

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

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| Committee: | Partnership and Regeneration Scrutiny Committee |
| Date: | 9 July, 2018 |
| Subject: | Medrwn Môn |
| Purpose of Report: | Raise awareness of the work undertaken by Medrwn Môn on the Island and offer constructive challenge on the partnership with the Council. |
| Scrutiny Chair: | Councillor Gwilym O Jones |
| Portfolio Holder(s): | Councillor Llinos Medi |
| Chief Officer- Medrwn Môn: | Sian Purcell |
| Report Author: | Sian Purcell |
| Tel: | 01248 724944 |
| Email: | sian@medrwnmon.org |
| Local Members: | Not ward specific |

1 - Recommendation/s

1. The report is noted.
2. Medrwn Môn be requested to attend the committee annually in order to report on their work on the Island so that the partnership with the Council can be scrutinised.

2 – Link to Council Plan / Other Corporate Priorities

The County Council Plan 2017-2022 has the ambition to work with the people of Anglesey, their communities and partnerships to ensure delivery of the best available services that will improve quality of life for everyone across the Island.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- 3.3** A look at any risks [**focus on risk**]
- 3.4** Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]
- 3.5** Looking at plans and proposals from a perspective of:
 - . Long term
 - . Prevention
 - . Integration
 - . Collaboration
 - . Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

- What is Isle of Anglesey County Council role/relationship with Medrwn Môn?
- Does Isle of Anglesey County Council contribute financially to Medrwn Môn?
- Does the work of the Medrwn Môn contribute towards the Council's Corporate Plan?
- How does Medrwn Môn seek to engage and reflect communities' views?

5 – Background / Context

Medrwn Môn

The aim of Medrwn Môn is to promote and support volunteering, voluntary and community organisations by working with individuals, groups and communities on Anglesey and ensure they play a full and prominent role in developing the potential of the island.

Medrwn Môn is a registered charitable company with a membership of voluntary organisations and local community groups. It is a part of a network of County Voluntary Councils operational throughout Wales. Funding towards our core work comes from the Welsh Government via WCVA. Medrwn Môn also runs other projects, which supports our core work.

Our Mission

The aim of Medrwn Môn is to promote and support volunteering, voluntary and community organisations by working with individuals, groups and communities on Anglesey to ensure they play a full and prominent role in developing the potential of the island.

Our Ethos

- Independent
- Impartial
- Unbiased
- Representative
- Democratic

The organisation has:

- 8 staff members
- 9 board members
- over 300 members

There are over 800 organisations on our database and they receive regular information relevant to the sector.

Our activities

- Enabling individuals to be a part of, and active in, their communities by informing them of and referring them to a wide range of volunteering and participating opportunities.

- Supporting volunteer-involving organisations to excel at recruiting, retaining and managing their volunteers, as well as developing and promoting their volunteering opportunities.
- Supporting trustees to excel in governing their organisations and for those organisations to be thriving and sustainable
- Supporting voluntary organisations and community groups to be able to deliver quality outcomes, through providing information, training and assistance.
- Ensuring that voluntary organisations can engage and contribute effectively to public policy and represent them locally, regionally and nationally.
- Supporting people and communities to engage more effectively with public bodies.

Our work is broadly focused on the common themes of:

- Information and advice
- Learning and development
- Networking and communication
- Shaping, influencing and building the social capital and resilience of the sector
- Raising the profile of the sector

Well-being of Future Generations (Wales) Act 2015

Social Services and Well-being (Wales) Act 2014

The Voluntary Sector on Anglesey (2005)

- 518+ groups
 - 6095 trustees
 - 8718 volunteers
 - 437 paid staff
 - £51.8 million contributed to local economy
- WCVA Research (2005)

Projects and Funders – 2018-19

Welsh Government:

- Third Sector Support Wales
- GwirVol

Betsi Cadwaladr University Health Board:

- Health and Social Care Facilitator

GP Clusters:

- Local Asset Co-ordination
- Môn Community Link

Isle of Anglesey County Council:

- Môn Community Link (Integrated Care Fund)
- Local Asset Co-ordination (Integrated Care Fund)

Children in Need:

- Youth Council “Llais Ni”

Comic Relief:

- #iwill

Third Sector Support Wales –

We work closely with the network of County Voluntary Councils across Wales through our 'Third Sector Support Wales' Partnership Agreement, which is a network of support organisations for the whole of the third sector in Wales. It consists of the 19 local and regional support bodies across Wales - the County Voluntary Councils (CVCs) and the

national support body, Wales Council for Voluntary Action (WCVA), funded by Welsh Government.

We work with citizens, volunteers and third sector groups to identify and address what matters to them. Our core activities to strengthen the third sector and volunteering focus on:

- Enabling and supporting
- Being a catalyst
- Engaging and influencing

Delivery Framework – 2018-19

- Good Governance
- Volunteering
- Engagement and influencing
- Sustainable funding

Good Governance

- **Information and advice**

Provide accessible information, advice and tools to implement good governance and enable continuous improvement

- **Learning and development**

Provide trustees and paid staff with practical assistance to operate legally and effectively

- **Promoting quality assurance systems**

Help organisations to identify relevant quality standards and work towards achieving them

- **Raise the profile of the sector**

Raise awareness of the value and contribution the sector makes to Welsh society

Volunteering

- **Grants**

Support to develop the capacity to recruit and support a sustainable volunteer base in Wales

- **Networks and communication**

Act as a conduit to share information, intelligence and good practice to support continuous improvement

- **Volunteer recruitment and placement**

Enable the identification, development and promotion of high quality, accessible volunteering opportunities and match volunteers to suitable roles

- **Volunteer Management**

Support organisation to maximise the mutual benefits of volunteering

- **Recognition and reward**

Raise the profile of the achievements of individual volunteers and their collective contribution to the well-being and cohesion of Wales

Engagement and Influencing

- **Policy information and advice**

Support that enables the appropriate engagement with and influence of relevant public sector governance bodies through learning and development and developing relationships of mutual benefit

- **Third sector voice**

Through TSSW representation on public sector governance structures, or the facilitation of the nomination and engagement of an appropriate representative from the third sector, bringing challenge, representation and accountability to the public sectors local, regional and national structures

- **Campaigning**

Support to influence positive change in the well-being of Welsh citizens

Sustainable Funding

- **Information and advice**

Improve awareness and understanding of opportunities to secure funding and resources to and develop capacity of organisations to secure and grow income

- **Learning and development**

Improve the skills, knowledge and capacity of organisations to raise funds and manage them effectively

- **Raise the profile of the sector**

Recognise achievements in fundraising, share information, good practice and build better relationships with funders

- **Access to practical services and benefits**

Provide access to locally, regionally or nationally negotiated benefits and signpost to sources of practical assistance/support

- **Access to funding**

Help to increase levels of income, diversify funding and become financially sustainable

- **Supporting new initiatives and service delivery models**

Introduce new ways of working for a resilient future

Our Aims 2016-17

- *Active and involved citizens*

People able to volunteer with an increase in ability and enthusiasm

Volunteer-involving organisations and groups better able to recruit, retain and manage volunteers

- *A thriving and sustainable voluntary sector*

Voluntary organisations and community groups are well-governed, managed and deliver quality outcomes

- *Effective engagement in policy*

Voluntary organisations, community groups and individuals are better connected and able to influence and contribute to Public Policy

OUTCOMES 2016-17

Active and Involved Citizens

Outcome:

More people on Anglesey benefiting from their volunteer involvement

What do we do?

Medrwn Môn supports individuals of all ages to volunteer through promoting volunteering opportunities, referring individuals to organisations, supporting them through the recruitment process and supporting people to take part in their communities.

