

PAVO

Powys Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Powys



VOICE



CATALYST



HUB

Helping Organisations; Improving People's Lives

Impact Report

Year ended 31st March 2024

Registered Charity Number: 1069557
Registered Company Number: 3522144

Impact Report 2023-2024

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As we gather once again to present our annual impact report, I find it essential to reflect on the significant strides we have made over the past year. This year, despite ongoing changes, has been marked by increased partnership working and, most notably due to its impact on our communities, the cost of living crisis.

Across PAVO, we have seen increased engagement, underscored by an increase in our membership. This growth is not just a number but a reflection of our unwavering commitment to serving the communities of Powys and the importance of collaboration and support within the voluntary sector. The commencement of SPF funding has been a pivotal development for us, enabling us to expand our reach and see enhanced support available for local organisations. I look forward to seeing how these additional resources will empower the sector and our members in the coming year.

This year, the continuation and growth of our locality network meetings has been a particular highlight, providing a valuable platform for fostering connections among local groups. These gatherings have encouraged dialogue, shared experiences, and the exchange of best practices, all of which are vital for building a resilient and responsive voluntary sector. This aligns particularly with the crucial information-sharing hub element of our strategic purpose as a Catalyst, Voice, and hub for the voluntary sector in Powys.

We have also experienced an increase in governance inquiries directed to our development team. This trend highlights our members' commitment to strengthening their organisational frameworks and ensuring sustainable operations. We are dedicated to supporting these efforts by providing guidance to foster effective governance across the sector.

As we navigate the complexities of the current landscape, I want to take a moment to express my heartfelt gratitude to our dedicated team and fellow trustees. Your unwavering commitment and hard work have been instrumental in our achievements. Together, we remain focused on our strategic aims.

I commend this report to you, believing it will not only inform you of our achievements but also inspire ongoing collaboration and innovation within our community.

Thank you for your continued support.

Jamie Burt



As the Chief Executive of the Powys Association of Voluntary Organisations, it is a privilege to share with you our annual impact report for 2023/24.

This year has been marked by the continued challenges posed by the cost of living crisis, yet once again the sector across Powys and my PAVO colleagues have demonstrated the unwavering spirit and resilience of our county. As the County Voluntary Council for Powys, PAVO has continued to deliver support to Powys' third sector and communities, delivering against our commitment to Helping Organisations and Improving People's Lives, whilst fostering positive change and continuing with our commitment to raise the profile and voice of Powys' Third Sector at local, national and regional levels.

In this report, we reflect on our achievements, share the stories of individuals and communities we have worked alongside, and outline the difference that PAVO activity has made to Powys communities during 2023/24. The ongoing high demand for established PAVO services was consistently fulfilled throughout the year whilst we also onboarded a range of new activities such as the Heart of Wales Line Community Development Project, and the first tranche of Shared Prosperity funded activity which sought to develop the skills of volunteers.

With the dedication of volunteers, partners, and members, we have been able to expand our programs, enhance our outreach, and deepen our relationships with the communities we serve. I am grateful to PAVO colleagues and the trustees, as well as our funders, for their commitment and dedication demonstrated throughout the year to help us achieve our goals.

We invite you to explore the insights and data presented here, which highlight not only the outcomes of our initiatives but also the transformative journeys of those we have had the pleasure to assist.

Together, we are making strides toward an equal, inclusive and greener Wales with thriving communities and a culture that nurtures well-being, where the voluntary sector and volunteers across Wales are enabled to contribute fully to individual and community well-being.

Chief Executive Officer Clair Swales pictured with Powys Volunteer of the Year Good Governance Winner Elizabeth Jeffreys



Catalyst – Being a Catalyst for voluntary action

PAVO is a Catalyst for Voluntary Action – Planned Outcomes & Measures:

- Those involved in running third sector organisations have increased confidence in leading their organisations, improved ability to recruit and retain skilled trustees and increased skills and knowledge to lead their organisations
- Third sector organisations are resourceful and have the skills, knowledge and capacity to sustain their organisations

During the year we supported 565 organisations with advice and guidance and facilitated 852 activities to support trustees. Governance requests involving legal structures and documents is proving to be a growth area. Support for community buildings has continued, although via different funding streams. On 1191 occasions we helped organisations to remain sustainable and resilient in the changing environment. We also supported 3 organisations to close down.

