

ISLE OF ANGLESEY COUNTY COUNCIL

Scrutiny Report Template

Committee:	Partnership and Regeneration Scrutiny Committee
Date:	25 February, 2020
Subject:	Partnership working with Medrwn Môn
Purpose of Report:	To present an overview of the work undertaken by Medrwn Môn during 2018-19 and progress on developing the partnership work with the Council
Scrutiny Chair:	Cllr Gwilym Owen Jones
Portfolio Holder(s):	Cllr Llinos Medi
Chief Officer- Medrwn Môn:	Sian Purcell
Report Author:	Sian Purcell
Tel:	01248 724944
Email:	sian@medrwnmon.org
Local Members:	Not applicable

1 - Recommendation/s

1. The Scrutiny Committee is requested to note the report, and submit comments on the main issues noted in the report as part of scrutinising partnership arrangements.
2. Medrwn Môn be requested to attend the Committee annually in order to report on their work on the Island in order to be able to scrutinise its partnership with the Council.

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 their partnerships to ensure that we provide the best possible services available, which will improve the quality of life for everyone across the Island. Medrwn Môn's work supports all objectives of the Corporate Plan.

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

1. How does Medrwn Môn's work add value, and contribute towards achieving the Council Plan (2017-22)?
2. Recruiting additional trustees to the Membership of the Management Board is mentioned. How will you go about recruiting these, and to what extent does the organisation need to ensure that individuals with specific skills are appointed?
3. The report mentions improving risk management, and of Medrwn Môn's arrangements in dealing with the short term, medium term, and the long term risks they face. What are the main risks the organisation faces over the coming years?
4. Over what timescale does the organisation intend to strengthen the current governance arrangements, and also the scope to develop the role of the County Council's Voluntary Liaison Committee?
5. The diminishing funds available to Medrwn Môn are referred to. How will you as an organisation prioritise the activities offered to ensure maximum benefit for Anglesey's citizens?

5 – Background / Context

1. Introduction:

This report is presented to the Isle of Anglesey County Council Partnership and Regeneration Scrutiny Committee.

Medrwn Môn is the County Voluntary Council for Anglesey. Medrwn Môn is a membership organisation providing support and assistance to the voluntary sector on Anglesey. Medrwn Môn is led by a Management Board and employs 18 members of staff.

A diverse and active voluntary sector is an essential part of any healthy and active community. Medrwn Môn recognises that an efficient voluntary sector needs a good umbrella body that works to help develop, encourage collaboration, represents effectively, influences policy and provides a two-way link with public services and

funders.

A healthy and vibrant voluntary sector is central to how Medrwn Môn designs and delivers services: empowering people to make positive changes, building on community strengths and supporting organisation-led action.

2. Our Aim and Mission:

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

We work with people, volunteers, community groups and voluntary sector organisations to identify and address what matters to them. To achieve this goal, we work with other key partners across the voluntary sector, public sector, research and funders.

Our work focuses broadly on these general themes:

Information, advice and guidance

- Learning and development
- Networking, engagement and communication
- Shaping, influencing and building on the social capital and resilience of the sector
- Raise the profile of the sector

Our four pillars of work are:

- Volunteers and Citizenship
- Good Governance
- Sustainable Funding
- Engagement and Influencing

Medrwn Môn runs projects that support our core work.

Medrwn Môn is part of Third Sector Support Wales (TSSW), a partnership between the County Voluntary Councils (CVCs) and the Wales Council for Voluntary Action (WCVA). Medrwn Môn is one of 19 CVCs in Wales. We share the aim of enabling the voluntary sector and volunteers across Wales to contribute fully to the well-being of individuals and communities, now and in the future. Third Sector Support Wales is funded through the Welsh Government. For more information, visit www.thirdsectorsupport.wales/

3. Structure of the report

This report will reflect Medrwn Môn's current parameters and also reflect Medrwn Môn's future ambitions and aspirations within the framework of the Trusted Charities Mark to further enhance Medrwn Môn's impact.

The NCVO Trusted Charity Mark is built on eleven quality areas. Working through the quality areas enables an organisation to assess how it is doing and plan a clear path for development in each area.

The quality areas of trusted Charities:
Governance

- Planning
- Leadership and management
- User-centred service
- People management
- Learning and development
- Managing money
- Resource management
- External communication
- Work with others
- Assess outcomes and impact

Applying the requirements of the NCVO Trusted Charity Mark to these activities contributes to achieving the kind of essential change needed. It is intended to test the resilience of our governance arrangements and our performance when applying for the 'Trusted Charity Mark' accreditation quality mark.

Medrwn Môn wants to use this platform to support people, groups and organisations on Anglesey to work towards the Well-being Goals defined in the Well-being of Future Generations (Wales) Act 2015, namely:

- A prosperous Anglesey
- Resilient Anglesey
- Healthier Anglesey
- A more equal Anglesey
- Anglesey of cohesive communities
- Anglesey with a vibrant culture where the Welsh language thrives
- Anglesey is globally responsible.

4. Governance

Medrwn Môn is a registered charitable company with membership from local voluntary organisations and community groups. Membership of Medrwn Môn is open to all third sector organisations / groups, operating or based in Anglesey. Medrwn Môn has over 600 voluntary and community contacts on its database with over 100 in its membership.

Medrwn Môn has 9 trustee directors from our membership of the local voluntary sector with a complement of full-time and part-time staff. The governance of the organisation is supported by the Finance and Human Resources Committee, which is a subgroup of the Management Board.

Medrwn Môn is one of 19 County Voluntary Councils (CVCs) in Wales and began operating in 2001. Medrwn Môn is a registered charity (1088828) and a limited company (4197934).

Members of the Board of Management are elected for a period of four years with one third of the membership retiring each year, which then qualifies for re-election.

The arrangements for the national partnership, Third Sector Support Wales, were reviewed during 2017-18 and 2018-19. 2018/19 was the second year of the ambitious Third Sector Support Wales change programme, which focused on improving the impact

we have as a partnership in supporting the third sector in Wales to flourish.

We focused on reviewing and improving three areas:

- how we work as a national partnership
- our digital offering
- our monitoring and impact framework to drive the Planning> Do> Assess> Review cycle to ensure we are listening and continually improving our services.