What did we achieve in 2016-17?

We work to ensure more people on Anglesey benefit from their volunteer involvement and celebrate volunteers' contribution to public services and civic life on Anglesey.

Volunteers play an increasingly important and dynamic part in our communities and Medrwn Môn promotes, supports and develops all types of volunteering, volunteers and

voluntary groups on a local level, acknowledging that their unique contribution gives benefits to those that use/receive the service, the local community and the volunteers themselves.

- Placed 13 volunteers
- Held 1 event to celebrate volunteers and volunteering
- Held 1 information fair with 12 organisations attending
- Shared £4000 in grants distributed through the GwirVol Youth Led Panel
- Promoted 67 volunteering opportunities on www.volunteering-wales.net
- Promoted and encouraged community participation and active citizenship

What was our impact?

Medrwn Môn organised for Albert Owen MP and Rhun ap Iorwerth AM to volunteer with an organisation of their choice during Volunteers Week. The aim was to raise the profile of volunteers and ensure that our elected members learn about volunteer experiences first hand. Albert Owen volunteered in the Hospice at home charity shop and the Tenovus charity shop and Rhun ap Iorwerth volunteered in the Lighthouse Day Centre with Digartref in Holyhead.

Here's one volunteer's story:

“During my time volunteering at the Lighthouse Day Centre in Holyhead I have been able to help vulnerable people by giving advice, support and being someone to talk to about problems when they've felt most alone. Over the last 6 months, I have gained many skills and experience in the care industry that will be beneficial when I start my studies, Adult Nursing in University. I have had the chance to work with a great team of staff, volunteers and other services and also been on a few courses that I have learnt a lot and gained qualifications.

Overall the experience of being a volunteer has been great and I would recommend it to anyone else that wants to contribute to the community and do their part to help. There is no better feeling than this and that is one of the main reasons why I love it.”

Outcome:

People and communities engaging in co-production of public services

What do we do?

Medrwn Môn run Community Voices, a programme that is funded by the Big Lottery Fund. 9 organisations are members of the Portfolio, which has been designed to get local people more involved in designing and delivering services for their communities. In addition, Community Voices ensures effective ways to enable individuals and organisations to voice their opinions and ensure that their voices are heard during the planning and designing stages of services, making sure that service providers get to hear exactly what the community needs. The 'Building Communities' model has been adopted to facilitate the process, using the different consultation methods to create a picture of the community's assets that range from local services; buildings and green spaces; people, information and skills; to local networks and community activities.

What did we achieve in 2016-17?

We have worked in communities to ensure that they play a part in making decisions that affect them. With less public funding available, we have worked to find what communities can achieve themselves, or with investment or support from public services and how they can find solutions to address community needs together.

- Supported and developed 4 Community Hubs
- Cooperated with the County Council to identify 3 models of engagement and consultation through the Joint Engagement and Consultation Board
- Contributed towards the Public Service Board's priorities and feed community opinion throughout the process
- Supported and facilitated Anglesey Citizen Panel, with 67 members contributing
- Supported Seiriol Alliance to administer £20,000 of devolved funding
- Developed 'easy read' standards through Community Voices
- Engaged with over 2390 people through our Community Involvement Officers project

What was our impact?

The Seiriol Alliance has received £10,000 devolved spending from Anglesey County Council as a pilot project and, with Medrwn Môn's support and advice, has allocated the money between 4 Community Councils on the basis that they engage their communities in deciding how the money is spent.

A meeting was held where ideas were presented and agreed upon by the Alliance members. The money has been spent on adaptations to community halls, play equipment, a marquee and Easter activities in the areas. The majority of Community Councils matched their funding allocation from their own resources. Spending priorities also matched the gaps and priorities gathered in the baseline information.

Following receiving an additional £10,000 through the Intermediate Care Fund, the Alliance have now established a small grants committee to look at applications from the community in line with the funding guidelines. They have also created and launched their own website, and have a community mini bus scheme - in line with the priorities identified in the original rounds of consultation.

The devolving of £10,000 to organisations such as Seiriol Alliance allows them to consider exactly how that money should be spent in line with their priorities and has, in effect, enabled them to become more sustainable in achieving targeted resources for the ward. This in turn has resulted in more people gaining awareness about the project, current members gaining skills to lead a community organisation and experiences of working together to share funding, skills and experience.

Outcome:

More communities benefiting from volunteers and more organisations providing quality volunteering opportunities

What do we do?

Medrwn Môn work to ensure that Anglesey's communities are resilient and empowered to make a difference locally by providing volunteer-led local services. By working closely with communities at the grass roots, we can support individuals to come together to identify local needs and respond positively to those challenges through civic and voluntary action.

What did we achieve in 2016-17?

We have worked in communities to ensure individuals play a prominent role in responding to community challenges and opportunities through volunteering and participating. A number of people across the island have come together to create, develop and cooperate on Community Hubs, Local Networks and community groups. Medrwn Môn has worked to ensure a support structure for individuals and communities

such as Môn Community Link, which provides information and support to individuals on services and activities that are available from the third sector and the Local Asset Coordination project, that works with individuals, families and local groups to encourage them to lead and develop their own support systems.

- Secured funding to run our Local Asset Coordination project in 2 towns to promote community participation
- Supported 4 new Community Hubs
- Developed new Dementia Friendly Communities Networks with the aim of becoming a Dementia Friendly Island
- Ran Môn Community Link with over 2400 enquiries for third sector services
- Developed 3 Men's Shed's projects
- Held 1 information fair / network for organisations that involve volunteers

What was our impact?

Intermediate Care Fund funding were devolved to Medrwn Môn to engage residents in Llanfairpwll in a process of identifying the need for a Community Hub in the area. Using the Building Communities Toolkit developed through Community Voices project, Medrwn Môn held several mapping sessions in the area as well as open events and focus group sessions. Evidence showed that the Memorial Hall would be the best venue and the Community Voices project has been working with the Community Council to identify how the capital money could be spent. Building works started at the beginning of the Summer and the activities identified in the consultation process are now available through the newly established Llanfair Community hub, which was launched in November 2016.

A further 2 hubs are receiving support from Medrwn Môn by now – one in one in Bryngwran and one in Llanfaelog. Both hubs worked with Community Voice to create a way of capturing information about local assets as well as information about what local people felt they needed in the hubs.

The hub in Bryngwran will be located in the village pub, the Iorwerth Arms that has, since 2015, been in the community's ownership. Neville Evans, Chair of Bryngwran Cymunedol (Bryngwran Community) said:

"We have lost all our shops, and apart from the school, losing the pub would have meant we have nothing left. We have an exciting vision for the future and want to open our doors to all members of the community, in addition to being the village local.

"We already open our doors to the local elderly residents, and hope to expand on this going forward.

The community hubs will be used to create more opportunities for people that live in the vicinity to take part in activities that will help to reduce social isolation, loneliness, and increase wellbeing by bringing local services to the areas. It will be an opportunity for local people to socialise, become less isolated and more independent and resilient through identifying activities and services that they would like to see available at the hubs.

The money was paid to local third sector and community councils and will be used to encourage the sustainability and increase use of local buildings as places to bring communities together.

A thriving and sustainable third sector

Outcome:

Trustees are confident about leading their organisations and maintaining high standards of governance

What do we do?

Medrwn Môn offer a wide range of services to support trustees to govern their community groups and voluntary organisations effectively as well as assisting them to move towards becoming more sustainable and creating new income streams.

What did we achieve in 2016-17?