Llanfyllin Dolydd Building Trust received support from our community buildings project



What difference did we make?

“It’s good to know that the Active Offer is there and it’s an absolutely invaluable service and so important” **Following Active Offer support.**

“Trainer was gentle and supportive, which made the session feel encouraging and a safe space to learn.” **Session participant.**

The training offer has provided challenges this year, however a variety of courses have been delivered to 313 participants meet the needs of the sector.

The Active Offer project continues to provide support to third sector organisations and care providers to offer their services through the Welsh language.



- Individuals have improved well-being as a result of taking part in high quality volunteering
- Organisations involving volunteers are able to learn and continuously improve the volunteering experience
- Individuals are able to contribute their knowledge, skills and experience through volunteering and are integral to a thriving and sustainable third sector
- Volunteering grant funds deliver excellent projects as a result of high quality applications from a diverse range of third sector organisations
- Volunteers are engaged in delivering quality services which achieve what matters to communities and individuals

Shared Prosperity Funding enabled the establishment of the Skills for Sustainability Project. This short term project focussed on the development of skills for volunteers, involving volunteering at all levels from trustee boards to the development of digital skills and volunteering opportunities.

This year PAVO commenced delivery of the Heart of Wales Line Community Development project and appointed a Community Rail Officer. Working with the Community Rail Partnership, various projects are funded along the line to promote healthy, sustainable travel, community development associated with stations and tourism. The project also recruits and supports volunteers.

Heart of Wales Walking Connections project



Catalyst – Being a Catalyst for voluntary action

- *Third sector organisations effectively secure and generate the resources they need to survive and grow*

The largest proportion of support is associated with funding, this year organisations received 1:1 support on 1009 occasions, some but not all of these activities were associated with bespoke PAVO facilitated grant schemes. Meet the Funder and Funding Fair events continued to prove popular this year, supporting organisations to access direct advice from external funders and grant making foundations. Some £441,095 was successfully generated following PAVO advice.

This year the organisation again increased the number of facilitated grant schemes, this included several Shared Prosperity Fund initiatives, including Making a Difference in Powys main fund and a Numeracy Fund. PAVO facilitated and completed 7 funding schemes, although some schemes had more than one round. £1,223,105 was awarded via PAVO managed grant schemes. (Note: Some projects were awarded funding for more than one year which is why this figure differs from grants paid in the annual accounts).

The Regional Integration Fund resources the PAVO Social Value Project. The scheme has enabled communities to identify gaps in services to support health and well-being, and third sector organisations to respond to those needs with a dedicated grant scheme to deliver projects.

What difference did we make?

“I just want to say a massive thanks for Mach Space. Without this place I’m not sure what I would do. It’s such a safe haven and productive place”
“It’s nice to buy what I want and not just what I can carry”
“No more groundhog day!! Given me a change of scenery and faces”
“It has given me hope”

Quotations from participants involved in the 5 Social Value Fund projects.



Mach Space – Local Base for Ponthafren Project

What difference did we make?

Case Study

Background: A client was referred, who lives in a very isolated, rural location (accessible only via a single track unmade road), who needed a welsh speaking befriender. The client remained on the waiting list for almost 6 months.

How did the service make a difference?: Usually the service reimburses travel expenses at a maximum of 20 mile journeys. The client lived more than this distance from the nearest town, the distance together with the requirement for welsh language making a match very challenging. A volunteer who lived 13 miles from the client and who was learning welsh was willing to undertake the role, the 20 mile rule was waived and the relationship began. The client looks forward to the volunteer’s visits, dressing up and often making a cake to serve with tea. The client also enjoys the volunteer practicing conversational welsh and reading out loud, and the volunteer is progressing with the language and enjoys the client’s empathetic corrections.

Feedback

“I really enjoy the visits – and the volunteer’s Welsh is progressing very well. Da lawn!”