During 2019-20 and beyond there is an opportunity to implement these new arrangements locally. In January 2020, to ensure that Medrwn Môn is able to respond to the new arrangements, Medrwn Môn's Management Board identified the need to review Medrwn Môn's arrangements.

The quality areas of 'Charitable Trust' accreditation are to be followed to assist Medrwn Môn in a 'Review and Renewal' process. This enables us to focus on the key task of ensuring Medrwn Môn is 'fit for purpose' as we work to help the voluntary sector on Anglesey thrive in difficult social and economic conditions as well as contributing to important laws in Wales. The Management Board will look at the organisation's governance structure, to ensure that we use the governance structure most suited to Medrwn Môn's needs, now and in the future. The Board will also look to recruit several new trustees to the Management Board, to help guide the organisation into the future. Policies, procedures and systems will be created, reviewed or updated.

A Working Group will be created, with a number of sub-groups. Some of these subgroups will be task and finish, set up to complete a particular procedure or system; others will be more stable and long-term. Staff will be invited to attend and contribute to these groups and their input will be vital in ensuring that Medrwn Môn's plans are delivered. We want to involve our members and the wider voluntary sector, as well as from our partners and stakeholders. We look forward to meeting this challenge together.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Governance review which will provide an opportunity to reflect on the charity's governance arrangements.
- Undertake an annual governance review alone and with external support every 3 to 5 years.
- Measure the effectiveness of the board's work - for example, meetings, trustee recruitment methods or the trustee induction programme.
- review the charity's formal governance arrangements - for example, board size, electoral methods or sub-committee structures.
- Self-assessment questionnaire for board members - results collated and can inform reports and discussion.
- Review of documentation, such as codes of conduct, terms of reference or board policies
- Formal consultation with trustees and stakeholders - for example, through interviews or focus group meetings
- establishing a working group consisting of a mix of trustees and staff and may also include an external adviser to provide expert input and support.

- undertake a governance review as part of a quality system. This has the advantage of linking a governance review with a wider review of the quality of a charity's systems and ways of working.

5. Planning

The Management Board, with 9 trustees, is responsible for planning the work of the organisation. Our plans complement the 4 pillars of work that have been adopted through Third Sector Support Wales.

In addition to the Management Board, the following mechanisms support the involvement of trustees, staff, volunteers, members, partners and stakeholders in developing Medrwn Môn's actions:

- Finance and Human Resources Committee
- Staff Forum
- Quality questionnaire for the Sector
- Third Sector Network

As a membership body, our members form who we are, set our direction and hold us to account. We plan our services taking into account identified needs. A planning process involves all levels of the organisation. Staff and volunteers who work directly with the people we support help shape our plans and how they are implemented.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Use the Planning> Do> Assess> Review approach to ensure that we listen and continually improve our services
- Implement the impact measurement framework, joint impact survey and focus groups
- track how we are doing to be sure that our services are useful through a stakeholder and partner questionnaire
- consider the wider impact of what we do, such as energy and environmental issues
- Improve risk management as long term risks can affect not only Medrwn Môn's service delivery but also the communities we support. The Management Board can use the Trusted Charity Mark to frame the risks that Medrwn Môn may face in the short, medium and long term, and the actions we will take to ensure that they are well managed.

6. Leadership and Management

Medrwn Môn is led by the Chair with the support of the Management Board and staff. The Chair is responsible for chairing meetings, for managing the Chief Officer and for external representation of the organisation. The Vice Chair acts in support of the chair or deputises when the chair is unavailable. The Treasurer leads on financial matters ensuring that the Management Board has appropriate financial information.

The Chief Officer acts as Company Secretary and is responsible for ensuring that Medrwn Môn complies with company law, for example, filing an annual return and advising on any change of directors.

Decisions are made in accordance with Medrwn Môn's governing document and are made jointly by the Board, not individual trustees.

Trustees are provided with all the information they need about their role and the organisation and understand what it does and how it provides services so that they can lead Medrwn Môn well.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Management Board members have the right skills and experience
- Management Board members bring Medrwn Môn with the knowledge and skills required
- Management Board members with a range of backgrounds and experiences
- Management Board members trained in any new skills they need to perform the task well

7. User-centred service

Medrwn Môn involves our members, being open and inclusive to ensure we put the service user at the centre of our work.

Third Sector Support Wales (TSSW) looked at a wide range of evidence to gain a better understanding of the challenges and opportunities ahead. Conversations were held with staff, trustees, members and our wider partners across Wales and beyond.

We reviewed our digital offer, which resulted in the commissioning of three new systems nationally:

- A shared Customer Relationship Management (CRM) database to sit at the heart of our digital transformation.
- a new Volunteering Platform to help volunteers find opportunities, organisations to find volunteers and, for the first time, to provide volunteer management tools;
- a Wales-focused online finance finder that provides, for the first time, a bespoke funding- opportunities database for Wales.

A new impact measurement framework and focused KPI reporting framework have been designed; an impact survey of the groups we support; focus groups and case studies.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- New arrangements and systems implemented locally
- Continue the use of Social Return on Investment (SROI) measurement
- Continue to use 'What Matters' as a topic for conversation

8. People Management

Medrwn Môn recognizes that employees and volunteers need to know what is expected of them and understand how their individual objectives align with Medrwn Môn's objectives. Medrwn Môn recognises the need to evaluate performance at various stages and to be open, flexible and cohesive. Performance is monitored and evaluated across the organisation against plans, aims and objectives through management arrangements.

The following mechanisms and interventions are in place at Medrwn Môn and demonstrate a commitment to implementing the above approaches:

- Management Board
- Finance and Human Resources Committee
- Team meetings
- Project meetings
- Policy Framework and procedures
- Staff Forum
- Annual Reviews
- Support / Supervision meetings
- Individual Work Plans
- Project / Team Plans
- Outcome Monitoring and Reporting Framework
- Customer Relationship Management System

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Ensure that governance, systems, culture and support provide a platform for achievement and performance
- Corporate training program
- Quality Group
- Thematic Groups
- Corporate Day
- Staff questionnaire

9. Learning and Development

Medrwn Môn recognises the importance of workforce development to support the achievement of the organisation's strategic aims and objectives. Central to the Medrwn Môn approach is an emphasis on capacity building. Medrwn Môn maintains a focus on supporting employees to develop their capabilities, facilitating the development of their full potential to ensure the organisation has the right people at the right time, for the right roles.