We have worked with new groups as well as established groups to support them with their enquiries about governance and procedures. The service is tailored to support groups to develop robust practices and operate more effectively.

We have supported groups with matters from starting a group to winding up, to compliance, managing funding, human resources support, outcomes, impact monitoring and quality systems.

Throughout, Medrwn Môn's development service helps local groups to answer the need and facilitate improvements to service provision.

- Responded to 8 enquires from trustees regarding governance issues
- Held 2 trustee events with 74 participants
- Supported 1 Community Alliance to establish, by providing support on sharing community grants and governance matters

What was our impact?

Medrwn Môn were approached by the Anglesey Food Bank, Pantri No. 6, following a reorganising of the committee - new volunteers were keen to start afresh and advice was given on the governance, structure and form of a new organisation. The group established as a Company Limited by Guarantee and further advice was given about volunteer recruitment and management, with suggestions to contact the local youth club and secondary school. The group were also seeking guidance about funding and with Medrwn Môn's assistance and advice they secured £5,000 from Awards for All Wales. As one of 4 Food Banks on the island, Medrwn Môn encouraged Pantri No. 6 to make contact with other food banks to learn and share experiences.

Further support was provided to Pantri No. 6 when the group realised that their current building was very costly to rent (£5,000 per year) and unsuitable to run their project - they requested advice from Medrwn Môn and a meeting with the Town Council was arranged; a building adjacent to the Council Chamber was offered on a Wednesday for a fee of £10.00 inclusive of heating / electricity etc.

Co-operating with the Town Council and operating from a smaller, more adequate, space will allow Pantri No. 6 to focus on their project and the important tasks of extending opening hours, recruiting additional volunteers and marketing rather than putting all their efforts into applying for capital grants to improve a building that they were renting. The move to new premises has also provided the impetus to focus on submitting press releases to raise awareness of this social project serving the community in and around Amlwch, a rural town in North Anglesey.

With initial support, this much needed organisation can continue, consolidate and develop in attracting new volunteers, safeguarding current volunteers and continue to

distribute food parcels on more than one day per week, serving the community in and around Amlwch.

Outcome:

A third sector that has the knowledge and skills to enable organisations to operate sustainably

What do we do?

Medrwn Môn offers a range of services to support voluntary organisations and community groups on Anglesey, through providing advice, guidance and information; funding advice; training and courses to ensure that the sector has the necessary skills and information to enable them to operate sustainably. We also offer practical services to groups and organisations.

What did we achieve in 2016-17?

Current information is provided through our newsletter, Dan Do Môn. 4 newsletters were produced during 2016-17 and distributed to over 882 organisations. We use social media online to disseminate messages about our work. The website provides information to organisations with information leaflets on governance, funding, raising funds, tendering, grants and loans, generating income and governing documents. We have provided training on topics such as Safeguarding Children and Young People and Supervision and Support. Again, this year Medrwn Môn's staff prepared and shared a marquee with organisations and groups at the Anglesey Show.

The services that we offer raises the capacity of staff and volunteers to run their organisations and groups safely and responsibly and enables them to support people in their communities.

- Held 10 training sessions with 111 participants
- Participant feedback stated that 100% considered our sessions to be 'excellent' or 'very good'
- 5400 visitor sessions to the website
- Produced 4 editions of Dan Do Môn
- Provided practical services 189 times
- Raised awareness of 2 new Acts
- Prepared a toolkit on participation
- 9 organisations/groups sharing our marquee at the Anglesey Show
- Held 5 funding surgeries with 80 participants

What was our impact?

Community groups are essential to creating sustainable communities. People coming together to form a group helps to improve a community and aids social inclusion, alleviates exclusion, and increases the amount of people directly involved in their community. To ensure these community groups thrive, it is essential that they have the resources (financial and other) to sustain their services and activities.

Medrwn Môn organise and hold a number of funding surgeries and it's an opportunity for groups and organisations to chat and discuss their possible projects and funding applications with funders. The advantages of these surgeries are that it allows a detailed conversation with the group about the proposed project, by talking through the possible funding streams and the type of information may be needed, which includes costs/budgets, looking at how the group has been set up and whether they have the appropriate policies in place.

Amongst the funders that attend the funding surgeries organised by Medrwn Môn, are:

BIG Lottery Fund
Lloyds TSB Foundation
BBC Children in Need
WCVA

One of the biggest successes of Medrwn Môn's funding surgeries this year is Llangefni Skate Park, which secured £370,000 from the BIG Lottery Fund following representatives of the group attending a funding surgery at Ebenezer Centre in Llangefni, after receiving advice from Medrwn Môn to apply for BIG Lottery Fund funding. The group have secured an additional £37,000 from the Anglesey Charitable Trust towards the project and we supported the group further with policies and organising Child Protection Training.

Outcome:

Organisations secure the resources and create essential new services to survive and grow

What do we do?

Medrwn Môn seeks to ensure we provide a supportive network of services to community groups and voluntary organisations and that those groups and organisations thrive and are utilised.

What did we achieve in 2016-17?

By ensuring public services are aware of services that the third sector provide to individuals across the island, we can refer and encourage the use of these third sector services. If gaps in provision become apparent, we highlight this to public services so that they can consider commissioning specific pieces of work from the third sector.

Môn Community Link can promote the services and activities of community groups and voluntary organisations.

- Responded to over 2400 Môn Community Link enquiries
- Undertook Daisy service pilot
- Developed 3 local Dementia networks
- Started a 'Men's Shed' in Llangefni
- Responded to 45 funding enquiries
- Secured £563,150 of new investment for local action, facilities and services
- Ensured an investment of £50,000 to develop community hubs
- Promoted third sector services with Anglesey GP Clusters and other Public Services

What was our impact?

During 2016-17, Môn Community Link received over 2400 enquiries. Môn Community Link acts as a Single Point of Access for the people of Anglesey to gain information on third sector organisations that can provide support and information to address their low-level needs.

Community Link accepts direct contact from individuals, but also accepts referrals from partners at the County Council and Betsi Cadwaladr Health Board, as well as others, including voluntary organisations.

Môn Community Link's direct referrals and calls have increased and information on services and local activities are increasing. The Link's Development officer is working with the Community Voices project to map services as well as the Local Asset Coordinators team, which work at a grass roots level to assist individuals to make connections with their community and provide them with information about community activities or voluntary services that could be of assistance to them.

By working with North Wales Deaf Awareness within the Community Voices project, we became aware that a large number of people in our communities were being excluded from using services due to only operating through email or telephone service. This meant that deaf people and those with hearing problems would have to rely on a third person to contact the scheme on their behalf.

A pilot called DAISY – 'Digital Access Interpreting System for Anglesey' was undertaken for a period of 6 months where individuals could contact Môn Community Link through Skype over the internet and could use British Sign Language.

Effective engagement in policy

Outcome:

The sector can contribute effectively to policy at all levels

What do we do?

Making sure that the voice of Anglesey's voluntary sector is heard, and listened to, is a key aim of Medrwn Môn. Sharing the voice of the sector gives communities a stronger voice by challenging and influencing how services are provided.

What did we achieve 2016-17?

Voluntary organisations and community groups have a vital role in addressing the needs of local communities. They can represent the voice of the communities they serve, including those that are often marginalised.

With the support of Medrwn Môn, organisations and groups have gathered the viewpoints and experiences of individuals that receive or use their services and have contributed to co-producing or improving public services. They are also able to provide valuable and varied local knowledge.

As a County Voluntary Council, Medrwn Môn provides a platform for the sector to communicate messages through our networks and relationships with public organisations such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board. Additionally, Medrwn Môn has been a source of data and intelligence in our own right.

