

Manifesto

Working together
Community Support
Partnership working **FUNDING**
SUPPORTING CARDIFF'S
THIRD SECTOR
Advice Networking
COLLABORATION *Making a difference*
Community *Training*
Asset Transfer
Representation
Third Sector Sustainability

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“Welcome to Maniffesto”

At this time of economic challenges, funding cuts and changes to public services, it is essential that we in the third sector review the ways in which we work.

This could mean working collaboratively – sharing offices and resources, jointly managing projects to make savings and avoid duplication, or co-delivery – developing new initiatives or diversifying funding.

In this edition of ‘Maniffesto’ we feature examples of partnership working and initiatives from our members and partners – including ACE Cardiff, Rubicon Dance, Llanrumney Forum and Spice. At this challenging time where sustainability and finding funding are the top priorities for most voluntary groups and organisations, we encourage you to take a look at the articles on governance and funding on pages 3, 4 and 5 – and see pages 11 and 12 for upcoming C3SC training courses. You will find other useful information on our website at www.c3sc.org.uk

Let us know if you have ideas about working innovatively and would like to talk them over with someone, or if we can help in any way – with funding or other matters. If you have experience of working with other organisations or have a story to share, feel free to complete your details at <http://goo.gl/JhZq2p> We would love to hear from you.

I hope you find this edition of ‘Maniffesto’ helpful and informative.

Best wishes,



Richard Edwards
Chair, Cardiff Third Sector Council



“Croeso i Maniffesto”

Yn ystod y cyfnod hwn o heriau economaidd, toriadau mewn cyllid a newidiadau i wasanaethau cyhoeddus, mae'n hanfodol ein bod ni yn y trydydd sector yn adolygu ein ffyrdd o weithio.

Gallai hyn olygu gweithio ar y cyd - rhannu swyddfeydd ac adnoddau, rheoli prosiectau ar y cyd er mwyn arbed arian ac osgoi dyblygu gwaith, neu gyd-gyflawni - datblygu mentrau newydd neu ganfod ffynonellau amrywiol o gyllid.

Yn y rhifyn hwn o ‘Maniffesto’ rydym yn tynnu sylw at enghreifftiau o weithio mewn partneriaeth a mentrau partner gan ein haelodau a'n partneriaid - gan gynnwys ACE Cardiff, Rubicon Dance, Fforwm Llanrhymni a Spice. Â chynaliadwyedd a chanfod cyllid yn brif flaenoriaethau i'r rhan fwyaf o grwpiau a sefydliadau gwirfoddol yn y cyfnod heriol hwn, rydym yn eich annog i ddarllen yr erthyglau ar lywodraethu a chyllid ar dudalennau 3, 4 a 5 - a chewch weld pa gyrsiau hyfforddi sy'n cael eu cynnig gan C3SC ar dudalennau 11 a 12. Cewch fwy o wybodaeth ddefnyddiol ar ein gwefan yn www.c3sc.org.uk

Rhowch wybod i ni os oes gennych syniadau ynglŷn â ffyrdd arloesol o weithio yr hoffech eu trafod â rhywun, neu os gallwn ni eich helpu mewn unrhyw fodd - â chyllid neu faterion eraill. Os oes gennych brofiad o weithio â sefydliadau eraill, neu os oes gennych stori i'w rhannu, mae croeso i chi nodi eich manylion yn <http://goo.gl/JhZq2p> Byddem wrth ein bodd yn clywed gennych. Gobeithiaf y byddwch yn gweld y rhifyn hwn o ‘Maniffesto’ yn ddefnyddiol ac yn llawn gwybodaeth.

Dymuniadau gorau,



Richard Edwards
Cadeirydd, Cyngor Trydydd Sector Caerdydd

“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

C3SC on LinkedIn

Did you know that C3SC is on LinkedIn, the professional social media site? 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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Governing your organisation – and adapting to change

With increasing demands on the sector and changes in the way public services are being delivered, we invite trustees to review their existing business models.



Time for some key questions for our trustee boards

Sheila Hendrickson-Brown, Chief Officer of Cardiff Third Sector Council, calls for trustees to be prepared to consider new ways of working.

We are all very aware that there are examples of excellent governance within the third sector. We also know that the quality of governance in the sector presents an ongoing challenge. This is of particular relevance in the current climate.

The third sector's role in delivering public sector services has increased significantly in the last few years. Third sector organisations now play a key role in meeting gaps in statutory service delivery and using the unique voice we have as providers of community-based services to promote improvements and enhance community action.

At the same time, there are increasing and changing demands on communities. This includes taking over the running of facilities – such as leisure centres, libraries, community buildings – engaging in service redesign and scrutiny, and taking up appointments in public institutions. Meanwhile, welfare changes and austerity are driving up demand for services.



Sheila Hendrickson-Brown

In this diverse mix of changing demands, we need to have a mixed bag of service delivery options if the voluntary and community sector is to remain sustainable and effective in the future.

Developing viable business models

Speaking at WCVA's Annual Conference in Cardiff in 2014, the then Minister for Public Services, in setting out Welsh Government plans to take forward public service reform following the Williams Report's recommendation, commented that "We cannot pretend any longer that local government can do everything." He added: "At the same time, third sector organisations, social enterprises and co-operatives need to be courageous in developing viable business models."

We recognise the view that the third sector should resist the commercial drivers for change in an increasingly government-structured market. However, we also know that many in the third sector describe their organisation's role similarly – as providing the most disadvantaged people with greater choice and control over the support they receive – serving similar community groups using similar approaches to that of other organisations operating in the environment. Is this not fertile ground for a more positive and proactive approach to developing models of co-delivery? Many, including NCVO, propose that it is. And many models exist for taking this forward. So, why are collaborations and mergers still so relatively rare?

