



York CVS Annual Activity Report 2017-18

Background

York CVS is a social action organisation. This means we take steps to make positive change, challenge issues and grow new ideas which strengthen communities. Since 1939, York CVS has supported thousands of local charities, voluntary organisations and social enterprises to do just this. We help them focus on what they do best – making a difference for individuals and their communities.

What do we do?

We have a simple framework for our work:

- Support the sector to survive and thrive
- Represent the sector and provide a voice
- Deliver services with a social impact
- Sustain our organisational strength

We provide practical support such as room hire and office accommodation, essential services such as payroll and HR, we design and deliver training on important issues such as GDPR. We have a 'fixed and flexible' delivery approach – 'fixed services' which groups and organisations rely on, and a range of 'flexible' responsive offers which meet need as it occurs.

This type of bespoke support builds strength and resilience in our sector, so local charities, voluntary organisations and social enterprises can provide and grow essential services for the communities they serve.

This report provides a very brief summary of highlights across the last operating year, aligned to the headings of our simple framework.

Organisational objectives	April 2017 – March 2018
<p>Support the sector to survive and thrive</p>	<ul style="list-style-type: none"> • We held a series of ‘commissioning for breakfast’ sessions to de-mystify the process of commissioning and build relationships between the sector and commissioners. We involved City of York Council and Clinical Commissioning Group commissioners and reached over 50 groups and organisations in total. • York declared itself the UK’s first Human Rights city in April. As part of the steering group we helped organise and deliver this important event, and held a separate session for the sector on how this relates to their work. • The Community Voices work was launched in early April with four sessions held in the year to better understand more about who we reach with our work and who we are not reaching. In total, 26 organisations were engaged in this work. • National Co-Production Week took place in July and we delivered an event to raise awareness of what this is and how it can be embedded in to the sector’s work. Over 40 individuals/organisations attended. • We were an active partner in the development and delivery of National Safeguarding Week in October. This week long programme was designed to raise public and professional’s awareness of what keeps people safe. We hosted a workshop on the effects of grooming entitled; ‘it lasts a lifetime’, and launched our first ever nursery ‘Parents Forum’. • Using evidence gathered from focus groups and surveys we developed a volunteering collaboration. Partners include City of York, York Teaching Hospital NHS Foundation Trust, International Service, York Cares and York Universities. The purpose was to develop a city wide impact volunteering strategy – People Helping People. The approach mobilises volunteers and community assets to address city challenges such as loneliness/social isolation. We delivered a launch event with local, regional, national and international guests in November 2017. • We delivered a range of free training workshops over the year including two free twitter workshops for over 20 organisations to understand more about how to use social media strategically and more effectively, and four free GDPR workshops for over 350 groups and organisations to help them prepare for the changes in how to process personal data. • We also accessed a range of free training opportunities working in partnership with organisations

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<p>Support the sector to survive and thrive</p>	<p>such as York College and The Coaching Bug to further develop IT and coaching/leadership skills.</p> <ul style="list-style-type: none"> • Changes to payment regulations in January meant we would have needed to register with the Financial Conduct Authority if we were to continue taking payments from groups/organisations which we then pay to their staff members as part of our payroll service. We explored a number of options as we wanted to ensure we continued this very important service. We found a way to continue (we will still calculate payments and HMRC contributions, but groups/organisations will make the payments themselves). We now provide this at a reduced cost and have continued to deliver this to over 60 groups/organisations. • In partnership with City of York Council/Health and Wellbeing Board we held a mapping day in February to capture information about activities, services and groups provided in York in relation to the Health and Wellbeing Strategy. This ambitious event enabled organisations to ‘drop in’ and tell us about their work so we have a clearer picture of what goes on in York, and where there may be genuine gaps. Over 90 organisations dropped into tell us more about their work! • We have successfully gained a small amount of funding to deliver free monthly ‘clinics’ for groups and organisations needing help with governance issues and fundraising activity. This model was thoroughly tested in the year and proved immensely valuable - we previously supported over 120 groups/organisations with a wide range of needs. This will begin in summer 2018.
<p>Represent the sector and provide a voice</p>	<ul style="list-style-type: none"> • Our four themed Forums continue to bring together groups and organisations to share learning, make connections, develop ideas and understand issues. The four forums are Mental Health, Ageing Well, Learning Difficulties and Voluntary Sector. Over the year they covered a range of relevant topics including Older People’s Survey findings, understanding GDPR, and increasing partnerships and engagement in the CQC system review. In total, 16 forums were held in the period. • Working in partnership with City of York Council, we jointly delivered a Leaders for York session on social value, what it is, and what it means for York. Attended by over 40 representatives from all three sectors, this event enabled new relationships to be developed and provided opportunities to sharing learning. • We were an active partner in the CQC system review. We helped prepare the ‘story of York’,