The following mechanisms and interventions are in place at Medrwn Môn and demonstrate a commitment to implementing the above approaches:

- Finance and Human Resources Committee
- Training and Development Policy
- Human Resources Service
- Health and Safety Service
- Induction Programs for Staff and Trustees
- Skills Audit
- Corporate Training Programme

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Provide learning and development opportunities in line with Medrwn Môn's objectives and enable employees to achieve their full potential.
- Provide employees with the opportunity and support to apply new skills and knowledge.
- Prepare our resources in a preparatory way to support Medrwn Môn's objectives.

- Hold a Training Group and a Quality Group
- Involvement of Trustees and Staff in Thematic Groups
- Staff Surveys

10. Financial Management and Resource Management

As the operating environment continues to be characterised by change and a reduction in resources, a robust working route will be required to meet the challenge. Services can't run well without enough money. When planning Medrwn Môn's activities for the future, consideration will be given to how much it will cost. Medrwn Môn has controls to keep track of its money and how it is spent and planned. The Board, and the Finance and Human Resources Committee are knowledgeable about the organisation's finances and approve spending plans before going ahead.

Medrwn Môn plans our funding for the long term as well as the short term. Money is only available for certain periods of time and is restricted, meaning it can only be spent on certain things.

The following mechanisms and interventions are in place at Medrwn Môn and demonstrate a commitment to implementing the above approaches:

- Finance and HR committee including review of risk register
- Financial reports to the Management Board
- Review and develop Funding Procedures

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Achieve a surplus position supported by reserves which reflects Charity Commission best practice
- Pursue income generation opportunities where there is a gap in evidence based provision
- Reflecting sustainability as defined in the Well-being of Future Generations Act 2015
- Encourage and foster innovation and act quickly in response to new ideas and opportunities
- Scrutinise Medrwn Môn's supply chain to ensure the efficient running of the organisation
- create systems based on the Charity Commission's Internal Financial Controls from the Charity Commission

11. External communication

We have worked to establish new ways of working and engaging with our members and the sector and this work will continue into 2019-20 and beyond. The Anglesey Compact, through the County Council's Voluntary Liaison Committee, continues to ensure that the Isle of Anglesey County Council has regular dialogue with representatives of the Voluntary Sector and has initiated the review of the Compact and the Funding Code of Practice during 2019- 20. Our partnership working with County Council staff through our Joint Engagement and Consultation Board has also involved the sector and is involved in strategy development and consultation design and response. The work of 'Place Shaping' is in development and there will be an opportunity for a two-way dialogue through these processes. We follow the National Principles of Engagement with

communities, our membership and the wider sector.

Staff have devoted time to designing a new website, which is more accessible and easier to use.

The following mechanisms and interventions are in place at Medrwn Môn and demonstrate a commitment to implementing the above approaches:

- Dan Do Môn (quarterly newsletter)
- Third Sector Network
- Information sheets
- Mobile Unit
- Web site
- Social Media

Through Third Sector Support Wales, Medrwn Môn has introduced:

- New digital tools for recruiting, managing and promoting volunteers
- Launch of infoengine.cymru's digital platforms and select.wales
- Launch of funding.cymru digital platform
- New in-house Customer Relationship Management System
- New Method of Measuring Impact

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Increase use of digital content and social media
- Communication Thematic Group

12. Work with others

Medrwn Môn recognises that organisations working together can have a greater impact. In a strategic context, change and uncertainty continue to define the social, economic and environmental landscape. Medrwn Môn has used innovative approaches to maximise opportunities and we are making further progress towards our goal in a resource-poor environment.

Medrwn Môn has experience of partnership working locally, regionally and nationally. Locally, we began actively listening to the voices of the people and communities of Anglesey in 2013 through our Community Voices project. The project evolved and further funding was secured to map the voices of the people of Anglesey to help shape local services. At the same time, the Social Prescribing campaign began nationally and it was decided to discuss with our partners, Isle of Anglesey County Council, Betsi Cadwaladr University Health Board and the Anglesey GP Cluster about ways and means of co-ordinating the work. As a result, Medrwn Môn secured a pooled fund, which is when public bodies such as the Health Board and the County Council work in partnership to agree levels of funding used to provide health and social services. During 2018-19, an agreement was agreed between the partners outlining the scope, monitoring and evaluation arrangements as well as the governance, accountability and decision-making structures of the pooled budget.

With the success of establishing the partnership, we now have a team in place to deliver our Building Communities model, derived from our Local Voices, Linc Cymunedol Môn, Local Asset Coordination and Social Prescribing schemes. We foresee scope to

enhance this work with the development of the 'Place Shaping' programme.

On Anglesey, we are fortunate to have a good working relationship with the County Council, the Office of the Police and Crime Commissioner, North Wales Police, Betsi Cadwaladr University Health Board and other public services. Having good relationships with our partners is no accident, and we continue to strive to harness partnership working to support and strengthen voluntary action.

A key part of our work is to engage the wider voluntary sector and have opportunities to engage, influence policy and deliver service. As Place Shaping develops, we trust that partnership working across sectors will flourish.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Agree a set of shared values from the outset
- Determine the commitment (time and money) from each partner
- Identify the roles and responsibilities of each partner
- Establish who will lead the partnership, explain who will be recognized and how
- Set out in agreement or Memorandum of Understanding, if appropriate
-

13. Assessment of Outcomes and Impact

All County Voluntary Councils (CVCs) in Wales and the Wales Council for Voluntary Action (WCVA) have been working on a more collaborative approach to supporting voluntary organisations and community groups.

2018-19 was a year of transition for Third Sector Support Wales as a partnership, but also for Medrwn Môn as an organisation, as new systems and processes were tested, while still running normally. These systems and processes will continue to be embedded throughout 2019-20 and beyond.

The role of performance management is to enable tracking, analysis and communication of progress through reporting. Tools and frameworks have been adapted to measure the extent to which this is happening through the work of Third Sector Support Wales. Developments with the Social Return on Investment (SROI) measurement tool are also taking place, as we train 2 staff to measure some of our plans.

As a member of Third Sector Support Wales, Medrwn Môn will have more meaningful and robust monitoring and evaluation procedures to help us ensure that we provide quality support services to groups and individuals across Anglesey. We will conduct a survey seeking the views of our members and the wider sector on our impact and seeking views on what further support groups or organisations might need from Medrwn Môn.

