

York CVS Activity Report: April-September 2018

Author of report: Alison Semmence

Background

1. 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?

2. 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
3. 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.
4. 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.
5. 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 - September 2018
<p>Support the sector to survive and thrive</p>	<ul style="list-style-type: none"> • We continue to promote People Helping People working in partnership with others. In July, we organised a workshop with key partners as part of the Enabling Social Action Programme. The ESAP programme aims to support the sector to understand how we can measure social action and impact volunteering in York. • We delivered free monthly ‘clinics’ for groups and organisations needing help with governance issues and fundraising activity. Since the service commenced in July, eleven organisations have been supported with a range of issues including setting up a VCSE organisation, understanding legal structures and funding issues. • We delivered a series of four free GDPR workshops to groups and organisations. Our last session in April supported over 50 groups and organisations. • During international coaching week in May and in partnership with Coaching York we delivered a FREE ‘Developing Relationships between Chair and CEO’ session for five organisations to explore how to strengthen their relationships and thus improve their governance. • We also supported the Coaching Bug to deliver a FREE coaching programme to develop leadership skills and embed coaching in their community work; 10 local representatives accessed this programme. • We held a ‘Safeguarding for Trustees’ session in Safeguarding Week to help organisations become more aware of their responsibilities and gain practical advice. • Our Chief Executive delivered a session on developing leadership skills in partnership with the

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	<p>School of Social Enterprise - 14 new community businesses attended this session and feedback was extremely positive.</p> <ul style="list-style-type: none"> • Development of TRIBE model. We have provided office accommodation and support on an initial six month basis to help launch fledgling social enterprises who all do social good. • In partnership with Taye Training (a business of one of our resident charities), we identified the sector's training priorities from the wide suite of courses they offer. The most popular two courses were Challenging Behaviour and Lone Working. These will be offered to the sector and hosted at Priory Street. • Our Voluntary Voice and York Bulletin newsletters provide regular updates on what is happening in York and also give an opportunity for organisations to share their news and raise awareness of volunteering opportunities and activity. They are distributed to over 1100 recipients. Nine newsletters were sent during this period. • We have provided support via our Chair, Chief Executive and HR to organisations who are facing challenges. We provided a range of advice including staffing, recruitment, employment law, funding and governance advice, as well as specific support for individuals. • In June, for National Volunteers Week, we celebrated the role volunteering plays at an event for over 60 attendees. This supports our ambition to grow volunteering across the city as part of our People Helping People work. We shared a range of tools which support volunteering such as Comoodle, Just Serve and Live Well York.

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<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 period they covered a range of relevant topics including introducing the Live Well York site, contributing to Joint Strategic Needs Assessments, to understanding more about the Better Care Fund. Members of the Forum for Learning Difficulties have also been involved in the Learning Disability Partnership and are represented on the working group developing the all age Learning Disability Strategy for York. In total, eight forums were held in the period, with over 80 attendees. • Our Voluntary Sector Forum focused on funding in July, with various local funding bodies invited to meet VCSE organisations, outline their current funding priorities, and explain the application process. It also included training on ‘what funders want to hear from you’ delivered by Beware of the Bull. • The Live Well York team attended the four forums at York CVS to encourage VCSE organisations to provide feedback on the site whilst it was in a soft-launch phase and to engage VCSEs to populate the site with information on their activities and events. • VCSE organisations provided information on priority topics for the Joint Strategic Needs Assessment (JSNA) on Mental Health Inequalities and Ageing Well. Evidence to include in a needs assessment on people who self-fund care was provided by VCSE organisations to inform the JSNA working group.

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	<ul style="list-style-type: none"> • Our Forum for Ageing Well has been monitoring the progress made implementing the recommendations arising from the York Older People’s Survey and has engaged with CYC, CCG and NHS representatives to progress this work. • Over the period 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. • We are supporting the development of a new Ageing Well Partnership to ensure the Ageing Well strand of the Health and Wellbeing Strategy continues to deliver.
<p>Deliver services with a social impact</p>	<ul style="list-style-type: none"> • Ways to Wellbeing continues to grow with over 450 referrals since the service started. The two new Ways to Wellbeing workers have developed relationships with two new medical groups, Haxby Group and York Medical Group; meaning that the reach of Ways to Wellbeing has increased. An evaluation and SROI analysis is currently being undertaken. Early findings are that after three months of accessing the service, mental wellbeing improved for 93% of clients and GP appointments dropped by 32%, outperforming the national average of 24%. Within the period, Ways to Wellbeing developed a model to distribute a small grants fund based on the York Dementia Action Alliance model. Clients from Ways to Wellbeing decided which groups/projects should be funded, distributing a total of £20,000 to eight organisations.