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<p>Represent the sector and provide a voice</p>	<p>delivered part of the opening presentation and hosted a series of engagement activities, enabling the sector to talk about their experiences.</p> <ul style="list-style-type: none"> • At our AGM in December Julia Unwin delivered an exceptional key note speech on the future of civil society which was very well received. • We asked 30 organisations about their safeguarding support needs during the later part of the year. This was asked for by the Safeguarding Children’s Board to find out what groups and organisations (delivering activities for children and young people) might need from the board. This work continues, but detailed responses have been received by 6 organisations so far. • Over the year we continued to represent the sector at over 30 boards/groups/partnerships including; Safeguarding Adults Board and Safeguarding Children’s Board, Better Care Fund Task Group, Health and Wellbeing Board, Local Area Coordination Leadership Group, and the Local Area Delivery Partnership. In addition, York CVS has the ‘Ageing Well’ champion role for the Health and Wellbeing Strategy; ensuring the work done by the sector to support people in this group is recognised. • Our Voluntary Voice and York Bulletin newsletters provide regular updates on what’s happening in York and is also an opportunity for organisations to share their news. This is distributed to over 1400 recipients.
<p>Deliver services with a social impact</p>	<ul style="list-style-type: none"> • We hosted the first Regional Social Prescribing Networking event to bring together over 50 practitioners and commissioners to share learning and thoughts on the future of this model. • Ways to Wellbeing Continues to grow with over 300 referrals and evaluation showing a significant increase in participants' wellbeing and confidence. A deep data dive showed a significant reduction of use of GP time for non-medical issues. • The Dementia Action Alliance newsletter was developed earlier in the year and allows the sector to communicate what is happening for people living with dementia in York. The network of public, private and third sector organisations grew to 52, all working together to ensure York is a dementia friendly city. • The new contract for Healthwatch York began in this period. The team released the well-received ‘Healthwatch Dementia Guide to Services’ and played an active role in an event for GP’s in June to

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<p>Deliver services with a social impact</p>	<p>promote dementia understanding, awareness, diagnosis and support pathways. The team also focused their attention on dental services in York; what is working well and what can be improved. Their reports continue to be useful, well received and prompting change.</p> <ul style="list-style-type: none"> • The Ready for Anything website page was launched early in 2017, helping to raise the profile of this work and increase volunteer numbers. Almost 70 volunteers are now engaged in this, giving the city a network of volunteers ready to help in any disaster. • The Growing Green Spaces project was launched in the year enabling organisations to develop volunteering opportunities in local green spaces in the city. This will enable more local people to play an active role in taking care of their local green space. • A small amount of funding was successfully gained from York BID towards the end of the year to further develop the Safe Place Scheme. A ‘safe place’ helps vulnerable people if they feel scared or at risk while they are out and about in the community and need support right away. This had been developed for York but needed a small amount of funding to ‘go live’.
<p>Sustain our organisational strength</p>	<ul style="list-style-type: none"> • The Priory Street Nursery developed a digital learning journey to track children's progress and share with parents. We also developed Activity Bags themed around flooding, which are used to talk about flooding with children to enable them to make sense of what it is – especially useful for those who have experienced flooding themselves. • By November 2017, our next OFSTED inspection was due. The nursery team have been busy preparing for this, and undertook a practice inspection with an external consultant, which was very positive. • During the year, we carried vacancies and also had an unusually high instance of staff bereavement/compassionate leave. Although challenging, we have completed most recruitment processes and supported staff back to work who had time off, and staffing issues are now decreasing. • Despite staffing issues we have been able to undertake staff training in a range of areas including customer care, understanding sexual harm, and we completed our own GDPR training for teams to become GDPR compliant. • Our strategy expired at the end of 2017 so work began to develop a new strategy, beginning with

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Sustain our organisational strength	internal reviews with staff and trustees. In addition, we have undertaken work on our values and we are exploring having only one value; 'we care', with an explanation of 'it means we care for each other and the work we do together.' This work will continue over 2018-19.