There are a number of reasons, but we should see this in the light of the Charity Commission guidelines 'Hallmarks of an Effective Charity' (July 2008). It requires trustees to 'consider whether collaborations and partnerships (including the possibility of merger) with other organisations could improve efficiency, the better use of funds and the better delivery of benefits and services to beneficiaries'. This creates the need for a broad perspective from trustees when considering whether their organisation is providing the highest quality service to communities, in the most sustainable way.

This will also demand that County Voluntary Councils play their part in equipping member organisations for this task.

Promoting good governance

C3SC offers a range of training opportunities and information sheets that promote good governance. We are also reviewing our Third Sector Partnership Group, themed networks and programme of events – to include a new Trustee Network – to provide opportunities to discuss the tough but important questions, such as the real costs of collaboration, and what we really mean by greater integration.

We want to support trustees to debate, better understand and manage the opportunities and risks involved when making decisions about more joined-up ways of working.

These issues should not be avoided if we want a third sector that is well placed to continue to deliver effective, focussed services for the benefit of local people.

Would you like to talk to someone about governance? Call C3SC on (029) 2048 5722. And see pages 11 and 12 for details of C3SC training courses.

'Trustees and Governance' information sheets

Free to download from our website:

- Principles of Governance
- Trustee Duties and Responsibilities
- Governing Body Structures and Honorary Officers
- Recruitment, Selection and Induction
- Training and Development for Trustees
- Working with the Chief Officer
- Liability of Trustees and Governing Body Members
- Trustee Indemnity Insurance
- Winding Up – the Steps Involved and Alternative Options

To download these free information sheets, go to www.c3sc.org.uk/group-support-info-sheets

(029) 2048 5722

Focus on... finding funding

Is your third sector organisation looking for funding? Finding and applying for appropriate funding opportunities can be very time intensive. The following article provides some helpful hints put together from the kinds of questions and issues we frequently come across in our experience of assisting groups and organisations to increase their income.

Ten questions to ask before you apply for funding



1 Are we eligible to apply?

It sounds obvious, but many funding applications are rejected because they:

- ask for costs that fall outside the scope of the grant programme
- fail to provide information required in the application
- are from types of organisations the funder cannot support

Read the guidelines carefully and contact the funder if in doubt.

2 Do we meet the criteria and/or priorities?

If a funder says they are only interested in supporting the elderly, don't waste time by applying for a project for any other purpose. Again, if in doubt contact the funder for advice.

Take a look at the organisations the funder has supported before, as this builds a picture of the types of projects they support.

3 What is this funder really looking for?

Beyond the basics of criteria and eligibility, what do you know about this funder? Have you made a clear case for support? Have you tailored your approach to the individual funder?

Be clear about your application's main selling points.

4 Have we got enough time to apply for this grant and do the funded work properly?

Responding to funding opportunities takes time; you should consider carefully whether you have the resources to dedicate to it. If

there are time constraints in relation to when the funded activity must happen, you should consider if you can set up and deliver your project within these timelines. Be prepared to walk away if the timing isn't right.

Bear in mind that you are likely to need to consult with community members or work with partners.

5 Would this project be the best use of this funding opportunity?

In many cases organisations need funding for several projects at once. How do you decide what you apply for, what might be suitable for a loan, and what activity might you fund through income from trading or bidding for contracts? Grants can be valuable in funding types of activity which are impossible to support through other channels – although they are not the only source of income.

To make the best use of opportunities you need to be aware of your wider funding needs and consider each opportunity in this context.

6 What terms and conditions might be attached to any offer?

Some funders will ask for little other than an acknowledgement of their support. But funders who expect funded organisations to meet certain standards will often be happy to explain in advance what these are. It's unlikely to cause any major problems but it's important to check in advance – as there could be implications for how you manage your project.

Make sure you can accept the terms of the grant before you apply.

7 Have we included the full costs of this project in our application?

Do you know what your full costs are and have you asked the funder to meet them? It's easy to overlook the costs of management and administration, which underpin the project for which you are applying. There are still funders who will only consider direct project costs, but increasingly funders recognise that organisations need to cover their full costs.

Make sure you know and understand the principles of Full Cost Recovery before you start.

8 Aside from this grant, are there any other ways we could fund this activity?

Grants can be incredibly useful but also limited in terms of what they support, how long they take to apply for and when they are available. Sometimes a loan can help you respond to a need or opportunity quickly, or a contract may exist for similar activities. It's worth considering all your options before applying for a grant.

Knowing your other options means you have a head start if you are rejected, and also when considering how to make the project sustainable in the future.

9 If we get this funding, what will happen when the grant ends?

A lot of organisations use grants either to fund ongoing activity or to set up new activity which they would like to continue. Many funders are concerned about the sustainability of the activity (and organisations) they support and will be more open to applications that include the costs of preparing a project for life after the grant ends.

Be prepared with a strategy for how you might continue the project's activity once the funding has ended.

10 If we are successful, could we meet the terms and conditions of the grant?

Some funders – particularly public or Lottery – may have conditions about how to account for your grant and manage activity they are funding. This may have additional costs or other implications for your organisation.

Find out what standard conditions might be attached before you apply.

To download the full version of our Funding Factsheet, visit www.c3sc.org.uk

ACE Cardiff's quest for funding

ACE Cardiff has run three main projects for over five years: a learning club for children aged 7 to 16 years; the engAGE project to bring residents in care homes the benefits of digital technology; and Job Finder Wales, which supports and guides people towards suitable, paid employment.