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	<ul style="list-style-type: none"> • The York Dementia Action Alliance (YDAA) model continues to bring representatives from all three sectors together (public, private and third sectors) to make a practical contribution to ensuring York is a dementia friendly city. In 2018, YDAA is focusing on working with local ward areas and local area teams to increase inclusivity for people living with dementia in their communities. For example, in April, we worked in partnership with Dementia Forward to run a series of events in Poppleton. This included working with the Co-op and the local Methodist church to provide information and advice sessions. In early September YDAA held the inaugural Dementia Action Awards to recognise individuals, businesses and VCSE organisations across the city who are making York a great place to live for people with Dementia. The awards were held in conjunction with People Helping People, with two awards specifically recognising outstanding voluntary contributions. The event was sponsored by two YDAA members, Roche Legal and Ardent UK, allowing over 60 attendees to enjoy an afternoon tea provided by a third alliance member, Love to Eat. • Healthwatch York continues to provide information and advice to the public about health and social care services in York, as well as hearing the views of the people of York about these services. They continue to carry out community engagement activities and during this period, the team produced new editions of the signposting guides: “What’s out there for people with dementia, their families and friends in York” and “Mental Health and Well Being in York”. The team has started their work on changes to services in York, which will be published in 2019. They are also collaborating with Changing Lives and Lankelly Chase to set up a Multiple Complex Needs network to support a

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	<p>system-wide response to achieve better outcomes for people living with multiple complex needs. Their work continues to be well received, providing useful information and feedback to services and commissioners, and encouraging positive change.</p> <ul style="list-style-type: none"> • We continue to support Ready for Anything by maintaining the database of volunteers and providing a quarterly newsletter. Over 80 volunteers are now engaged in this, giving the city a network of volunteers ready to help in any disaster. • In collaboration with CYC and wider partners we have applied for Time to Change funding to allow us to continue to deliver this work, aimed at reducing mental health stigma and discrimination. • Growing Green Spaces, a project designed to support the development of volunteering in five parks and open spaces in York, made real progress during its second summer. More volunteers were recruited, new ways of working cooperatively tested and ideas collected for future developments. • The Safe Place Scheme, funded by York BID, officially launched in August. There are currently 13 venues in the process of becoming Safe Places across York. 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. The involvement of York BID has led to high levels of private sector engagement, an opportunity to present the scheme at the York Retail Forum, and helps ensure that the three sectors work in partnership to deliver it. Early places to sign up are Energise, Sainsburys and McDonalds. • We are also delivering a small development project to introduce, promote and populate Comoodle in York, an online platform that promotes sharing of stuff, skills and space to support great

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	community projects.
Sustain our organisational strength	<ul style="list-style-type: none"> • During the period we have gone through considerable staffing changes. We successfully recruited a new Chief Executive following a two day selection process involving trustees, staff, our partners and the wider sector. Alison Semmence, our new Chief Executive, joined us in November. We also have a new Head of Finance as well as a Head of Delivery to manage our social action projects. • The Priory Street Nursery staff team spent the first part of the year continuing in their preparation for the routine Ofsted inspection, the nursery was then inspected in June 2018 and were graded 'Good' in all areas. The staff team have been busy since then, improving and enhancing on the indoor and outdoor resources/environments for children. We have been working closely with the Local Authority and Shared Partnerships on preparing children for school (School Readiness) and the nursery management have continued to work on the nursery business plans. • The Priory Street Conference Centre continues to cater for the meeting needs of a diverse range of customers from small local charities and community groups meeting in one of our small rooms to larger organisations requiring our Main Hall for a full conference or AGM. We make efforts to attract private sector clients too and they are charged a premium to the VCSE sector so that we can keep their rates affordable.

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Abbreviations

AGM - Annual General Meeting

CCG- Clinical Commissioning Group

CEO- Chief Executive Officer

CVS – Community Voluntary Services

CYC - City of York Council

ESAP – Enabling Social Action Programme

GDPR- General Data Protection Regulations

GP - General Practitioners

HR- Human Resources

JSE- Joint Needs Assessment

SROI – Social Return on Investment

VCSE - Voluntary Community Social Enterprise

YDAA - York Dementia Action Alliance