Julie Morgan MS makes a ministerial visit to Crickhowell Volunteer Bureau to meet clients, volunteers & staff of Powys Befriending Service

- *Third sector organisations develop and provide services that effectively address identified needs*
- *More individuals and communities access activities, services and facilities provided by third sector organisations*

This year 87 Powys Befriending Service volunteers were involved in supporting 237 clients to reduce loneliness and isolation.

The PAVO Third Sector Development Department supported the third sector to identify unmet needs in the community and develop new services and activities on 561 occasions.

Voice – articulating a legitimate voice on behalf of Powys' Communities

PAVO articulates a legitimate VOICE on behalf of Powys' Communities – Planned Outcomes & Measures:

- Third sector organisations meaningfully engage with public bodies in policy development and service co-production
- Public bodies recognize and value the current and potential contribution of third sector organisations

Networks facilitated during the year include Powys Agri Wellbeing Support, Powys Advocacy Network, Children, Young People and Families Network, a relaunch of the PAVO Health & Wellbeing Network and Mental Health Providers Network. The relaunch took the form of a day conference for stakeholders from third and public sector organisations.

The Regional Integration Fund provides resources to support citizen and carer representatives to contribute to the Regional Partnership Board. This ensured that user and carer voices influence at the highest level.

People involved in the Mental Health Participation project.



What difference did we make?

- 90% Organisations surveyed reported they have been enabled to meaningfully engage with public sector bodies in policy development and co-production of services
- 100 % Public Sector personnel surveyed recognised PAVO as a vital route to engagement and participation
- 97% of organisations surveyed rated PAVO as good or excellent in articulating a legitimate voice for the sector

What difference did we make?

"Gareth has been instrumental in supporting us with our Bevan commission project. This support has enabled us to get alongside GP practices to give vital support to unpaid carers, their families and the practice." **Becky – Credu**

A patient thanked the Facilitator for an information pack which helped him identify that his symptoms may be related to prostate cancer. He booked an appointment with the GP to follow up his concerns.



Left: Health Promotion Facilitator Drop in
Right: Collaborative GP and Third Sector Sports initiative to promote testicular cancer awareness.



- Third sector organisations play an active role in engaging and working with people and communities, including seldom heard groups
- The voices of individuals and groups inform and influence policy development, service planning and delivery

This year PAVO has created 65 opportunities for service user participation and the voice of people or organisations was used to inform service planning on 203 occasions.

The Health Promotion Facilitators worked in Primary Care Clusters in Mid and North Powys. Their work supported GP practices to engage with patients to effectively disseminate public health messaging and appropriate use of services. They also supported patients to access the type of support they needed and supported referrals to other third sector services particularly the Community Connectors.

The post of Mental Health Participation Officer was vacant for part of the year, which reduced some of the opportunity for participation within this specialism. Work continued to support the Older People's Forum engage and influence across the county.

Voice – articulating a legitimate voice on behalf of Powys' Communities

- PAVO is a valued member of strategic partnerships and makes effective use of the data, intelligence and evidence it gathers to influence others so that decisions are made which respect and value what matters to people and communities
- The feedback from individuals supported by third sector services is used effectively in service planning and delivery to ensure that more people are able to do what matters to them.



Left: Launch of the Health & Well-being network event.
Right: Older People's Forum event.



PAVO officers are members of a variety of partnerships including working groups, multiagency meetings and formal strategic partnerships. This is at local, regional and national level. Whilst this ensures effective flow of information and intelligence between the sectors, it places a demand on staff capacity.

The Locality Networks have continued to provide an effective mechanism for organisations to share information, network and consider local needs. A dedicated administrative role was created during the year to service the networks and manage membership. Information, data and intelligence from the networks influenced service development and planning via the Social Value Forum. Although attendance at all PAVO networks reduced during the year, most have remained vibrant.

The Community Connector service continues to experience a high demand for support. A significant aspect of the work includes attendance at Multi Disciplinary Meetings and Virtual Ward Meetings, this ensures effective joint working between public and third sector services to support people to achieve what matters to them.

What difference did we make?