In January 2015, ACE Cardiff received the first instalment from the Big Lottery for its 'Watch My Needs' project. Working in partnership with Makaton, this unique project will help people with dementia to communicate by developing a language specifically for them, using signing, symbols and sounds.

Gerald Puttock, Director, outlines how ACE Cardiff is increasing their income in a variety of ways:



Gerald Puttock

- *Community fund-raising:* for example, collecting at supermarkets and pub quizzes, organising a 24-hour sponsored run, and a black-tie dinner.
- *Applying for both small and large grants:* including seeking funding from trusts and foundations that usually award grants of up to £10,000; plus income from larger grant programmes like the Big Lottery and Children in Need who can award much larger amounts.
- *Targeting Public Sector funding streams:* accessing monies and payments 'in-kind' (a non-financial equivalent of a grant) from bodies such as Cardiff Council and Welsh Government.
- *Working collaboratively with a range of partners:* receiving support 'in-kind' from Cardiff University and Communities First.
- *Corporate Social Responsibility (CSR):* winning

monies from the CSR programmes of commercial companies such as Arriva Trains, Network Rail, Zurich Insurance, John Lewis and the Schuh retail chain.

ACE Cardiff is yet to explore legacy funding, individual donations by direct debit and charging for their services.

Gerry Puttock adds: "C3SC gave this charity excellent advice, especially on fund-raising. Our third sector officer has always been more than willing to help us with any question about governance, charity operations, legal issues, and finance whenever we required it."

To find out more about ACE Cardiff, visit www.acecardiff.org.uk or call (029) 2047 1241.

Here for you: Third Sector Support Service

Cardiff Third Sector Council (C3SC) has a team of third sector officers who work across the City to support third sector organisations with advice, information and guidance on a range of issues.

Whether you are a charity, co-operative, community group or social enterprise working or benefiting people in Cardiff – and if you are a member of C3SC – you can take advantage of our free Third Sector Support Service, which covers:

- *establishing your organisation:* advice and support on choosing the right legal structure and having all the documents in place to achieve registration;
- *funding and business planning:* help with turning your ideas into a business plan and writing funding applications – to make a convincing case for securing that essential financial support;
- *trusteeship and governance:* support that will ensure your organisation is able to operate effectively and complies with legal obligations and best practice;
- *staff and volunteers:* guidance on recruiting the best people to achieve your goals;
- *influencing the influencers:* linking you and your organisation to key decision makers through our networks and events.

If you would like to discuss the type of support and help your organisation requires to move forward, please get in touch with one of our third sector officers.

Meet the team

We would like to take this opportunity to introduce you to the team and the area of Cardiff they cover:

- Alison Pritchard: Cardiff City and South; Cardiff South East – email alison.p@c3sc.org.uk
- Peter Griffiths: Cardiff West; Cardiff South West – email peter.g@c3sc.org.uk
- Thoria Mohamed: Cardiff East; Cardiff North – email thoria.m@c3sc.org.uk
- David Poole, Operations Manager, overseeing the team: city wide – email david.p@c3sc.org.uk

...and that's not all we do! We deliver a range of training courses specifically tailored and relevant to the needs of the third sector in Cardiff. Turn to pages 11 and 12 for details of courses coming soon.

To get in touch with your third sector officer, use one of the email addresses above or call (029) 2048 5722.

"C3SC is a good organisation to engage with. The staff I speak to are knowledgeable, friendly and efficient"

"We know your team has their finger on the pulse of what's happening in Cardiff's third sector"

Working together... to 'Know your Community'



Focus groups gave people the opportunity to share their views

As a result of changes to the national and global economy, funding for vital public services, from housing to healthcare to transport, has diminished in recent years. And there is no sign that additional funding will become available any time soon. In this environment, the already stretched third sector is stepping in to plug the gaps in service delivery.

In order to ensure the most vulnerable in society are not further disadvantaged by a reduced ability to access vital services, the third sector will need to collaborate even more than it does already. Collaborate to reduce service duplication. Collaborate to share valuable resources and expertise. Collaborate to ensure vulnerable people can move from one service to another seamlessly, ensuring they get the right help when they need it most.

It was with collaboration in mind that East Cardiff, Llanedeyrn and Pentwyn (ECLP) Communities First conceived their 'Know Your Community' project. One of the major challenges facing the ECLP Cluster is ensuring those considered to be more vulnerable or disadvantaged are communicated with and their views are shared and understood, particularly given the historically low levels of civic participation in the area. Focusing on the scope of the Communities First programme – on Health, Learning and Prosperity – it has also been challenging to identify, establish and maintain effective working relationships with organisations that target the same hard-to-reach individuals and groups in the area.

New partnerships

Our Know Your Community project was designed to help us overcome these two major challenges – developing new partnerships with a range of key

stakeholders working in the Cluster. Overall, the project is aimed at our community members, engaging with them, finding out their views about what's been happening in their area, and trying to work with them to develop new aims and plans for their community. A key part of the project was also building links with our partners. These aims cannot be achieved overnight, nor can they be achieved by ECLP in isolation, so the project was designed to be delivered in phases.

The objective of Phase 1 was to:

- Gain a better understanding of the practical barriers of individual customer groups, which prevent them from engaging with our services.
- Determine the best methods of communicating with the individual customer groups to effectively raise awareness of the activities and services being delivered in their area.
- Identify the future needs of the individual customer groups to inform future ECLP and partner organisations' delivery plans.
- Strengthen working relationships with local partners and identify 'common' issues of concern for potential collaborative campaigning.

The number of phases is yet to be confirmed as the findings from Phase 1 will help determine what else needs to be done and in what order.