Medrwn Môn reviews services to find out if our goals are being achieved. Procedures are in place for gathering, analyzing, checking and reporting information. Staff and volunteers are trained to understand how this works. We give feedback to the people who use Medrwn Môn's services about what we do. We also make sure we take care of their privacy.

Targets are set annually and measure what we do and how many people are reached.

Outcomes for Medrwn Môn's work are also being developed and we are looking at what difference is being made.

Potential mechanisms to be used to further enhance Medrwn Môn's impact:

- Use of Social Return on Investment meter
- Ensure that outcome and impact assessment systems are an integral part of monitoring mechanisms

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

Not applicable

7 – Financial Implications

Not applicable

8 – Appendices:

Medrwn Môn Annual Report 2018-19

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

MEDRWN MÔN

ANNUAL REPORT 2018-19



Supporting volunteers,
community groups and
voluntary organisations
on Anglesey

MEDRWN MÔN



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Medrwn Môn

Our Mission

Medrwn Môn's mission is to promote and support volunteers, community groups and voluntary 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.

Medrwn Môn is a registered charitable company with a membership of voluntary organisations and local community groups.

We are a part of Third Sector Support Wales, (TSSW) which is a partnership between the CVCs and Wales Council for Voluntary Action (WCVA). Our shared goal is to enable the voluntary sector and volunteers across Wales to contribute fully to individual and community well-being, now and for the future. Third Sector Support Wales is funded through the Welsh Government. For more information, visit www.thirdsectorsupport.wales.

Our work is broadly focused on the common themes of:

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

Our four pillars of work are:

Volunteering and Active Citizenship

Enabling people to be a part of, and active in their communities through volunteering and being active citizens

Good Governance

Supporting volunteer trustees and management committee members to excel in governing their organisations and deliver quality outcomes

Sustainable Funding

Supporting community groups and voluntary organisations to become better connected and informed to ensure their financial sustainability

Engagement and influencing

Enabling the voice of the sector to influence policy, locally, regionally and nationally and encourage active and effective engagement between communities, the voluntary sector and public bodies.

Medrwn Môn also runs other projects, which supports our core work. Our Projects are:

- Citizen Panel
- Llais Ni Youth Council
- #IWill Social Action
- Môn Social Prescribing
 - Môn Community Link
 - Local Asset Co-ordination
- Place Shaping/Building Communities



We work with people, volunteers and community groups and voluntary sector organisations to identify and address what matters to them. To achieve our shared goal we collaborate with other key partners across the voluntary sector, the public sector, business, research and funders.

Chair and Chief Officer's Report

At Medrwn Môn, working with and listening to people and communities is the foundation of our work and through our Annual Report 2018-19, we share with you how our work helps people, community groups and voluntary organisations play a full and prominent role in developing the Island's potential.

2018-19 has, once again, resulted in difficult and demanding times for Medrwn Môn and the sector as a whole. This year has been a busier year than ever, a challenging but rewarding one, as we as an organisation rise to the challenge of supporting the sector in trying to close gaps in services at a time when funding opportunities are scarce and when there is an increase in demand for services. The voluntary sector as a whole continues to receive reduced financial support from the public sector and we have ensured that we work efficiently and effectively on strategic actions in conjunction with the Voluntary and Public Sector to recognise our combined strengths and weaknesses and strive to avoid duplication of action and identify complementary effort.

All County Voluntary Councils (CVCs) in Wales and Wales Council for Voluntary Action (WCVA) have been working on a more collaborative approach to the support of voluntary organisations and community groups. We are a part of Third Sector Support Wales, (TSSW) which is a partnership between the CVCs and Wales Council for Voluntary Action (WCVA). Our shared goal is to enable the voluntary sector and volunteers across Wales to contribute fully to individual and community well-being, now and for the future. Third Sector Support Wales is funded through the Welsh Government. For more information, visit www.thirdsectorsupport.wales.

2018-19 was a year of transition for both Third Sector Support Wales as a partnership but also for Medrwn Môn as an organisation, as new systems and processes were tested, whilst maintaining business as usual. These systems and processes will continue to be embedded through 2019-20 and beyond.

Through TSSW, Medrwn Môn introduced:

- New digital tools for volunteer recruitment, management and promotion
- The launch of the infoengine and Dewis Cymru digital platforms
- The launch of Funding Wales digital platform
- A new internal Customer Relation Management system
- A new approach to Impact Measurement

Our members continue to make use of Medrwn Môn's services. Partnership, collaboration and involvement of our members and the wider sector is the foundation of how Medrwn Môn staff meet challenging and ambitious targets.

As a member of Third Sector Support Wales, Medrwn Môn will have more meaningful and robust monitoring and evaluation procedures to help us to ensure that we are providing quality support services to groups and individuals across Anglesey. We will be undertaking a survey seeking the views of our members and wider sector on our impact and seeking your views on what further support would your group or organisation need from Medrwn Môn. We want to hear from you!

Please take time to complete our online impact survey if you have received any type of support from our officers – you will see the link on most forms of correspondence, or we can send the link separately if you wish. The survey is anonymous and all responses will be reported to Medrwn Môn's Board.

As the CVC for the Isle of Anglesey, we look forward to working more closely with our local, regional and national partners to ensure our services meet your needs as effectively as possible.

In a strategic context, change and uncertainty continues to define 2018-19. Medrwn Môn has applied innovative approaches to maximise opportunities and we are making further progress towards our Mission in a resource-constrained environment.

Chair and Chief Officer's Report

We began actively listening to the voices of the people and communities of Anglesey in 2013 through our Community Voices project. The project evolved and further funding was secured to map the voices of Anglesey residents to help shape local services. At the same time, the Social Prescription campaign began nationally and we decided to discuss with our partners, the Isle of Anglesey County Council, Betsi Cadwaladr University Health Board and the Anglesey GP/Doctors Cluster about approaches and ways of co-ordinating the work. As a result, Medrwn Môn secured a pooled fund, which is when public bodies such as the Health Board and the County Council work in partnership to agree funding levels used to deliver health and social services. During 2018-19, an agreement was agreed between the partners outlining the scope, monitoring and evaluation arrangements as well as governance, accountability and decision-making structures of the pooled budget.