- 216 occasions where the voice of citizens, service users or carers influenced the planning & delivery of services
- 413 partnership meetings attended by PAVO or third sector organisations
- 342 occasions where advice or support was provided to understand or shape co-production of services
- 93 issues identified through service user/carer participation

The Older People's Forum held an open event in Brecon to coincide with a luncheon club to maximise the opportunity for attendance. Fifteen citizens attended, along with Police, Llangammarch Community Council and the Co-op Member Pioneer Co-ordinator. A number of issues were raised which were relevant to older people in Hay, Brecon and surrounding areas:

- Lack of face to face personal services and over reliance of having to access things online, downloading and printing forms can be problematic.
- Need for community connectors to help access suitable services such as handyman. A need for the previous PAVO newsletter which listed lunch clubs and social opportunities to be re-instated as it stopped during covid.
- Accessibility and mobility, lack of community transport and accessibility into shops.

It was agreed that the Health Promotion Facilitators could help with access to GP and health services, including it being difficult to get appointments. Sight and hearing loss were also referred to as barrier to access.

What difference did we make?

"Thank you greatly for your swift response with feedback. Useful insight here, especially around the patient awareness, signposting and education pieces being considered." Ross Lake, PTHB in response to PAVO frailty suggestions.

Hub – Being a Hub of essential information

PAVO is a HUB of essential information – Planned Outcomes & Measures:

- *Individuals (including professionals supporting individuals) have access to high quality information, advice and support to access third sector activities, services and facilities to achieve what matters to them*
- *Third sector organisations receive the high quality and effective information, advice and support they require*

During the year PAVO updated and refreshed a range of branded materials. A new Mental health website and general PAVO website were developed and launched respectively. All our projects used social media to engage with and share information with the third sector and partners.

The Community Connector Service has continued to respond to demand for information and advice. The service supported 2,545 individuals during the year, 159 of whom were in a priority population group such as living with dementia or with caring responsibilities.



Left: Community Connector drop in



Right: Locality Meeting

Key HUB Statistics

- 871 PAVO Members
- 5286 interactions with third sector organisations to provide information and support
- Advice on managing volunteers provided on 453 occasions
- Attended hundreds of community events across Powys
- 1062 occasions when joint working was facilitated in order to improve services

Community Connector Case Study

Background: A couple in their 80s living together. They have family nearby but they are busy working, with their own children to look after. The wife is having medical tests to determine other health issues. The husband is struggling to care for his wife and carry on running every aspect of their lives. **What Matters:** What mattered to the client: The couple wanted to contingency plan for the future as they have concerns about their increasing frailness, their ongoing health issues and their ability to continue doing everything for themselves. **Connector involvement / support:** They have never received any support from within the community before and the Community Connector was able to identify and discuss what support they can access. **Outcomes for client:** Barriers: They have no financial support other than pensions. The wife has anxiety issues and some memory loss. The husband is concerned about how he will cope in his caring role. Strengths: Their family live nearby. The couple want to retain control of their future. Outcome: To have information about care options, cleaners, hot meal delivery, shopping support and transport options to access the community. **Client feedback:** The Husband told the Community Connector that he felt 'reassured and a weight was lifted off his shoulders'. The couple were pleased that they were able to access the information that they required to future plan so that they could retain control of what they need in the future to continue living at home together independently. They were very happy with the service provided by the Community Connector and highlighted how pleased they were in the response time and information that was provided. They did not expect such a prompt service as they were used to waiting for services as this was the case with the hospital and Social Services. They also commented how nice it was to have a personal touch with someone who knew the area that they lived in.

What difference did we make?

Thank you for arranging that and for all the support you and your team have given the Lingen Davies launch and Cancer awareness work in Powys this year, it is much appreciated. - **Helen Davies, Lingen Davies.**

Hub – Being a Hub of essential information

- *Effective cross-sector partnerships between all stakeholders*
- *Third sector organisations are able to network, learn, support each other and share best practice*
- *Effective evidence-based solutions in the sector are recognized and championed*
- *More individuals achieve what matters to them as a result of joint working by third and public sector organisations*

This year there have been 1081 participants in PAVO networks with 52 third sector networking opportunities created.