Focus groups

To achieve these objectives, we determined that the most effective route to engaging with the individual customer groups and partner organisations was to host focus groups. We invited individuals from target groups to attend a discussion on a selected service-

based topic to share their views on which services and activities they believed would enhance the quality of their lives.

In order to identify which groups to target in each of our communities, census data, produced by Cardiff Council, and data from the Wales Index of Multiple Deprivation (WIMD) was used. Alongside the focus groups, a parallel paper-based and online survey, asking the same questions as those put to the focus groups, was distributed to over 25 community venues, including Hubs, churches, medical centres and shops from across the Cluster.

Collaboration was there from the outset as we consulted with Wales Council for Voluntary Action (WCVA), drawing on their expert advice. We were delighted when they demonstrated their support for the project by match funding Phase 1, and they continued to work alongside ECLP staff at every stage.

As the focus groups were targeting people who had not previously participated with ECLP, we collaborated with partners to help us to promote and, in some cases, run the focus groups. These partners included the WCVA; Flying Start; SOVA; Families First; Job Centre Plus; Siloam Baptist Church; Cardiff Youth Service; Carers Association; Butetown, Riverside and Grangetown Communities First, and various Cardiff Council teams, including Neighbourhood Partnership and the Tenant Participation team.

By involving partner organisations and securing their support to help us deliver Phase 1, we were able to build relationships and collectively share our experiences and knowledge of the individual customer groups we were trying to engage with. This focus on specific groups of individuals provided us with the opportunity to identify overlaps and gaps in services, and common issues of concern.

During March and April we went on to co-host 12 focus groups in partnership with WCVA, Siloam Church, Cardiff Youth Service, SOVA and Job Centre Plus. Some of these focus groups were well attended but some, disappointingly, were not. So, we are now looking at other opportunities to engage with the target groups we have missed, especially young people considered to be not in education, employment or training (NEETS) and representatives from Black and Minority Ethnic communities across our Cluster.

The benefits from the project so far are:

- Increased awareness of who we are and what we do, whilst at the same time promoting partner organisations.
- Increased engagement with community members previously considered to be the hardest to reach.
- Improved accessibility to services for individuals by delivering requested services locally and through effective referrals to those considered the best placed to support an individual's needs.

- Increased participation, inspiring community members to volunteer with ECLP and become community champions.
- Support for the establishment of new community networks and groups, which will be self-sustaining and help rebuild community spirit, and increase community confidence and pride.
- Working relationships with partner organisations improved.
- Opportunities maximised for collaborative working and campaigning on issues of common concern.
- A united front demonstrated – making the most of new contacts to ‘reach’ the decision makers and policy formers who have responsibility for communities.

- Survey data on preferred methods of communication and common barriers to engagement from over 150 community members.

The feedback from the focus groups and the information obtained through this closer engagement with partner organisations is currently being analysed. A report will be produced once this analysis has been completed. Following on from the collaborative approach, we will be sharing the accumulated information with both the community and partner organisations operating within the Cluster area to work with all C3SC services around the identified needs of the community.

To find out more about the work of our Communities First ECLP team, visit www.eclp.org.uk or call (029) 2077 8128.

Networking opportunities



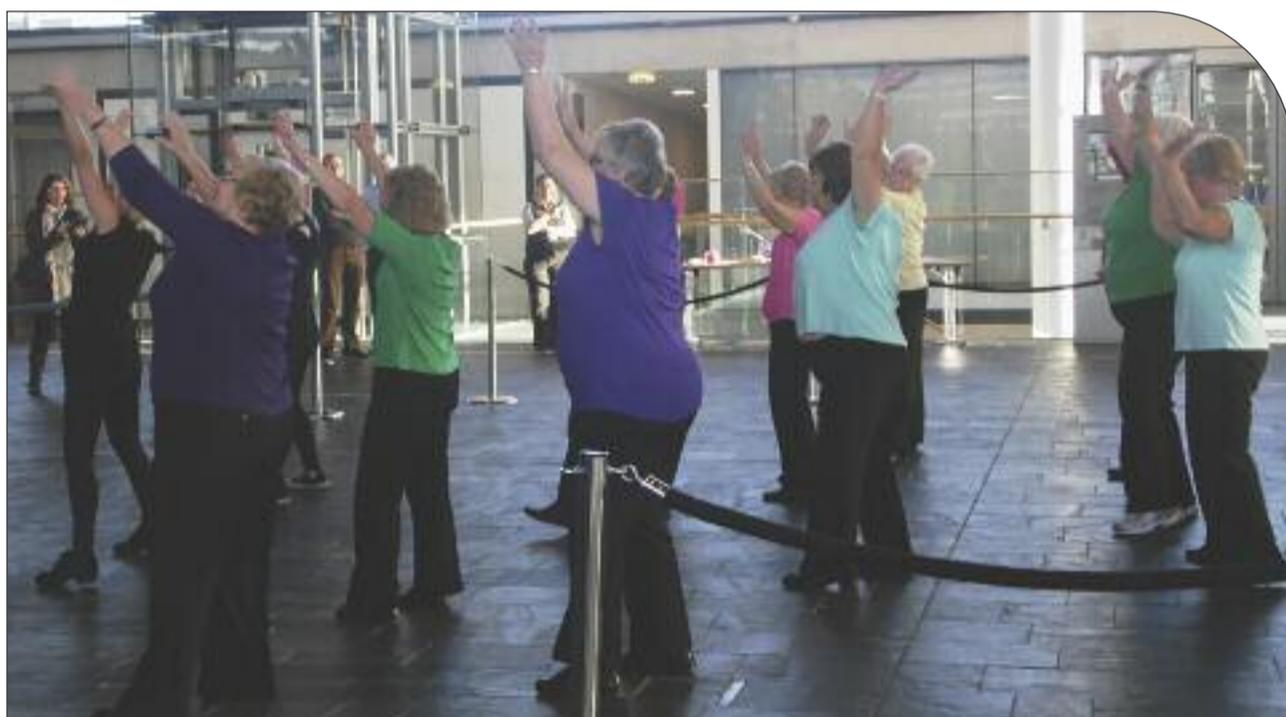
Are you looking for opportunities to meet with others in a similar field of work, to share ideas and good practice, and to learn from one another's experiences?