With the success of establishing the partnership, we are now with a team in place to deliver our Building Communities model, which stems from our Community Voices, Môn Community Link, Local Asset Co-ordination and Social Prescribing schemes.

On Anglesey, we are fortunate that we have a good working relationship with the County Council, the Office of the Police and Crime Commissioner, North Wales Police, Betsi Cadwaladr University Health Board and other public services. Very little of our work is done with just one person, organisation or sector. Good relationships are no accident and we continue to strive to harness partnership working in order to support and strengthen voluntary action through our involvement with the Public Service Board where the focus will now switch from the development of the Well-Being Plan to its delivery, a requirement of the Well Being of Future Generations Act.

Ensuring the wider voluntary sector is involved in, and has opportunities to, engage, influence policy and provide service delivery is a key part of our work.

We have worked to establish new ways of working and engaging with our members and the sector and this work will continue in 2019-20 and beyond. Anglesey's Compact, through the County Council's Voluntary Liaison Committee, continues to ensure that Anglesey County Council has regular dialogue with Third Sector representatives and has led to the beginning of reviewing the Compact and the Funding Code of Practice during 2019-20. Our partnership work with County Council staff through our Joint Engagement and Consultation Board has also meant that the sector has been included and involved in developing strategies and designing and responding to consultations.

Please let us know if there are opportunities that your organisation would like to get involved in or if you need any support within your organisation. Whether you require help with policy, good practice, funding or just want to have a chat about how things are going or want to know more about our work, we look forward to hearing from you.

We have vacancies on our Management Board. Would you be interested in becoming a Medrwn Môn trustee? We would like to attract people to the Board of Trustees from all parts of the Island with a wide range of backgrounds but in particular those with business/strategic planning experience. We need people who want to see the Voluntary Sector grow in a positive and constructive way, who will give their time, knowledge and experience to support the work of the organisation.

We would like to thank all our voluntary sector colleagues for their continued support and to Medrwn Môn's Trustees, Staff and Volunteers for their commitment and the contribution they have made to Medrwn Môn's achievements during 2018-19.

Islwyn Humphreys, Chair Sian Purcell, Chief Officer

Management Board and Staff

Chair: Islwyn Humphreys	Samaritans, North West Wales
Vice-Chair: Andrew Mark Hughes	Malltraeth Ymlaen
Treasurer: Elfyn Hughes	Penysarn Village Hall
Eileen M Clarke William Hadfield Lyn Môn Owen Hughes John Wyn Jones Selwyn Williams Eva Vazque-Garcia Co-opted: Dilys Shaw	Ynys Môn (Anglesey) Riding for the Disabled (RDA) Benllech and District Good Turn Scheme Barnardo's Ynys Môn Ynys Môn Access (from January 2018) Ynys Môn Citizens Advice Bureau RSPB Cymru (from January 2018) Tai Chi Llangejni
Finance and Human Resources Committee Members: Islwyn Humphreys Andrew Mark Hughes Elfyn Hughes	Samaritans, North West Wales Malltraeth Ymlaen Penysarn Village Hall
Medrwn Môn Staff Members: Siân C Purcell Derlwyn R Hughes Linda Jones Rhian Medi Bethan Lloyd Jukes Lyndsey Campbell Williams Sheree Ellingworth Rhian Thomas James Garden Helen Woodcock Seiriol Geraint Edwards Eirian Wyn Williams Sian Eleri Morgan Ceren Haf Hughes Nia Lloyd-Roberts	Chief Officer Information and Training Development Officer Administrative Officer Volunteering Liaison Officer Môn Community Link Support Officer/Community Voices Citizen Panel Officer Community Voices Project Manager Local Asset Co-ordinator Local Asset Co-ordinator (from 23/07/18 – 31/12/18) Local Asset Co-ordinator (from 01/08/18) Local Asset Co-ordinator (from 06/08/18 – 09/01/19) Third Sector and Community Wellbeing Officer (13-08-18) Local Asset Co-ordinator (from 03/09/18 – 26/11/18) Môn Community Link Development Officer (from 01/10/18) Local Asset Co-ordinator (from 04/03/19) Local Asset Co-ordinator (from 05/03/19)

Medrwn Môn has 9 trustee directors drawn from our membership of the local voluntary sector with a complement of full-time and part-time staff.

Medrwn Môn has over 600 voluntary and community contacts on its database with over 300 in its membership.

Medrwn Môn is one of 19 County Voluntary Councils (CVCs) in Wales and began operating in 2001.

Medrwn Môn is a registered charity (1088828) and a limited company (4197934).

Medrwn Môn

Medrwn Môn would like to give a special thank you to all our volunteers and participants that take part and provide their time free of charge for the benefit of Anglesey's people, communities, community groups and voluntary organisations.

We would like to also thank Medrwn Môn's members for participating and engaging in our activities and events and for providing a source of encouragement and perseverance.

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

Welsh Government, Isle of Anglesey County Council, Wales Council for Voluntary Action, Betsi Cadwaladr University Health Board, Isle of Anglesey Charitable Trust, GP Clusters, BIG Lottery Fund, BBC Children in Need and Comic Relief.



Llywodraeth Cymru
Welsh Government



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Ymddiriedolaeth
Elusennol Ynys Môn
*Isle of Anglesey
Charitable Trust*



Volunteering and Active Citizenship: Enabling people to be a part of, and active in their communities through volunteering and being active citizens

Outcome:

People on Anglesey benefiting from, and being recognised for their volunteer involvement

What do we do?

We want Anglesey's communities and its people participating, valuing and being proud of volunteering and volunteers. By working closely with communities at the grassroots to deliver volunteer-led, local services, Medrwn Môn help raise the profile of the achievements of individual volunteers and their collective contribution to their communities. It is important that we celebrate, value and support what volunteers do.

What did we achieve in 2018-19?

Medrwn Môn held our annual celebration event for volunteers as part of Volunteers' Week. We also held a local event to acknowledge the work of Anglesey volunteers recognised through the 2018 Wales Volunteer Awards at a ceremony in Cardiff, organised by the WCVA. This event was held at Oriel Môn with the Chair of Isle of Anglesey County Council presenting certificates (see right) to volunteers highly commended or winners in the 2018 Wales Volunteer Awards.