- 10 strategic planning/working groups involving third sector membership
- 8 third sector forums or networks supported

What was our impact?

Over the last few years, Medrwn Môn and Community Voices have been working closely with the Anglesey County Council through the Voluntary Sector Liaison Committee to develop the Anglesey Compact Agreement, which is a partnership agreement between the Anglesey County Council and the Third Sector on Anglesey. In addition, the Anglesey Code of Practice for Funding the Third Sector (Funding Code of Practice) was developed, which notes the principles and procedures for funding arrangements with the

Third Sector.

During 2016-17, following the County Council's consultation on their 2017-18 Budget, Medrwn Môn conducted a survey looking at whether the third sector contributed to the County Council's Budget Consultation, whether they knew about the Funding Code of Practice and how it worked etc. Results indicated a number of key issues to work on with the County Council, including arrangements for preparing tender documents, raising Council staff's awareness, raising awareness within the third sector and encouraging the third sector to engage in decision making processes in order for their voices to be heard.

Medrwn Môn has pressed on the County Council, through the Voluntary Sector Liaison Committee, to ensure that the Funding Code of Practice's principles are adopted and implemented. To support the case, Medrwn Môn used the responses and results from the third sector questionnaire as evidence when presenting findings to the Liaison Committee. The County Council were asked to consider the findings when planning the Budget consultation for 2017-18. It was decided to create an Action Plan to ensure that messages from the Compact and Funding Code of Practice are shared.

Outcome:

The sector is recognised as a vital route to participation and engagement, including with minority and disadvantaged groups

What do we do?

For our communities to be resilient and empowered the people within them need to be enthused and engaged in planning and co-producing public services and are confident that their voice is being heard. Medrwn Môn plays an important role in facilitating processes for individuals and communities to identify real and possibly hidden concerns or needs, to speak up, and to influence local service delivery and strategy effectively. This independence – of purpose, voice and action – is key to the purpose of Medrwn Môn. It enables Medrwn Môn to represent the interests of those who lack the power of influence. To achieve this, Medrwn Môn must be (and must maintain) independent. Public Services should not dictate priorities, stifle messages, or in any way prevent Medrwn Môn from doing its work effectively.

What did we achieve in 2016-17?

Where the voluntary and community sector has representation on Boards and Partnerships, it is good practice for this to be backed up with structures for wider sector engagement and feedback. Medrwn Môn administers forums and networks to provide this engagement and feedback; for example, The Health, Social Care and Wellbeing Network met to discuss the "What Matters?" conversation and the importance of including the third sector in the practice and feedback was provided to Betsi Cadwaladr University Health Board's Stakeholder Reference Group and Public Health Wales through their #whatmatterstoyou national campaign. Our most influential work this year, however, has been in developing the Anglesey Citizen Panel and the Youth Council (Llais Ni).

- 67 members of Anglesey Citizen Panel
- Panel members responded to 30 consultations

What was our impact?

Medrwn Môn administers the Anglesey Citizen's Panel and the Anglesey Youth Council (Llais Ni) is a portfolio member of our Community Voices project; these two projects (that derive from the Community Voices project) give a direct opportunity for individuals to voice their opinions on public services through Medrwn Môn.

As a County Voluntary Council, Medrwn Môn provides a platform for the sector to communicate messages through our networks and relationships with public organisations such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board. Additionally, Medrwn Môn has been a source of data and intelligence in our own right.

The purpose of the Anglesey Citizen Panel is to be the voice of the wider community of Anglesey for anyone over 16 years of age that lives on Anglesey to give their opinion on public services. The panel members can choose topics of interest to them from Leisure, Jobs to Health. The members choose how they would like to take part and Medrwn Môn let the panel members know how they are making a difference by giving regular feedback. There are 67 active members on the panel and they have had their say on 30 consultations ranging from a variety of subjects, including the Isle of Anglesey County Council's budgets and priorities, Wales Ambulance Service and Illegal Fly tipping and have taken part in 3 consultation events. Members have also told us how easy it was for them to take part in consultations 42 times.

Outcome:

The sector plays an effective role in planning, delivering and scrutinising public services

What do we do?

Medrwn Môn run the Community Voices programme, which is a Big Lottery Funded Programme. There are 9 organisations that are members of the Portfolio, which has been designed to get local people more involved in designing and delivering services for their communities. In addition Community Voices ensure effective ways of enabling individuals and communities to voice their opinions and ensure their voices are heard during the planning and designing stages of public services, whilst ensuring service providers hear exactly what the community needs. The Anglesey Youth Council (Llais Ni) is one of 9 members of the Community Voices portfolio.

What did we achieve in 2016-17?

The purpose of Anglesey Youth Council (Llais Ni) is to ensure the voice of Anglesey's young people between the ages of 11 and 25 is heard and communicated in the same way as the Citizen Panel. There are 31 active members.

- 31 members of Llais Ni
- 1 of 9 members of Community Voices Portfolio

What was our impact?

During 2016/17 Anglesey County Council ran a pilot, in partnership with Llais Ni, to establish a way of working that allows for input from young people and adds value to scrutiny.

The pilot looked specifically at the Council's Budget setting process for 2017/18 and tested how to better engage young people in democratic processes. It also explored how to develop young people's understanding of the process of moving themes from consultation to Member scrutiny. This pilot was highlighted nationally as a model of good practice by the Centre for Public Scrutiny and shared with Welsh Government.

Llais Ni Youth Council members made history by being the first group of young people to attend an Anglesey County Council Corporate Scrutiny Committee, in February 2017.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

Not Applicable

7 – Financial Implications

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8 – Appendices:

Medrwn Môn- Annual Report 2016-2017

9 - Background papers (please contact the author of the Report for any further information):

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MEDRWN MÔN

ANNUAL REPORT

2016-17



Supporting volunteers,
community groups and voluntary
organisations on Anglesey



Medrwn Môn

BUDDSODDWR | INVESTORS
MEWN POBL | IN PEOPLE



FRSBI
give with confidence



Cefnogi Trydydd
Sector **Cymru**
Third Sector
Support **Wales**

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Acknowledgement:

We are grateful to our funders, without their support our work in supporting and developing local voluntary activity would not be possible:

Welsh Government; BIG Lottery Fund; Isle of Anglesey County Council; Wales Council for Voluntary Action; Betsi Cadwaladr University Health Board.



Llywodraeth Cymru
Welsh Government



ARIENNIR GAN Y
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NATIONAL
LOTTERY FUNDED



CYNGOR SIR
YNYSS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



GIG
CYMRU
NHS
WALES
Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Income and Expenditure 2016-17:

Income:
£795,905
Expenditure:
£533,365



Chair's Report

Supporting volunteers, community groups and voluntary organisations on Anglesey

Chair:
Islwyn Humphreys

Chief Officer:
John R Jones
Sian Purcell

Town Hall
Bulkeley Square
Llangefni
Anglesey
LL77 7LR

The aim of Medrwn Môn is to promote and support volunteering, voluntary and community organisations by working with individuals, groups and communities on Anglesey and ensure they play a full and prominent role in developing the potential of the island.



The end of the year is upon us again and a year which has been quite challenging. At the start of the year, we were concerned about the effects of a possible joining of County Councils across the North, but we received a breath of fresh air when it was announced that it was not to be, following the Welsh Government's change of direction.

During the year, we saw Mrs Sian Purcell taking the reins at Medrwn Môn as Chief Officer. Already she is operating robustly and effectively. Of course, we farewell with her predecessor, Mr John R Jones, and thank him for his valuable contribution to the Board and to Medrwn Môn's work.