C3SC facilitates a range of networks and forums, some in partnership, to focus on issues affecting the people of Cardiff.

Membership is free. Please get in touch if you are interested in finding out more.

- Trustee Network – **coming soon**
- Cardiff Volunteer Co-ordinators' Network (in partnership with VCS Cardiff)
- Cardiff Health and Social Care Network
- Cardiff Advice Providers' Network
- Cardiff Sustainable Education Network
- Carers' Support and Information Network Group
- Cardiff Safer and Cohesive Communities Network
- South Cardiff Interfaith Network
- Cardiff Equality and Human Rights Network
- Cardiff Third Sector Learning and Enterprise Network
- Cardiff Third Sector Partnership Council
- Cardiff Children, Young People and Families Network
- Cardiff and Vale Co-production Network
- Housing Providers' Network
- Cardiff Third Sector Forum
- Cardiff Third Sector Symposium

To find out more about any of the above networks or forums, please contact David Poole by emailing david.p@c3sc.org.uk or calling him on (029) 2048 5722.



Llanrumney over 50s ladies dancing at the Senedd during the People Dancing Conference

Rubicon Dance wins another award

Rubicon is the community dance development organisation for Cardiff and Newport, and was one of the first of its kind in the UK.

The organisation offers dance to people of all ages and abilities, in a variety of community settings, with the aim of providing consistent access to high quality dance activities within a policy of equal opportunity and open access.

Previously awarded the prestigious Beacon Award by the Arts Council of Wales in recognition of its commitment and dedication to dance, Rubicon

recently won the Age Cymru Gwanwyn Award 2015 for work with older people.

“We run several classes across Cardiff and Newport for older dancers in which we celebrate creativity and work towards performances,” said Centre Co-ordinator Adam Lloyd-Binding. “We also work in several day centres and homes for the elderly where we encourage participants to keep active and engaged.”

Funding is an ongoing issue for the organisation: “We work hard to make all sessions affordable for the participants and sustainable for the organisation,” explains Adam. “We are very fortunate and grateful to receive funding and support from Arts Council of Wales, and from Age Cymru to support our programmes.

“There's lots of help and advice out there. Use partner organisations such as C3SC for guidance, help and advice on all sorts of matters – funding, opportunities for projects and governance issues.”

To find out more about Rubicon Dance, visit www.rubicondance.co.uk or call (029) 2049 1477.

Working together... to make a difference

Discover how people's lives are being changed by organisations engaged in partnership working.

East Cardiff, Llanedeyrn and Pentwyn Communities First working in partnership in the community

Here are some of the ways our team in East Cardiff, Llanedeyrn and Pentwyn (ECLP) has been working with others to bring about change in the community.

Saving energy

Working with the Llanrumney Forum and the Tackling Poverty Small Grants Fund, we have engaged with SWALEC, Credit Unions and primary schools to secure their support to deliver our Energy Savers Challenge. The Challenge encourages people to reduce their energy usage – for the sake of the environment and their wallets.

We delivered an energy efficiency workshop in November, where families learnt how to be energy smart in the home. The families that participated received energy saving light bulbs, tumble dryer balls and other simple items to help them save money and become more energy efficient.



Supporting enterprise

In partnership with the Llanrumney Forum, we have delivered sessions to help people increase their employability. This has included accredited units in customer care, and working in partnership with WEA to deliver accredited learning in Horticulture and Practical Safety in the Workplace for a group of volunteers looking to set up their own social enterprise.

Being an advocate

Working in partnership with St Teilo's Church in Wales School and Eastern High School, we have worked with families to address issues that are impacting on the child(ren)'s attendance or attainment at school. Our Family Liaison Officers (FLOs) receive referrals from schools when there have been difficulties engaging with a child's family. Persistent absence, a pattern of not completing homework or other concerns can indicate a child may be experiencing difficulties in their home environment.

The Family Liaison Officers work with families on a one-to-one basis to help them identify their needs and signpost them to a range of external organisations, statutory and third sector support networks and/or Communities First projects that can support the whole family unit, enabling them to provide a better home environment for the benefit of the child and the whole family. FLOs act as family advocates and agree a support framework tailored to each family's needs. With guidance and information, the families can be empowered to achieve agreed goals and targets that build a strong family unit, with a focus on the mental, physical and educational needs of both the child and their family.

The project supports families to identify appropriate paths that are right for them and breaks down their needs into manageable steps, helping them to develop the confidence and motivation to progress on their journey. Taking pastoral care into the family home, the project nurtures positive relationships between families and schools.

Find out more about Communities First ECLP at www.eclp.org.uk. Community groups within the area can also contact third sector officer Thoria Mohamed at thoria.m@c3sc.org.uk for support.



Read Ann's story

Run in partnership between Vale Centre for Voluntary Services and Cardiff Third Sector Council, Friendly AdvantAGE is a lottery-funded befriending project, which has been operational for three and a half years. Ann's story demonstrates the positive impact Friendly AdvantAGE has had on people aged 50+ in Cardiff and the Vale of Glamorgan.