Left: Powys Substance Use Harm Reduction Plan event in January 2024, Mental Health Reps & Health & Well-being Network event in 2023.



Above: Facilitating at the co-produced event Have your say - Working together for Service Improvement on 15 February 2024. (Photo credit: SilverCloud Wales Communications).

PAVO
Cymunedol Rhwydwaith Cysylltwyr Cymunedol
Community Connectors Network Meeting

Y Drenewydd ac Ardaloedd Cyfagos
Newtown and Surrounding Areas

6 Mawrth / March 2024
13:00-14:00

Hafan yr Afon, Car Park, Back Lane, Newtown SY16 2NH

Cysylltwch â julia.king@pavo.org.uk am ragor o wybodaeth am gyfarfodydd Rhwydwaith Ardal
Contact julia.king@pavo.org.uk for further information about Locality Network meetings

01597 822191
www.pavo.org.uk
community.connectors@pavo.org.uk

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- *Those involved in third sector organisations are better able to access information, advice and support on governance*
- *Organisations involving volunteers have access to high quality information, advice and support to recruit and manage volunteers*
- *Individuals have access to high quality information, advice and support to participate in volunteering*

Another busy year for advice and guidance. Powys Volunteer Centre continued to work with delivery partner organisations across the county to deliver an effective volunteering service. This year a new Volunteering Wales website was launched, this has resulted in changes in the way data is captured and reported. Organisations continue to experience challenges recruiting and retaining volunteers, and are keen to embed good practice in an effort to promote volunteering seeking support from PAVO to do so. Requests for information on governance and funding have remained high this year.



PAVO staff out supporting community events across Powys

Hub – Being a Hub of essential information



Community Kitchen Volunteer Volunteer experience: Laura Dart

What difference has your volunteering made to you and others?
 It has improved my skills in cooking and communication, helped me to make friends and has led me into more training. I have been able to cook for others safely and in a fun way, and will be able to show my friend what I have learnt.

How did Brecon Volunteer Bureau help you?
 The Volunteer Bureau allowed me to use the kitchen to improve my cooking skills, I now feel more confident in cooking for others. The manager gave me advice on what meals to serve.

Laura said volunteering has helped me to meet new people, and improve my cooking skills.



More than a lift, it's a lifeline!

Community Transport Groups provide an essential lifeline for people in our communities who are unable to access public transport. The drivers are volunteers, who give up their time to help people access services they would otherwise be unable to reach. If you can spare just one morning or afternoon per month, they would love to hear from you. You don't need any previous experience and they will provide all the training and support you need.



By being together, I have a lot of fun and chat and it helps me to keep in touch with the wider community, which I love. It is so much more than just transport, it's a social thing that is great at connecting people."

The Community Transport Group's aim is to help their customers maintain an independent lifestyle, reducing loneliness and social/rural isolation and enabling residents to feel part of a thriving community.

Carol said: *"CT is very helpful to me because I can no longer drive. I use them to go shopping, and for vital appointments to the surgery, the doctors, Hereford Hospital and physio at Bronllys Hospital. I have also used them for more formal things, I recently attended a family funeral. I wouldn't do without them, I keep asking people if they would like to be a driver for us!*

Could you spare a few hours to help as a community volunteer driver and make a difference to people like Carol?

If you can help, please contact: Mike Entwisle, Powys Association of Voluntary Organisations (PAVO) Volunteering Officer on 01597 822 191 or email: volunteering@pavo.org.uk

Powys Association of Voluntary Organisations (PAVO) supports the third sector in Powys.



Help and support for the farming community

I need urgent help with mental health issues

C.A.L.L. Helpline confidential listening & support service
 Call 0800 252 737 or text: 82306
 Samaritans support 24 hour helpline for all: 116 123
 Papyrus (prevention of suicide in under 35s) 0800 068 4141

I'm concerned about my own or someone else's mental health.