As in the past year, we saw further financial cuts. Despite this, I must praise the staff for responding positively and completing projects with grit and a grin. I would like to take the opportunity to thank each member of the workforce for their commitment to the work and aim of Medrwn Môn - long may it continue.

The sector continues to face challenges but also face opportunities; two new important acts came to force that convey the importance of the third sector, from voluntary action at grass roots level to influencing national policies:

- Well-being of Future Generations (Wales) Act 2015
- Social Services and Well-being (Wales) Act 2014

We continue to work closely with the network of County Voluntary Councils across Wales through our 'Third Sector Support Wales' Partnership Agreement, in partnership with the Welsh Government and WCVA.

As I will, in line with the standing orders of the Board, be standing down as Chair, I give sincere thanks for the honour of being the Chair of the Management Board. I have enjoyed working together with the dedicated staff and members. I wish my successor well.

Islwyn Humphreys
Chair

Wendy Flynn

It is with great sadness that Wendy Flynn, Medrwn Môn's Administrator, passed away during 2016, peacefully and with her family.

Wendy's commitment and contribution to Medrwn Môn and the Voluntary Sector will be cherished and her presence will be greatly missed by us all.

Medrwn Môn

Medrwn Môn is a registered charitable company with a membership of voluntary organisations and local community groups. It is a part of a network of County Voluntary Councils operational throughout Wales. Funding towards our core work comes from the Welsh Government via WCVA. Medrwn Môn also runs other projects, which supports our core work.

Our Mission

The aim of Medrwn Môn is to promote and support volunteering, voluntary and community organisations by working with individuals, groups and communities on Anglesey to ensure they play a full and prominent role in developing the potential of the island.

Our Aims

- **Active and involved citizens**
People able to volunteer with an increase in ability and enthusiasm
Volunteer-involving organisations and groups better able to recruit, retain and manage volunteers
- **A thriving and sustainable voluntary sector**
Voluntary organisations and community groups are well-governed, managed and deliver quality outcomes
- **Effective engagement in policy**
Voluntary organisations, community groups and individuals are better connected and able to influence and contribute to Public Policy

Our activities

Enabling individuals to be a part of, and active in, their communities by informing them of and referring them to a wide range of volunteering and participating opportunities.

Supporting volunteer-involving organisations to excel at recruiting, retaining and managing their volunteers, as well as developing and promoting their volunteering opportunities.

Supporting trustees to excel in governing their organisations and for those organisations to be thriving and sustainable

Supporting voluntary organisations and community groups to be able to deliver quality outcomes, through providing information, training and assistance.

Ensuring that voluntary organisations can engage and contribute effectively to public policy and represent them locally, regionally and nationally.

Supporting people and communities to engage more effectively with public bodies

During 2016 Medrwn Môn celebrated turning 15 years old! We celebrated the occasion in the most fitting way - celebrating Anglesey's volunteers during **Volunteers Week!**



Medrwn Môn

Management Board Members

Chair:

Islwyn Humphreys Samaritans, North West Wales

Vice-Chair:

Andrew Mark Hughes Malltraeth Ymlaen

Treasurer:

Elfyn Hughes Penysarn Village Hall

Eileen M Clarke Ynys Môn (Anglesey) Group Riding RDA

William Hadfield Benllech and District Good Turn Scheme

Lyn Môn Owen Hughes Barnardos

John Wyn Jones Ynys Môn Access ((up to November 2016)

Dr Morag McGrath Council for the Protection of Rural Wales CPRW

Dr W H Roberts Môn Communities First

Yvonne Tatam Anglesey Federation W I (up to July 2016)

Selwyn Williams Ynys Môn Citizens Advice Bureau

Co-opted

Aled Griffiths Disablement Welfare Rights

Dilys Shaw Tai Chi Llangefni

Finance and Human Resources Committee Members

Islwyn Humphreys Samaritans, North West Wales

Elfyn Hughes Penysarn Village Hall

Andrew Mark Hughes Malltraeth Ymlaen

Morag McGrath Council for the Protection of Rural Wales CPRW

Selwyn Williams Ynys Môn Citizens Advice Bureau (up to April 2016)

Medrwn Môn Staff Members

John R Jones Joint Chief Officer (up to August 2016)

Sian C Purcell Joint Chief Officer (up to August 2016), Chief Officer (from September 2016)

Wendy Flynn Administrator (up to May 2016)

Derlwyn R Hughes Information and Training Development Officer

Linda Jones Administrative Officer

Rhian Medi Volunteering Liaison Officer

Bethan Jukes Volunteering Development Officer / Community Voice Citizen Panel Officer

G Lon Moseley Môn Community Link Officer

Lyndsey Campbell Williams Community Voice Project Manager

Rachel Argyle Community Voice Citizen Panel Engagement Officer (up to June 2016)

Catrin Ruth Hampton Môn Community Link Project Support Officer (from September 2016)

Katharine Harper Williams Communities Engagement Officer

Sheree Ellingworth Local Asset Co-ordinator (from December 2016)

Rhian Thomas Social Prescribing Officer (from March 2017)

Active and involved citizens



Pictures - top (l-r): The crew at Tyddyn Môn with Rhun ap Iorwerth AM; Medrwn Môn staff discussing volunteering with Môn FM; Pictures - bottom (l-r): Albert Owen MP in Hospice at Home's charity shop during Volunteers' Week; Age Cymru Gwynedd a Môn volunteers receiving certificates during Volunteers' Week. Below: Rhun ap Iorwerth AM with a crew from the Lighthouse, Holyhead, during Volunteers' Week.



Outcome: More people on Anglesey benefiting from their volunteer involvement

What do we do?

Medrwn Môn supports individuals of all ages to volunteer through promoting volunteering opportunities, referring individuals to organisations, supporting them through the recruitment process and supporting people to take part in their communities.

What did we achieve in 2016-17?

We work to ensure more people on Anglesey benefit from their volunteer involvement a celebrate volunteers' contribution to public services and civic life on Anglesey.

Volunteers play an increasingly important and dynamic part in our communities and Medrwn Môn promotes, supports and develops all types of volunteering, volunteers and voluntary groups on a local level, acknowledging that their unique contribution gives benefits to those that use/receive the service, the local community and the volunteers themselves.

- Placed 13 volunteers
- Held 1 event to celebrate volunteers and volunteering
- Held 1 information fair with 12 organisations attending
- Shared £4000 in grants distributed through the GwirVol Youth Led Panel
- Promoted 67 volunteering opportunities on www.volunteering-wales.net
- Promoted and encouraged community participation and active citizenship

What was our impact?

Medrwn Môn organised for Albert Owen MP and Rhun ap Iorwerth AM to volunteer with an organisation of their choice during Volunteers Week. The aim was to raise the profile of volunteers and ensure that our elected members learn about volunteer experiences first hand. Albert Owen volunteered in the Hospice at home charity shop and the Tenovus charity shop and Rhun ap Iorwerth volunteered in the Lighthouse Day Centre with Digartref in Holyhead.

Here's one volunteer's story:

"During my time volunteering at the Lighthouse Day Centre in Holyhead I have been able to help vulnerable people by giving advice, support and being someone to talk to about problems when they've felt most alone. Over the last 6 months, I have gained many skills and experience in the care industry that will be beneficial when I start my studies, Adult Nursing in University. I have had the chance to work with a great team of staff, volunteers and other services and also been on a few courses that I have learnt a lot and gained qualifications.

Overall the experience of being a volunteer has been great and I would recommend it to anyone else that wants to contribute to the community and do their part to help. There is no better feeling than this and that is one of the main reasons why I love it."