- 20 young people volunteering on the Youth Led Grant Panel
- Distributed £10,000 in Youth Led Grants, facilitated through the Youth Led Grant Panel
- 13 people volunteered with Car Linc Môn
- 719 essential journeys were undertaken by Car Linc Môn Volunteer drivers
- 18,104 miles driven by Car Linc volunteers

What was our impact?

Medrwn Môn's Volunteer Car Linc Môn scheme is a service for people over 50 years old living on Anglesey who have no other means of transport for essential journeys

such as hospital and doctors' appointments, shopping, social events and family visits. To recognise the commitment of volunteer drivers to the Car Linc Môn scheme, Medrwn Môn hosted an afternoon tea (above) during Volunteers' Week, held at a special event at Llynnon Mill in Llanddeusant in recognition of volunteers who provide this important service.



A Car Linc Môn volunteer said he volunteered because *"it's an opportunity to meet people that I would never have had the opportunity to meet otherwise"*.

To recognise volunteers awarded in the 2018 Wales Volunteer Awards, Medrwn Môn's Môn Community Link Support officer organised a special ceremony held at Oriel Môn, (below). Fay Jones MBE was one of the national winners in the Wales Volunteer Awards. Registered blind, Fay is hugely passionate about RNIB (Royal National Institute of Blind People). As well as tirelessly volunteering, fundraising and championing the needs of blind and partially sighted people, Fay was instrumental in setting up a unique initiative on Anglesey, the RNIB Cymru Listening Books Group, which provides opportunities for people with sight loss to get together to read books and chat about them.

Dot Gallagher and Bez Standen were Highly Commended for their volunteering efforts with Mencap Môn and Contact the Elderly Wales, respectively.



Volunteering and Active Citizenship: Enabling people to be a part of, and active in their communities through volunteering and being active citizens

Outcome:

People and communities engaging
in co-production of services

What do we do?

We want people and communities to be involved in co-producing services. We create opportunities for engaging and listening by using the Building Communities model. Co-production is an asset-based approach to public services that enables service providers and users to share power and responsibility, and to work together in equal relationships. Building Communities, which is a model developed by Medrwn Môn, engages with stakeholders in a community, from local people, volunteers and third sector groups, to town and community councils and its local county councillors. This creates a picture of a community's assets that range from local services, buildings and green spaces, people, information and skills, to local networks and community activities. We work collaboratively to identify and address what matters to them. To achieve our shared goal we collaborate with key partners across the voluntary sector, the public sector, business and funders to co-create solutions to challenges.

What did we achieve in 2018-19?

We have worked with communities to ensure that they play a part in making decisions that affect them. We used varied and alternative methods of engaging with people to capture information that would help to inform and identify their priorities within their local area and help encourage them to utilize what they already have. With the evidence collected, we worked closely with groups of people to take action, re-connect their community and restore resilience to areas that have been affected by service cuts.

- Held 20 Community Asset Mapping Sessions across 5 areas
- Supported 8 Community Hubs
- Supported 2 Alliances and promoted the model widely
- Highlighted the Building Communities model to the County Council and developed the 'Place Shaping' project

What was our impact?

Advancing the work of the Building Communities model developed by Medrwn Môn, Place Shaping is a joint project between Medrwn Môn and Anglesey County Council which uses an asset based approach to mapping our local communities. The project builds on the previous work in establishing the Seiriol Alliance and is being directed through the Town and Community Councils Forum. In 2018, five electoral wards nominated themselves to be part of the first round of Place Shaping: *Twrcelyn, Llifon, Bro Rhosyr, Aethwy and Canolbarth Môn*.

Led by Medrwn Môn's Community Voices Project Manager, initial meetings with the Town and Community Councils took place to train them to use our tools and the mapping work began soon after. We used varied and alternative methods of engaging with people to capture information. Following the mapping each community is responsible for:

- Coming together to look at the evidence gathered
- Identifying 3 priorities to work on across the Ward
- Creating an Alliance as a working group to take the priorities forward.

Terms of reference for each Ward have been created setting out the roles and responsibilities of all partners. The first Alliance was established in the Twrcelyn Ward in August 2018. Each Alliance will work with Anglesey Council, Medrwn Môn, other public service providers and community-based organisations to make sure that the priorities identified reflect the actual needs in our communities and provide creative solutions to planning services for the future, making the best use of assets that have already been identified in those communities.



Volunteering and Active Citizenship: Enabling people to be a part of, and active in their communities through volunteering and being active citizens

Outcome:

Communities benefiting from volunteers and more groups/organisations providing quality volunteering opportunities

What do we do?

We want to help communities, community groups and voluntary organisations to identify, develop and promote quality, accessible volunteering opportunities and match volunteers to suitable roles. Medrwn Môn shares information and good practice to support volunteering across Anglesey. We promote volunteering opportunities and support volunteer-involving organisations and groups through support to maximise the mutual benefits of volunteering.

What did we achieve in 2018-19?

We have worked in communities to ensure people play a prominent role in responding to community challenges and opportunities through volunteering and participating. Taking a holistic approach to volunteering, Medrwn Môn has involved people in grass-roots projects and initiatives through working with our Local Asset Co-ordinators and our Social Prescribing project. Social Prescribing enables GPs, nurses and other primary care professionals to refer patients to a range of local, non-clinical services and initiatives.

- Secured funding to employ 5 Local Asset Co-ordinators across the Island
- Received 629 enquiries/referrals to Môn Community Link
- Referred 535 of those to a Local Asset Co-ordinator or voluntary sector organisation
- 38 referrals were made by Môn Community Link to statutory services
- Registered 40 new Car Linc users and recruited 1 new volunteer as a Car Linc Driver
- Supported the development of Community Hubs
- Supported the establishment of Dementia Friendly Communities and Steering Groups across Anglesey

(right, Holyhead Dementia Friends, supported by the Cybi Local Asset Co-ordinator)

What was our impact?

Following the successful work of the two local asset co-ordinators and the widening scope of enquiries for support and information from Môn Community Linc, Medrwn Môn were successful in creating a Pooled-Budget Project with funding from the Anglesey GP Cluster, Betsi Cadwaladr University Health Board and Anglesey County Council to create a Social Prescribing project that employed a further 3 Local Asset Co-ordinators (LACs) to cover the Island. Funding was also made available to employ a Third Sector Community and Wellbeing Officer, Linc Support Officer and Linc Development Officer to complement the work. The project also incorporates Medrwn Môn's Community Transport Project, Car Linc Môn.