Call 0800 553 266 and press 2 for mental health issues.
 Powys Mental Health Information Service: www.powysmentalhealth.org.uk
 01537 828443 (advertised through PAVO Community Connectors)
 MIND: mind.org.uk
 8444 on-line wellbeing support & counselling for farming people: Support for children & young people, and adults: <https://explorer.heart.com/label/SilverCloud> - a free course of online therapy for people aged 16+, experiencing mild to moderate anxiety, depression or stress.
<https://thetwelveallianceukhealth.com/pages/>
 The DPF Foundation - free counselling online, by phone, locally or on the farm. Bereavement support and support after suicide. All call handlers are Samaritan trained. Phone: 0800 553 4262. Text: 07980 946779

Voluntary mental health organisations provide services, counselling and social activities in Powys. Services are open and accessible and a good starting point for people experiencing wellbeing issues.

Organisation	Phone	Email
MIND & Health Powys Mind	01597 822 411	admin@psychosocial.org.uk
Brecon and District Mind	01874 611 524	info@breconmind.org.uk
Porthalfen (Porthalfen)	01586 621 586	admin@porthalfen.org.uk
Porthalfen (Wolpott)	01539 252 770	volvoladmin@porthalfen.org.uk
Mind Ystradgynlais	01539 941 343	info@mindystru.org.uk
Reinwde	01431 722 222	help@reinwde.org.uk