In February 2014 Ann, aged 55, suffered a brain aneurysm which left her with poor short-term memory, heightened anxiety, and poor balance and mobility. Ann used a wheeled walker at home and a wheelchair outdoors. Ann lives in a second floor flat, without access to a lift. She found it difficult to use the stairs to dispose of her rubbish. Before the aneurysm, Ann had been independent and in full-time employment. Now she lacked the confidence to visit the shops or to socialise with friends.

After conducting the initial assessment, the Friendly AdvantAGE 'Let's Get Out' project co-ordinator helped Ann draw up a plan that would help her rebuild her confidence.

Helen began volunteering with Ann for two hours a week. They began with the rubbish disposal. With Helen's help, Ann began to take out small bags of rubbish each day, each time gaining more confidence using the stairs.

Helen and Ann began going out in the local area. This helped Ann to access local shops and amenities. Ann soon had the confidence to take a taxi alone and meet Helen at a prearranged venue.

Each week, Helen would set Ann small goals to achieve over the week ahead, such as booking a taxi to visit friends.

Increased confidence

At the end of her involvement with the project, Ann said: "I'm so much more positive now. You cannot imagine how much of an impact the project has had for me". Ann commented about Helen's help: "I cannot put into words how much she has helped me ...", whilst Helen said: "I have enjoyed ... working with Ann, to help build up her confidence."

Ann's confidence and physical health continue to improve, including her short-term memory. Previously she had been using a written planner and 'prompt' cards to remember day-to-day activities. Ann relies less on a notebook and 'prompt' cards, and more on her own ability to remember things.

Names have been changed to protect identity.

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

Working together... to improve health and well-being

Enabling and empowering the community to have a voice in influencing the way services are provided is at the core of the Co-Creating Healthy Change (CCHC) project.

We cannot work alone or in isolation from our partners. Everyone – from service users to service providers, through to commissioners – has a crucial part to play to achieve this vision and make this a reality.

In the past two years, CCHC has established ten distinct projects with the joint aim of improving health and well-being in Cardiff and the Vale of Glamorgan. It has been quite a journey, with the benefits of partnership working extending to joint working and sharing resources – to increase efficiency and add value to the project along the way.

Opportunities for joint staff training are being developed, pots of funding are being shared across the portfolio of projects, and the project partners are promoting and signposting to each other at events and meetings – all contributing to a growing but definite recognition of the portfolio of ten projects and what they are achieving.

Service providers, such as Cardiff and Vale University Health Board (UHB), have started to actively contact CCHC for advice on how to improve community participation at their consultation events. Feedback from external stakeholders indicates that CCHC is an effective method of engagement with the local community, which is valued by community members. We are planning to ensure the partnership relationships between service providers and community members, developed through CCHC, continue to grow beyond the lifetime of the project.

Positive impact

When we look at what has been achieved already, it is clear there have been a number of successes – for example, members of **Cardiff and Vale People First** have reported an increase in self-confidence and feeling listened to by service providers, to such an extent that they now have the courage to raise their concerns in meetings where previously they may never have publicly shared their experiences and views.

One community member of the **Gingerbread** project attributes her success at getting a job to her involvement in CCHC, saying that her confidence increased dramatically just through her engagement in the training sessions and meetings.

There have also been small but significant changes to practices and services, for example, **Hafal** now has mental health carers on interview panels for new UHB mental health staff. Similarly, participants of the **CAVAMH** project have helped shape the processes within community mental health teams. They are now invited to attend staff team training meetings, where they have the opportunity to talk directly to frontline staff and share the experiences of their service users.

When the community ambassadors of **ACE Cardiff** took action in protest of the number 12 bus service being scrapped, the whole community benefited. The bus service is back in operation and, as a result, residents of Ely and Caerau are once again better able to attend GP appointments and access other services.

Cardiff and Vale Long Term Conditions

Alliance aims to influence changes to the health and social care services that directly affect people living with a long term health condition. Through sharing information, linking with statutory partners and networking, organisations and support groups are working together to improve the services that directly impact on the well-being of people living with chronic health conditions.

The ten partners within the CCHC project are having a positive and sustained impact across communities in Cardiff and the Vale of Glamorgan, which we are confident will extend beyond the lifetime of the project.

Kerrine Phillips, CCHC project co-ordinator, said: “Statutory service providers are changing their approaches for the better, for example, Cardiff and Vale UHB changed the time of a consultation event on maternal healthcare, to take into consideration the likely parental responsibilities of the desired attendees. However, we recognise there is room for further improvement. Some providers occasionally miss the mark as community members can feel their views are being overlooked in favour of contributions from the ‘experts’. This is an area we will continue to address through our commitment to partnership working with service providers, where all partners are defined as equal and contributions are valued from the local community as a whole.”

To find out more, visit <http://goo.gl/OCw3m9> and co-creatinghealthychange.tumblr.com/ or call Kerrine on (029) 2048 5722.



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

(029) 2048 5722

ECLP ready to launch Time Credits

C3SC is excited to announce that we will be launching a Time Credit scheme in East Cardiff, Llanedeyrn and Pentwyn.

Time Credits are an innovative and proven way to enhance community development. Working in partnership with Spice provides access to the Time Credit Spend Network – finding new and innovative ways to ensure volunteers' time is valued.