Local Asset Co-ordinators cover populations of up to 14,000 people and are linked to GP surgeries and Community Hubs in the areas where they work. The project aims to work with people in our communities who may be lonely or isolated or simply looking to reconnect with people. They can refer to the project themselves or be referred by one of the many partners to the project including Anglesey Council, Community Mental Health Teams, Health Board staff, GPs, North Wales Police and other voluntary sector organisations.

Local Asset Co-ordinators will help individuals to connect with people in their own communities who may have similar interests or to community activities and groups that they might enjoy. The idea is that reconnecting people within their own community will help them become more independent and resilient which, in turn, helps to prevent the future need for statutory services and improves their health and wellbeing.



Good Governance: Supporting trustees and management committee members to excel in governing their organisations and deliver quality outcomes

Outcome:

Trustees and management committee members are confident about leading their organisations and maintaining high standards of governance by having access to information, advice and assistance

What do we do?

We want to ensure that Anglesey's voluntary organisations are well-governed, managed, and can deliver quality outcomes. Medrwn Môn offers a wide range of information, advice and assistance to support trustees and committee members to govern their community groups and voluntary organisations effectively. We provide accessible information, advice and tools to implement good governance and enable continuous improvement. We provide trustees and paid staff with practical assistance to operate legally and effectively. We help organisations to identify relevant quality standards and work towards achieving them. We help to raise the profile of the value and contribution the sector makes to Welsh society.

What did we achieve in 2018-19?

Groups and organisations were guided through change including amending their governing documents. We have worked with new and established organisations to support them with governance and procedures. The support service is tailored to develop robust practices and operate more effectively. We have supported organisations with matters from starting a group to winding up, managing funding, outcomes and measuring impact.

- Produced 4 editions of our newsletter, *Dan Do Môn*
- Provided practical services 19 times
- Secured funding to develop a new website and consulted with Medrwn Môn service users and members on design and content
- Held 3 funding events/surgeries
- Increased our use of social media to share information, with numbers of followers increasing from 311 to 574 followers on Facebook and increasing from 1544 to 1655 followers on Twitter

What was our impact?

Bodwrog Memorial Hall, in the rural village of Llynfaes, was erected in 1920 by the residents of the village to commemorate the fallen of the parish.



Today, the Memorial Hall is managed by a committee of 5 who were eager, as the Hall neared its centenary year, to ensure the building was fit for purpose and could serve the village and surrounding area for years to come.

Committee members approached Medrwn Môn seeking support to develop and secure the Hall's future. Business Planning support was provided by Medrwn Môn's Information, Training and Development Officer, as well as an overview of policies and amendments were made where needed.

The Hall Committee applied for funding to the (Community Facilities and Activity Programme (CFAP) – it is a grant scheme operated by the Welsh Government to help community groups and voluntary organisations to provide facilities or carry out activities which will promote the regeneration of communities.

Bodwrog Memorial Hall applied for funding to modernise and extend the hall to include disabled access toilets, install a new heating system, improve the kitchen facilities and use the storage areas more creatively.

The Hall committee were delighted in securing £111,567 to upgrade and refurbish the hall and were grateful for Medrwn Môn's assistance and support in securing this funding.

A Hall Committee member said that *"The village hall is the most important asset of the community. A properly maintained building of adequate size, which is kept and well managed, can provide facilities for social, education and recreational activities for all ages"*.

Good Governance: Supporting trustees and management committee members to excel in governing their organisations and deliver quality outcomes

Outcome:

Third sector volunteers, staff, managers and trustees have access to the knowledge and skills to enable organisations to operate sustainably, fairly, legally and safely

What do we do?

We want to ensure that Anglesey's voluntary sector has the knowledge and skills to operate effectively. Medrwn Môn help to improve the skills, knowledge and capacity of organisations. Third sector volunteers, staff, managers and trustees have access to advice, guidance and information so that the sector has the necessary skills and information to enable them to operate sustainably, fairly, legally and safely.

What did we achieve in 2018-19?

Training needs are identified by working with the sector and other partners to meet specific demand. Training sessions on bid writing were held with funders. We helped improve the skills, knowledge and capacity of the sector to secure funding and manage it effectively. Work continued on the Social Value Cymru project, led by Mantell Gwynedd and funded through the Big Lottery in partnership with all 6 County Voluntary Councils across North Wales. Social Value Cymru assists and trains organisations to measure and manage their impact and social value.

- Helped organisations to identify relevant quality standards and work towards achieving them
- Held a workshop on measuring impact with Social Value Cymru with over 30 participants present
- 4 organisations undergoing Social Return on Investment training
- 2 members of staff trained in Social Return on Investment

What was our impact?

Social Value is quantifying the relative importance that people place on the

changes they experience in their lives. Examples of social value might be the value experienced from an increase in confidence, or from living next to a community park. Community groups and voluntary organisations can measure the social value of the work that they do. Social value can demonstrate social, economic and/or environmental benefits and has the potential to help change the way we understand the world around us and make decisions about where to invest resources.

Two Medrwn Môn staff members have received training on Measuring Social Value through the Social Value Cymru project, led by Mantell Gwynedd. Medrwn Môn Staff have worked closely with 4 voluntary organisations to measure their social value and implement the necessary systems to enable trustees to make use of this information in their decision-making. The 4 organisations vary in nature and have been able to discuss and question management and trustees constructively, identifying and recommending improvements to help organisations. Social value can help organisations design systems and can help in developing strategies to increase social and environmental value and manage activities.

As well as the new skills that have been developed within Medrwn Môn, the 4 organisations that we have worked with have been able to increase their ability to measure and manage their social value and we look forward to supporting them further during 2019-20.

Pictured right, a workshop jointly held with Social Value Cymru, highlighting social value and its purpose.



Good Governance: Supporting trustees and management committee members to excel in governing their organisations and deliver quality outcomes

Outcome:

Third sector volunteers, staff, managers and trustees have access to networking and collaboration opportunities, good practice examples and principles, and opportunities to share experiences

What do we do?

We want a connected and innovative voluntary sector on Anglesey. Networking events are a useful and beneficial way for groups and organisations to meet, share ideas and good practice and develop collaborative approaches to delivering services. Medrwn Môn encourage groups and organisations to get together so that we can hear about what's working well, what needs improving and developing and then we feed back to partners and funders.