Active and involved citizens

Outcome: People and communities engaging in co-production of public services

What do we do?

Medrwn Môn run Community Voices, a programme that is funded by the Big Lottery Fund. 9 organisations are members of the Portfolio, which has been designed to get local people more involved in designing and delivering services for their communities. In addition, Community Voices ensures effective ways to enable individuals and organisations to voice their opinions and ensure that their voices are heard during the planning and designing stages of services, making sure that service providers get to hear exactly what the community needs. The 'Building Communities' model has been adopted to facilitate the process, using the different consultation methods to create a picture of the community's assets that range from local services; buildings and green spaces; people, information and skills; to local networks and community activities.

What did we achieve in 2016-17?

We have worked in communities to ensure that they play a part in making decisions that affect them. With less public funding available, we have worked to find what communities can achieve themselves, or with investment or support from public services and how they can find solutions to address community needs together.

- Supported and developed 4 Community Hubs
- Cooperated with the County Council to identify 3 models of engagement and consultation through the Joint Engagement and Consultation Board
- Contributed towards the Public Service Board's priorities and feed community opinion throughout the process
- Supported and facilitated Anglesey Citizen Panel, with 67 members contributing
- Supported Seiriol Alliance to administer £20,000 of devolved funding
- Developed 'easy read' standards through Community Voices
- Engaged with over 2390 people through our Community Involvement Officers project

What was our impact?

The Seiriol Alliance has received £10,000 devolved spending from Anglesey County Council as a pilot project and, with Medrwn Môn's support and advice, has allocated the money between 4 Community Councils on the basis that they engage their communities in deciding how the money is spent.

A meeting was held where ideas were presented and agreed upon by the Alliance members. The money has been spent on adaptations to community halls, play equipment, a marquee and Easter activities in the areas. The majority of Community Councils matched their funding allocation from their own resources. Spending priorities also matched the gaps and priorities gathered in the baseline information.

Following receiving an additional £10,000 through the Intermediate Care Fund, the Alliance have now established a small grants committee to look at applications from the community in line with the funding guidelines. They have also created and launched their own website, and have a community mini bus scheme - in line with the priorities identified in the original rounds of consultation.

The devolving of £10,000 to organisations such as Seiriol Alliance allows them to consider exactly how that money should be spent in line with their priorities and has, in effect, enabled them to become more sustainable in achieving targeted resources for the ward. This in turn has resulted in more people gaining awareness about the project, current members gaining skills to lead a community organisation and experiences of working together to share funding, skills and experience.



Pictures (l-r)
Seiriol Alliance Panel;
an example of mapping;
Older People's Forum



Active and involved citizens



Pictures (l-r): Llanfairpwll Community Hub poster; Llanfairpwll Hub - Llanfairpwll Memorial Hall; Bryngwran Community Hub - lorwerth Arms, Bryngwran



Outcome: More communities benefiting from volunteers and more organisations providing quality volunteering opportunities

What do we do?

Medrwn Môn work to ensure that Anglesey's communities are resilient and empowered to make a difference locally by providing volunteer-led local services. By working closely with communities at the grass-roots, we can support individuals to come together to identify local needs and respond positively to those challenges through civic and voluntary action.

What did we achieve in 2016-17?

We have worked in communities to ensure individuals play a prominent role in responding to community challenges and opportunities through volunteering and participating. A number of people across the island have come together to create, develop and cooperate on Community Hubs, Local Networks and community groups. Medrwn Môn has worked to ensure a support structure for individuals and communities such as Môn Community Link, which provides information and support to individuals on services and activities that are available from the third sector and the Local Asset Coordination project, that works with individuals, families and local groups to encourage them to lead and develop their own support systems.

- Secured funding to run our Local Asset Coordination project in 2 towns to promote community participation
- Supported 4 new Community Hubs
- Developed new Dementia Friendly Communities Networks with the aim of becoming a Dementia Friendly Island
- Ran Môn Community Link with over 2400 enquiries for third sector services
- Developed 3 Men's Shed's projects
- Held 1 information fair / network for organisations that involve volunteers

What was our impact?

Intermediate Care Fund funding were devolved to Medrwn Môn to engage residents in Llanfairpwll in a process of identifying the need for a Community Hub in the area. Using the Building Communities Toolkit developed through Community Voices project, Medrwn Môn held several mapping sessions in the area as well as open events and focus group sessions. Evidence showed that the Memorial Hall would be the best venue and the Community Voices project has been working with the Community Council to identify how the capital money could be spent. Building works started at the beginning of the Summer and the activities identified in the consultation process are now available through the newly established Llanfair Community hub, which was launched in November 2016. A further 2 hubs are receiving support from Medrwn Môn by now - one in Bryngwran and one in Llanfaelog. Both hubs worked with Community Voice to create a way of capturing information about local assets as well as information about what local people felt they needed in the hubs.

The hub in Bryngwran will be located in the village pub, the lorwerth Arms that has, since 2015, been in the community's ownership. Neville Evans, Chair of Bryngwran Cymunedol (Bryngwran Community) said:

We have lost all our shops, and apart from the school, losing the pub would have meant we have nothing left. "We have an exciting vision for the future and want to open our doors to all members of the community, in addition to being the village local.

"We already open our doors to the local elderly residents, and hope to expand on this going forward.

The community hubs will be used to create more opportunities for people that live in the vicinity to take part in activities which will help to reduce social isolation and loneliness and increase wellbeing by bringing local services to the areas. It will be an opportunity for local people to socialise, become less isolated and more independent and resilient through identifying activities and services that they would like to see available at the hubs.

The money was paid to local third sector and community councils and will be used to encourage the sustainability and increase use of local buildings as places to bring communities together.

A thriving and sustainable third sector

Outcome: Trustees are confident about leading their organisations and maintaining high standards of governance

What do we do?

Medrwn Môn offer a wide range of services to support trustees to govern their community groups and voluntary organisations effectively as well as assisting them to move towards becoming more sustainable and creating new income streams.

What did we achieve in 2016-17?

We have worked with new groups as well as established groups to support them with their enquiries about governance and procedures. The service is tailored to support groups to develop robust practices and operate more effectively.

We have supported groups with matters from starting a group to winding up, to compliance, managing funding, human resources support, outcomes, impact monitoring and quality systems.

Throughout, Medrwn Môn's development service helps local groups to answer the need and facilitate improvements to service provision.

- Responded to 8 enquiries from trustees regarding governance issues
- Held 2 trustee events with 74 participants
- Supported 1 Community Alliance to establish, by providing support on sharing community grants and governance matters



What was our impact?

Medrwn Môn were approached by the Anglesey Food Bank, Pantri No. 6, following a reorganising of the committee - new volunteers were keen to start afresh and advice was given on the governance, structure and form of a new organisation. The group established as a Company Limited by Guarantee and further advice was given about volunteer recruitment and management, with suggestions to contact the local youth club and secondary school. The group were also seeking guidance about funding and with Medrwn Môn's assistance and advice they secured £5,000 from Awards for All Wales. As one of 4 Food Banks on the island, Medrwn Môn encouraged Pantri No. 6 to make contact with other food banks to learn and share experiences.

Further support was provided to Pantri No. 6 when the group realised that their current building was very costly to rent (£5,000 per year) and unsuitable to run their project - they requested advice from Medrwn Môn and a meeting with the Town Council was arranged; a building adjacent to the Council Chamber was offered on a Wednesday for a fee of £10.00 inclusive of heating / electricity etc.