Mental Health Support for 16-25 years

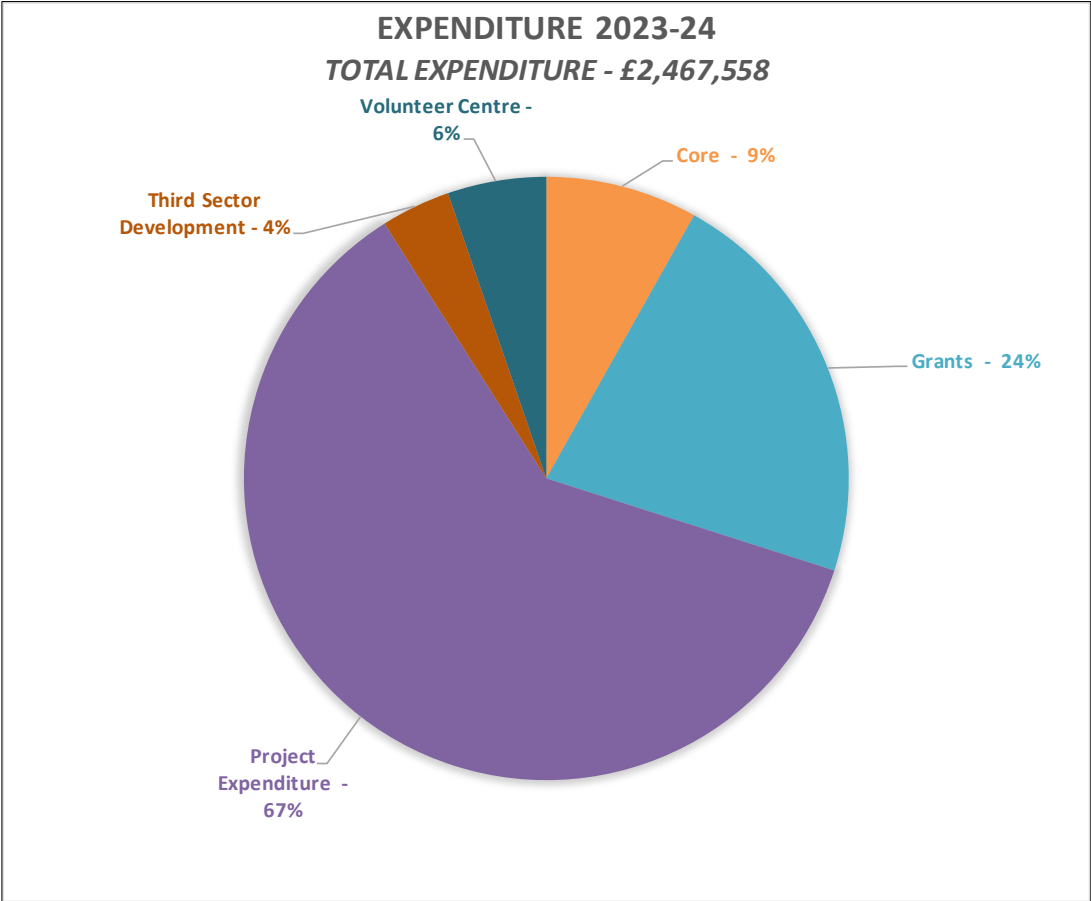
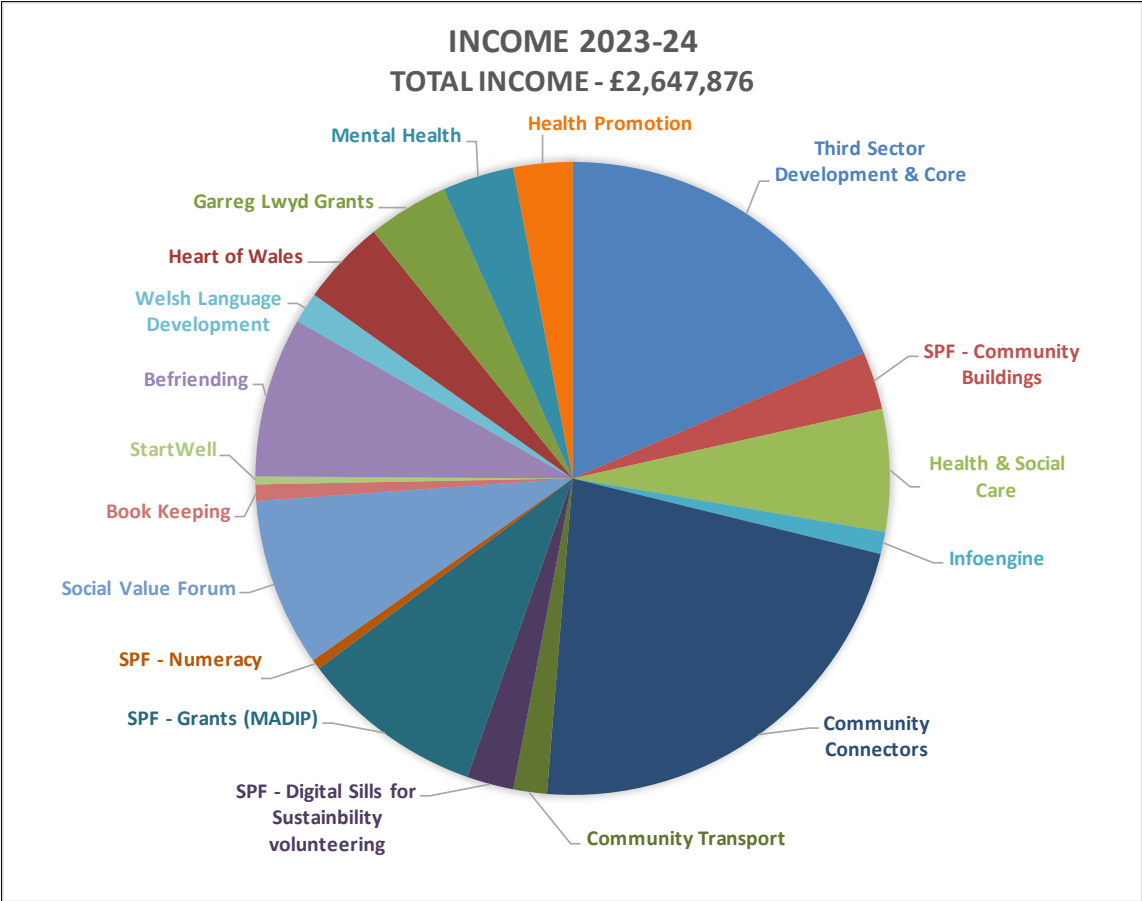
PAVO Community Connectors across Powys link people with voluntary organisations and community groups to support them. They can help with transport, benefits, health conditions & many others. 02077 828 600 or communityconnector@pavo.org.uk

Info@engage.org.uk
 a searchable online directory of services and organisations in Wales.

