Lottery	24,750.00	0.96%
BCUHB	257,928.83	10.03%
Other	1,713,712.51	66.62%
<b>Total</b>	<b>2,572,416.00</b>	<b>100.00%</b>

- Welsh Gov - Projects
- Lottery
- WCVA Core Funding
- BCUHB
- Local Authority
- Other



EXPENDITURE	£	%
Staff & Related Costs	579,935.16	23.88%
Premises	5,855.35	0.24%
Grants	1,745,150.32	71.85%
Office & IT Costs	35,427.37	1.46%
Equipment	56,031.56	2.31%
Insurance, Audit & Accountancy	6,477.60	0.27%
<b>Total</b>	<b>2,428,877.36</b>	<b>100.00%</b>

- Staff & Related Costs
- Premises
- Grants
- Office & IT Costs
- Equipment
- Insurance, Audit & Accountancy