Co-operating with the Town Council and operating from a smaller, more adequate, space will allow Pantri No. 6 to focus on their project and the important tasks of extending opening hours, recruiting additional volunteers and marketing rather than putting all their efforts into applying for capital grants to improve a building that they were renting. The move to new premises has also provided the impetus to focus on submitting press releases to raise awareness of this social project serving the community in and around Amlwch, a rural town in North Anglesey.

With initial support, this much needed organisation can continue, consolidate and develop in attracting new volunteers, safeguarding current volunteers and continue to distribute food parcels on more than one day per week, serving the community in and around Amlwch.

A thriving and sustainable third sector

Outcome:

A third sector that has the knowledge and skills to enable organisations to operate sustainably

What do we do?

Medrwn Môn offers a range of services to support voluntary organisations and community groups on Anglesey, through providing advice, guidance and information; funding advice; training and courses to ensure that the sector has the necessary skills and information to enable them to operate sustainably. We also offer practical services to groups and organisations.

What did we achieve in 2016-17?

Current information is provided through our newsletter, Dan Do Môn. 4 newsletters were produced during 2016-17 and distributed to over 882 organisations. We use social media online to disseminate messages about our work.

The website provides information to organisations with information leaflets on governance, funding, raising funds, tendering, grants and loans, generating income and governing documents. We have provided training on topics such as Safeguarding Children and Young People and Supervision and Support. Again, this year Medrwn Môn's staff prepared and shared a marquee with organisations and groups at the Anglesey Show.

The services that we offer raises the capacity of staff and volunteers to run their organisations and groups safely and responsibly and enables them to support people in their communities.

- Held 10 training sessions with 111 participants
- Participant feedback stated that 100% considered our sessions to be 'excellent' or 'very good'
- 5400 visitor sessions to the website
- Produced 4 editions of Dan Do Môn
- Provided practical services 189 times
- Raised awareness of 2 new Acts
- Prepared a toolkit on participation
- 9 organisations/groups sharing our marquee at the Anglesey Show
- Held 5 funding surgeries with 80 participants



Pictures (l-r): BIG Lottery Fund community grants awareness raising event; training session; Llangefni Skate Park

What was our impact?

Community groups are essential to creating sustainable communities. People coming together to form a group helps to improve a community and aids social inclusion, alleviates exclusion, and increases the amount of people directly involved in their community. To ensure these community groups thrive, it's essential that they have the resources (financial and other) to sustain their services and activities.

Medrwn Môn organise and hold a number of funding surgeries and it's an opportunity for groups and organisations to chat and discuss their possible projects and funding applications with funders. The advantages of these surgeries are that it allows a detailed conversation with the group about the proposed project, by talking through the possible funding streams and the type of information may be needed, which includes costs/budgets, looking at how the group has been set up and whether they have the appropriate policies in place.

Amongst the funders that attend the funding surgeries organised by Medrwn Môn, are:

BIG Lottery Fund
Lloyds TSB Foundation
BBC Children in Need
WCVA

One of the biggest successes of Medrwn Môn's funding surgeries this year is Llangefni Skate Park, which secured £370,000 from the BIG Lottery Fund following representatives of the group attending a funding surgery at Ebenezer Centre in Llangefni, after receiving advice from Medrwn Môn to apply for BIG Lottery Fund funding. The group have secured an additional £37,000 from the Anglesey Charitable Trust towards the project and we supported the group further with policies and organising Child Protection Training.

A thriving and sustainable third sector

Outcome:
Organisations secure the resources and create essential new services to survive and grow

What do we do?

Medrwn Môn seeks to ensure we provide a supportive network of services to community groups and voluntary organisations and that those groups and organisations thrive and are utilised.

What did we achieve in 2016-17?

By ensuring public services are aware of services that the third sector provide to individuals across the island, we can refer and encourage the use of these third sector services. If gaps in provision become apparent, we highlight this to public services so that they can consider commissioning specific pieces of work from the third sector.

Môn Community Link can promote the services and activities of community groups and voluntary organisations.

- Responded to over 2400 Môn Community Link enquiries
- Undertook Daisy service pilot
- Developed 3 local Dementia networks
- Started a 'Men's Shed' in Llangefni
- Responded to 45 funding enquiries
- Secured £563,150 of new investment for local action, facilities and services
- Ensured an investment of £50,000 to develop community hubs
- Promoted third sector services with Anglesey GP Clusters and other Public Services



What was our impact?

During 2016-17, Môn Community Link received over 2400 enquiries. Môn Community Link acts as a Single Point of Access for the people of Anglesey to gain information on third sector organisations that can provide support and information to address their low-level needs.

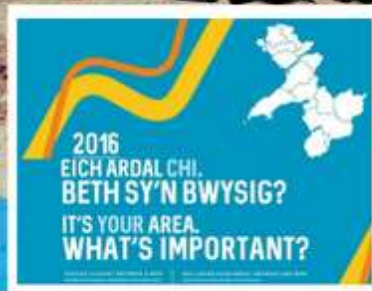
Community Link accepts direct contact from individuals, but also accepts referrals from partners at the County Council and Betsi Cadwaladr Health Board, as well as others, including voluntary organisations.

Môn Community Link's direct referrals and calls have increased and information on services and local activities are increasing. The Link's Development officer is working with the Community Voices project to map services as well as the Local Asset Coordinators team, which work at a grass roots level to assist individuals to make connections with their community and provide them with information about community activities or voluntary services that could be of assistance to them.

By working with North Wales Deaf Awareness within the Community Voices project, we became aware that a large number of people in our communities were being excluded from using services due to only operating through email or telephone service. This meant that deaf people and those with hearing problems would have to rely on a third person to contact the scheme on their behalf.

A pilot called DAISY - 'Digital Access Interpreting System for Anglesey' was undertaken for a period of 6 months where individuals could contact Môn Community Link through Skype over the internet and could use British Sign Language.

Effective engagement in policy



Oucome: The sector can contribute effectively to policy at all levels

What do we do?

Making sure that the voice of Anglesey's voluntary sector is heard, and listened to, is a key aim of Medrwn Môn. Sharing the voice of the sector gives communities a stronger voice by challenging and influencing how services are provided.

What did we achieve 2016-17?

Voluntary organisations and community groups have a vital role in addressing the needs of local communities. They can represent the voice of the communities they serve, including those that are often marginalised.

With the support of Medrwn Môn, organisations and groups have gathered the viewpoints and experiences of individuals that receive or use their services and have contributed to co-producing or improving public services. They are also able to provide valuable and varied local knowledge.

As a County Voluntary Council, Medrwn Môn provides a platform for the sector to communicate messages through our networks and relationships with public organisations such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board. Additionally, Medrwn Môn has been a source of data and intelligence in our own right.

- 10 strategic planning/working groups involving third sector membership
- 8 third sector forums or networks supported

What was our impact?

Over the last few years, Medrwn Môn and Community Voices have been working closely with the Anglesey County Council through the Voluntary Sector Liaison Committee to develop the Anglesey Compact Agreement, which is a partnership agreement between the Anglesey County Council and the Third Sector on Anglesey.

In addition, the Anglesey Code of Practice for Funding the Third Sector (Funding Code of Practice) was developed, which notes the principles and procedures for funding arrangements with the Third Sector.

During 2016-17, following the County Council's consultation on their 2017-18 Budget, Medrwn Môn conducted a survey looking at whether the third sector contributed to the County Council's Budget Consultation, whether they knew about the Funding Code of Practice and how it worked etc. Results indicated a number of key issues to work on with the County Council, including arrangements for preparing tender documents, raising Council staff's awareness, raising awareness within the third sector and encouraging the third sector to engage in decision making processes in order for their voices to be heard.