A Time Credit is a token that is given to volunteers who have signed up to the scheme and volunteer one hour or more of their time to community projects with registered organisations. This credit can then be used within Cardiff and throughout the UK to access activities, events and classes. Places where time credits can be spent include Chapter Arts Centre, Go Ape Play Centre, the Cardiff Devils, all Cardiff leisure centres and other fitness centres, St David's Hall, the Millennium Stadium, the Wales Millennium Centre, The Gate Arts Centre and many more.

Time Credits can also be traded with other members of the community in return for their time, or be given as gifts to friends and family.

Initially, we will be using the Credits in ECLP to incentivise community members to volunteer in one of a number of positions we have within our own projects. Over the longer term, we will be inviting smaller community groups to join our scheme and help us recognise the hard work of community members who volunteer their time on local projects outside of Communities First, helping their community to thrive. To take advantage of the scheme, community groups



will need to sign an agreement with ECLP, which commits them to creating opportunities for people to spend Time Credits in the local area.

By helping people access new services and activities, we plan to motivate, inspire and sustain a whole new body of community volunteers.

Want to know more about Time Credits? Visit www.justaddspice.org and for more information on Time Credits in ECLP, call Joe Champion on 07969 185047 or email him at joseph.c@c3sc.org.uk

Stepping Up: A Guide to Community Asset Transfers

Budget cuts to public services are forcing local authorities to find more efficient ways of working. One way Cardiff Council is doing this is by offering community groups and organisations the chance to 'step up' and take over the management or ownership of some of its services and assets in their neighbourhoods. This process is known as a Community Asset Transfer.

What is a Community Asset Transfer (CAT)?

The phrase 'community asset transfer' refers to a change in the management or ownership of land or buildings, from public bodies (most commonly local authorities), to communities (community and voluntary sector groups, community or social enterprises). The range of transfer options varies, but communities typically take on the ownership or management on a freehold, lease or licence to occupy basis. However, where grants or loans are required to develop the asset, the term of the lease or licence will need to be long enough to secure external investment – in many cases, up to 25 years.

Who can take on the management or ownership of a community asset?

The types of people or organisations who may be interested in taking on such a role could include:

- Individuals or groups coming together for the first time for a specific purpose to deliver a service or save a building under threat of closure.

- Existing community or voluntary organisations looking to acquire premises from which to grow and develop their services.
- Social and community enterprises seeking to strengthen their 'asset base' and develop new income generating opportunities.

It is important that there is a strong fit between the potential that can be realised in the community project and the purpose of a group or organisation. Asking yourself the following five questions about your organisation may help you find an answer to this.

“Has our organisation got the right things in place to enable us to 'step up'?”

1. Have we established clear and agreed objectives for our planned community project?
2. Do we have the capacity and resources to see this community project through?
3. Have we proved the proposals for our community project are realistic?
4. Does our organisation's 'business case' for this community project stack up?
5. Will our proposed community project deliver real benefits to our community?

For information on how to take over the management or ownership of a community asset from Cardiff Council, download the information pack, 'Stepping Up: a toolkit for developing and managing services and assets' at <http://goo.gl/k1gZYD>, email C3SC's Peter Griffiths at peter.g@c3sc.org.uk or contact the Council at steppingup@cardiff.gov.uk

Follow us on Twitter @C3SC

High quality, low cost training from C3SC

One of the ways we support the third sector is by providing a wide range of training courses, which are often free. You will find more details on our website at www.c3sc.org.uk/training-events/c3sc-training. On this web page we also include details of Cardiff Council's safeguarding courses.

Planning and Writing Successful Funding Bids (Intermediate)

Tuesday 30th June from 10am to 4pm

- Understand the current funding climate in Wales and its impact on funders
- Review your current approach of developing a bid
- Apply new tools and techniques to give your bids a winning 'edge'
- Understand and meet the expectations of funders

Staff Development in your Organisation

Thursday 2nd July from 9.30am to 1.30pm

- Be able to undertake a training needs analysis
- Know how to develop a training plan
- Understand the different approaches to address training and development
- Recognise the importance of evaluating training

Introduction to Results Based Accountability*

Wednesday 8th July from 10am to 4pm

- Get to grips with RBA
- Understand its principles, values and practices
- Discover its context in relation to Cardiff

Essential training if your organisation is considering applying for Lottery or other funding.

Sports Leadership*

Tuesday 14th July from 9.45am to 3.45pm

Sports Leadership is a practical qualification in which learners must demonstrate their ability to lead others in simple sport/activity.

- Plan, lead and review a sport/activity
- Developing leadership skills

Advertising vacancies with C3SC

One of the benefits of membership of C3SC is the ability to access free advertising for your vacancies on our website, both for paid and unpaid roles. From 1st April we introduced a fee of £35 for advertisements from non-member groups and organisations.

To advertise a vacancy, complete the form at <http://goo.gl/JxvwMC> – and at <http://goo.gl/XsKpEI> to become a member of C3SC.

- Lead activities that promote a healthy lifestyle
 - Fair play in sport
 - The role of the official
 - Opportunities in sport and recreation
- Price: £48 - includes certificate

Community Fundraising

Thursday 16th July from 9.30am to 1.30pm

- Create a plan for fundraising from your local community
- Develop appropriate cases for support
- Recruit, manage and support fundraising volunteers
- Implement community fundraising activity
- Ensure you comply with relevant legislation and best practice

Volunteer Recruitment, Selection and Induction

Wednesday 9th and Thursday

10th September from 10am to 4pm

- Be familiar with a range of methods to attract a diversity of volunteers
- Recognise 'selection' as a two-way process and be familiar with a range of selection tools
- Understand the use of vetting procedures, including DBS checks, and recognise their limitations
- Understand the purpose and nature of a) volunteer agreements, and b) volunteer induction
- Recognise potential uses and abuses of volunteers' personal information
- Recognise ways in which volunteering can be made more accessible to all