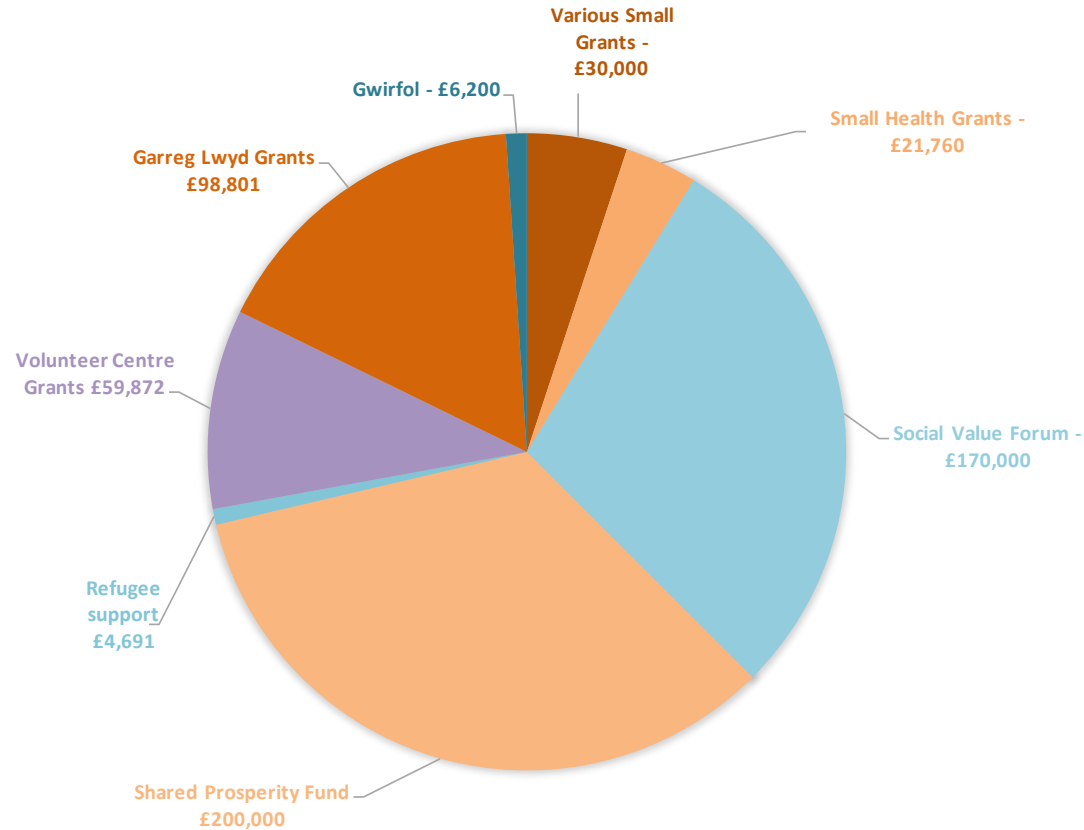
Leaflet produced by Powys Age Wellbeing Support - July 2023
 For information about the group, contact sue.renshaw@pavo.org.uk



Third sector organisations receive the high quality and effective information, advice and support they require
A selection of PAVO information sharing from 2023-24



GRANTS DISTRIBUTED TO THE SECTOR 2023-24



Balance Sheet 31 March 2024

	31.3.24 £	31.3.23 £
FIXED ASSETS		
Tangible assets	245,768	245,348
Investments	10	10
	<u>245,778</u>	<u>245,358</u>
CURRENT ASSETS		
Debtors	577,755	438,927
Cash at bank and in hand	1,125,171	1,022,649
	<u>1,702,926</u>	<u>1,461,576</u>
CREDITORS		
Amounts falling due within one year	(275,836)	(214,384)
	<u>1,427,090</u>	<u>1,247,192</u>
NET CURRENT ASSETS		
	<u>1,427,090</u>	<u>1,247,192</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		
	<u>1,672,868</u>	<u>1,492,550</u>
NET ASSETS		
	<u>1,672,868</u>	<u>1,492,550</u>
FUNDS		
Unrestricted funds	1,067,358	1,001,369
Restricted funds	605,510	491,181
	<u>1,672,868</u>	<u>1,492,550</u>
TOTAL FUNDS		
	<u>1,672,868</u>	<u>1,492,550</u>