Medrwn Môn has pressed on the County Council, through the Voluntary Sector Liaison Committee, to ensure that the Funding Code of Practice's principles are adopted and implemented. To support the case, Medrwn Môn used the responses and results from the third sector questionnaire as evidence when presenting findings to the Liaison Committee. The County Council were asked to consider the findings when planning the Budget consultation for 2017-18. It was decided to create an Action Plan to ensure that messages from the Compact and Funding Code of Practice are shared.

Effective engagement in policy

Outcome:

The sector is recognised as a vital route to participation and engagement, including with minority and disadvantaged groups

What do we do?

For our communities to be resilient and empowered the people within them need to be enthused and engaged in planning and co-producing public services and are confident that their voice is being heard. Medrwn Môn plays an important role in facilitating processes for individuals and communities to identify real and possibly hidden concerns or needs, to speak up, and to influence local service delivery and strategy effectively. This independence – of purpose, voice and action – is key to the purpose of Medrwn Môn. It enables Medrwn Môn to represent the interests of those who lack the power of influence. To achieve this, Medrwn Môn must be (and must maintain) independent. Public Services should not dictate priorities, stifle messages, or in any way prevent Medrwn Môn from doing its work effectively.

What did we achieve in 2016-17?

Where the voluntary and community sector has representation on Boards and Partnerships, it is good practice for this to be backed up with structures for wider sector engagement and feedback. Medrwn Môn administers forums and networks to provide this engagement and feedback; for example, The Health, Social Care and Wellbeing Network met to discuss the "What Matters?" conversation and the importance of including the third sector in the practice and feedback was provided to Betsi Cadwaladr University Health Board's Stakeholder Reference Group and Public Health Wales through their #whatmatterstoyou national campaign. Our most influential work this year, however, has been in developing the Anglesey Citizen Panel and the Youth Council (Llais Ni).

- 67 members of Anglesey Citizen Panel
- Panel members responded to 30 consultations



What was our impact?

Medrwn Môn administers the Anglesey Citizen's Panel and the Anglesey Youth Council (Llais Ni) is a portfolio member of our Community Voices project; these two projects (that derive from the Community Voices project) give a direct opportunity for individuals to voice their opinions on public services through Medrwn Môn.

As a County Voluntary Council, Medrwn Môn provides a platform for the sector to communicate messages through our networks and relationships with public organisations such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board. Additionally, Medrwn Môn has been a source of data and intelligence in our own right.

The purpose of the Anglesey Citizen Panel is to be the voice of the wider community of Anglesey for anyone over 16 years of age that lives on Anglesey to give their opinion on public services. The panel members can choose topics of interest to them from Leisure, Jobs to Health. The members choose how they would like to take part and Medrwn Môn let the panel members know how they are making a difference by giving regular feedback. There are 67 active members on the panel and they have had their say on 30 consultations ranging from a variety of subjects, including the Isle of Anglesey County Council's budgets and priorities, Wales Ambulance Service and Illegal Fly tipping and have taken part in 3 consultation events. Members have also told us how easy it was for them to take part in consultations 42 times.

Effective engagement in policy

Pictures (l-r): Llais Ni members meeting Anglesey County Council Leader at the Anglesey Show; Meeting of Anglesey County Council's Scrutiny Committee; Llais Ni Scrutiny workshop with County Council



Outcome:
The sector plays and effective role in planning, delivering and scrutinising public services

What do we do?

Medrwn Môn run the Community Voices programme, which is a Big Lottery Funded Programme. There are 9 organisations that are members of the Portfolio, which has been designed to get local people more involved in designing and delivering services for their communities. In addition Community Voices ensure effective ways of enabling individuals and communities to voice their opinions and ensure their voices are heard during the planning and designing stages of public services, whilst ensuring service providers hear exactly what the community needs. The Anglesey Youth Council (Llais Ni) is one of 9 members of the Community Voices portfolio.

What did we achieve in 2016-17?

The purpose of Anglesey Youth Council (Llais Ni) is to ensure the voice of Anglesey's young people between the ages of 11 and 25 is heard and communicated in the same way as the Citizen Panel. There are 31 active members.

- 31 members of Llais Ni
- 1 of 9 members of Community Voices Portfolio

What was our impact?

During 2016/17 Anglesey County Council ran a pilot, in partnership with Llais Ni, to establish a way of working that allows for input from young people and adds value to scrutiny.

The pilot looked specifically at the Council's Budget setting process for 2017/18 and tested how to better engage young people in democratic processes. It also explored how to develop young people's understanding of the process of moving themes from consultation to Member scrutiny. This pilot was highlighted nationally as a model of good practice by the Centre for Public Scrutiny and shared with Welsh Government.

Llais Ni Youth Council members made history by being the first group of young people to attend an Anglesey County Council Corporate Scrutiny Committee, in February 2017.

We have 301 community groups and voluntary organisations registered as members or associated members

Practical assistance, such as photocopying or equipment hire, was given 189 times to groups or organisations

Medrwn Môn received 2637 enquiries

We have 882 subscribers on our mailing list

Citizen Panel has 67 members and has taken part in 30 consultations

Over 1500 followers on Twitter and Facebook
5400 unique visitors to our website

£563,150 of funding was secured with Medrwn Môn's assistance

Over 2400 enquiries received through Môn Community Link

10 networks, conferences and events were held to share our learning



Heard 3000 people's voices about their communities



10 people volunteered with Car Linc Môn

375 essential journeys were undertaken by Car Linc Môn volunteers

9748 miles were driven by our volunteers

4 editions of Dan Do Môn were produced and distributed to over 882 organisations during 2016-17

10 training courses were arranged with 111 participants

45 groups/ organisations were supported with funding enquiries

GwirVol
£4000 of grants distributed to the sector by the Youth Led Panel to develop volunteering opportunities to young people

Medrwn Môn invested £152,973 in organisations on Anglesey

Participant feedback stated that 100% considered the courses to be excellent or very good



Community Hub Launch Event

We had funding £18,000 from Welsh Government to create a community hub

You told us you would like to make more use of the Memorial Hall for activities

So we..... fixed the roof, updated the kitchen, improved the flooring, put in new heating and bought new IT equipment

Come and join us for a cup of tea or coffee in the newly refurbished hub!

Weds 22nd February, 1-4pm



Cod Ymarfer Ynys Môn ar gyfer Ariannu Trydydd Sector



Community Investment Officers Project

1. I want to know more about...
2. I want to know more about...
3. I want to know more about...



Cydyntu Asedau Lleol / Local Asset Coordinators

10 principles of asset management in Wales

WYTHNOS GWIRFODOLWYR VOLUNTEERS' WEEK

Y Dathliad Mawr / The Big Celebration

HIGWYDDIAD GWYBODAETH GWIRFODDOL DATHLIAD PENBLWYDD MEDRWN MÔN 15 oed

VOLUNTEERING INFORMATION EVENT MEDRWN MON'S 15th ANNIVERSARY CELEBRATION

Dydd Iau 9 Mehefin / Thursday 9 June 10.00 - 4.00pm

Neuadd y Dref / Town Hall LLANGFNFI LL77 7LR

Anglesey Citizen Panel

We have: **67 active members**

Over the past 12 months members have taken part in.... **3 CONSULTATION EVENTS**

And had their say in..... **30 CONSULTATIONS**

About a range of topics including:

- Anglesey Council Budgets & Priorities
- Welsh Ambulance Services
- Fly Tipping
- Llangefni Skate Park
- Housing Services

Members have also told us about how easy it was to take part in consultations **42 TIMES**

Right place? Right time? Right format?

Are you interested in joining us? If so please contact bethancbd@medrwnmon.org or phone