Emergency First Aid at Work*

Tuesday 15th September from 9.15am to 4pm

Learning outcomes:

- To understand the role and responsibility of a first aider
- Assess an incident
- Manage an unresponsive casualty who is breathing normally
- Manage an unresponsive casualty who is not breathing normally
- Recognise and assist a casualty who is choking
- Manage a casualty with external bleeding
- Manage a casualty in shock
- Manage a casualty with a minor injury

Price: £65 - includes certificate



Equipping you in your role

Food Hygiene Level 2*

Tuesday 22nd September from 10am to 4pm

- Knowledge and understanding of the importance of food hygiene
- Associated food hazards
- Good hygiene practice and controls based upon an awareness of food safety management systems
- How to maintain good practice in the handling, processing and preparation of safe food

Price: £65 - includes certificate

Grants - Fit for Funding

Thursday 24th September from 10am to 4pm

- Learn how to write concise and compelling applications
- Understand how good research, realistic outcomes and accurate budgeting can improve the chances of an application being accepted
- Be able to build relationships with grant givers and meet their expectations

Working with the Media*

Tuesday 29th September from 10am to 4pm

- Understand what interests journalists and how to get them telling your story
- Understand how to communicate your key messages through the media
- Be able to adapt your style to suit different media
- Be able to write a press release

Price: £75

More courses overleaf...

LinkedIn at www.linkedin.com/company/cardiff-third-sector-council

More training for you and your team

...continued from page 11

Preparing a Sustainable Fundraising Strategy

Thursday 1st October from 10am to 4pm

- Understand what a sustainable funding strategy is and why you need one
- Learn how to explore and extend your fundraising options
- Be able to construct a realistic and sustainable fundraising strategy

Child Protection*

Tuesday 6th October from 9.45am to 4pm

This child protection course will give you the ability to act on any concerns about the safety and welfare of children and young people.

This accredited course is designed to inform those in the childcare, or social care sectors, of the signs of child abuse, what is regarded as abuse and more importantly what can be done to prevent it from happening.

Course outcomes:

You will learn and fully understand all of the below:

- What is child abuse?
- Introduction to risk assessment
- Categories of child abuse
- Indicators of child abuse
- Policies and procedures
- Discuss previous cases of abuse
- Questions and Comments

Price: £60 - includes certificate

Introduction to Trust Fundraising

Tuesday 13th October from 10am to 4pm

- Understand what grant-making trusts and foundations are
- Be aware of what trusts fund
- Know how to research trusts
- Appreciate the key factors in a successful application
- Recognise how to connect with and develop relationships with trusts
- Ensure you comply with relevant legislation and best practice

Developing Trading Opportunities

Thursday 15th October from 9.30am to 1.30pm

- Assess potential for trading goods or services
- Understand the processes involved in developing a trading idea
- Develop a competitive advantage
- Know where to go for further information, help and advice

Internet Fundraising

Wednesday 21st October from 9.30am to 1.30pm

- Create a plan for fundraising from digital media
- Develop appropriate cases for support

- Implement digital fundraising activity
- Ensure you comply with relevant legislation and best practice
- Know where to go for further information, help and advice

Techniques for Managing Conflict

Tuesday 3rd November from 10am to 4pm

- Recognise when and why conflict occurs
- Explore the dangers and opportunities in conflict situations and identify your personal responses to conflict
- Understand the importance of effective communication skills and techniques for behaving assertively
- Develop strategies for successful conflict resolution

Demystifying Commissioning

Thursday 5th November from 10am to 4pm

- Understand the commissioning process for social care services
- Assess the areas where third sector providers can be involved
- Understand tendering, and how it fits within the commissioning cycle

Being a Trustee

Tuesday 10th November from 10am to 4pm

- Understand what it means to be a trustee, who can be one, and what roles and responsibilities trustees may have
- Appreciate what trustees can be liable for, and know how to limit potential risks
- Understand the principles of good governance, the roles of specific officers, and the difference between a trustee board and its subcommittees
- Have an overview of what is needed for effective trustee recruitment and induction

Getting the Best from your Volunteers

Wednesday 11th and Thursday 12th November from 10am to 4pm

- Understand what motivates and demotivates volunteers
- Understand good practice in relation to support and supervision
- Recognise and be able to manage a variety of difficult situations
- Know when and how to terminate a volunteering relationship
- Be able to assess needs for training and development, and recognise different ways of meeting these
- Know how to give appropriate recognition to volunteers

“...thank you for a great training session at C3SC office today”

“the training is excellent and invaluable”

Individual Giving

Wednesday 18th November from 10am to 4pm

- Understand what motivates people to give
- Create a plan for fundraising from individual giving
- Develop appropriate cases for support
- Take advantage of tax-effective donations and gifts
- Ensure you comply with relevant legislation and best practice
- Know where to go for further information, help and advice

Working Together for Service Delivery

Wednesday 25th November from 9.30am to 1.30pm

- Understand the benefits and obstacles of joint working
- Identify some of the key practical considerations for joint working
- Assess the merits of different consortium structures

Price of training (unless indicated otherwise)

- C3SC or CVC member with annual income below £25,000: FREE
- C3SC or CVC member with annual income of £25,000 or above: £20 half day; £40 full day
- Individual member: £20 half day; £40 full day
- Non-member voluntary organisation: £40 half day; £80 full day
- Statutory organisation: £60 half day; £120 full day

* **Please note:** C3SC charges a fee for courses delivered by an external training provider to enable us to cover our costs. You will find the prices indicated above or on our website.

To book your place or find out more:

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