What did we achieve in 2018-19?

Medrwn Môn facilitated forums and networks to provide engagement and feedback. Medrwn Môn provided a platform for the sector to communicate messages through our networks and forums and we have built relationships with public bodies such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board to ensure those messages from the sector are shared.

- Facilitated and supported meetings, workshops and forums
- Delivered 4 Third Sector Forum or Network meetings/events
- Had a presence at the Anglesey Show
- Organised and attended information fairs
- Unlocked voluntary sector potential to promote wellbeing and preventative models

What was our impact?

The purpose of the Anglesey Wellbeing Network is to provide a space

where voluntary sector groups and organisations are able to have opportunities to come together to network, to share experiences, good practice and new ideas to try to meet the demand within our communities.

Facilitated by Medrwn Môn's Third Sector and Community Wellbeing Officer and colleagues from Medrwn Môn, we have restarted the Network using new methods of engagement.

The first Anglesey Wellbeing Network meeting was held in December 2018 (above), where voluntary sector groups and organisations, agencies and public services were invited to Llangefni Town Hall. There was a strong attendance at the meeting with over twenty organisations represented.

Guest speakers at the Anglesey Wellbeing Network have included:

- Head of Adult Services, Isle of Anglesey County Council discussing the Older People's Strategy
- Funding Officer, Big Lottery Fund
- Chairman of Benllech Good Turn Scheme
- Môn Community Link

Using the 10 Principles of Engagement as a guide, Medrwn Môn use these principles to engage more effectively with organisations and groups, resulting in Network members agreeing that this is an effective way of avoiding duplication of services, and an useful way of ensuring that operational staff and volunteers across the sector are aware of the various opportunities available within their communities.



Sustainable Funding: Supporting community groups and voluntary organisations to become better connected and informed to ensure their financial sustainability

Outcome:

Organisations have access to sustainable funding sources, and are able to secure and generate the income they need to survive and grow

What do we do?

We want a robust and sustainable voluntary sector on Anglesey. Medrwn Môn recognise achievements in fundraising, share information, good practice and build better relationships with funders. We offer a wide range of services to support and assist groups and organisations to move towards becoming more sustainable and create new income streams.

What did we achieve in 2018-19?

Medrwn Môn offered a range of services to support voluntary organisations and community groups on Anglesey, through providing advice, guidance and information; funding advice; training and courses; and offering practical services. We administered 6 key funds/grant schemes to enable community groups and voluntary organisations to access funds locally. We worked with funders to run funding surgeries to identify the eligibility and potential of a project proposal.

- Supported groups and organisations to secure funding
- Administered £100,000 in key funds/grants to community groups and voluntary organisations
- Funded 21 groups and organisations through grant schemes
- Held 4 funding events/surgeries

What was our impact?

Community groups and voluntary organisations are essential in 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.

Ensuring that organisations and groups have access to sustainable funding sources is a key pillar in enabling the long-term sustainability of quality services delivered by the voluntary sector. Sustainable funding sources also enable organisations and groups to generate their own income and secure their financial futures.

A number of funding surgeries were held during 2018-19. A funding surgery is usually a half hour slot allocated to an organisation or group to discuss potential projects and forthcoming funding applications with funders.

A BBC Children in Need Funding Surgery was held where projects across Anglesey were invited to attend a funding surgery organised by BBC Children in Need in collaboration with Medrwn Môn.



It gave projects the opportunity to access the popular funding programme, which supports projects that work with disadvantaged children and young people aged 18 years and under living in the UK. Disadvantaged children and young people include those affected by: illness, distress, abuse, or neglect; any kind of disability; behavioural or psychological difficulties; and those living in poverty or situations of deprivation.

Organisations and groups applied for a 30 minute appointment with the National Officer for BBC Children in Need in Wales – and they benefitted greatly from the face-to-face meeting.

Sustainable Funding: Supporting community groups and voluntary organisations to become better connected and informed to ensure their financial sustainability

Outcome:

Communities, community groups and voluntary organisations have access to support to create new organisations or new services to meet identified needs

What do we do?

We want communities, community groups and voluntary organisations on Anglesey to be able to create new organisations or new services to meet the identified needs of the people of Anglesey. Medrwn Môn helps communities to identify needs by facilitating Asset Based Community Development and using effective engagement methods. We help to improve the skills, knowledge and capacity of organisations to raise funds and manage them effectively.

What did we achieve in 2018-19?

Medrwn Môn worked with the voluntary sector to improve awareness and understanding of opportunities to secure funding and resources to secure and grow income. We have shared information, good practice and built better relationships with funders. We have helped the sector identify gaps in provision and supported voluntary organisations to harness opportunities. We found that lack of vital youth services and funding to run activities in rural areas means that young people face social isolation and loneliness which prevents them from participating fully in society.

- Supported 26 new organisations or new services
- Identified gaps in provision and highlighted accordingly
- Supported communities to identify needs locally through the 'Building Communities' model
- Administered £100,000 in key funds/grants to community groups and voluntary organisations

What was our impact?

The aim of the Youth Led Grants scheme is to support a range of volunteering projects and activities, led and carried out by young people, with applications selected and recommended by a panel of young people aged 14-25. Supported by Medrwn Môn's Youth Council Engagement Officer, the panel devises its own information and procedures. There are five priority areas: early years, better mental health, housing, skills and employability, and social care. Coupled with Medrwn Môn's asset-based mapping sessions across several communities, we worked with young people to identify priorities in their local areas and encouraged them to utilise what they already have.

During 2018-19, groups of young people have taken action and created new services to meet identified needs through the Youth Led Grants and have been able to...

- Organise cinema nights in their local village halls
- Establish projects that tackled homelessness
- Create a safe space in a community centre for people who live with Dementia
- Raise awareness of mental health conditions and have helped shape future mental health services on Anglesey
- Gain more skills and employability opportunities for young people who are affected by homelessness.

Becoming part of a new group gave young people a sense of belonging and acceptance from other young people who have similar interests/values to them. Having the opportunity to meet new people and share ideas has meant that young people are forming strong relationships and a network of support for each other, as well as creating new services to meet identified needs.



Sustainable Funding: Supporting community groups and voluntary organisations to become better connected and informed to ensure their financial sustainability

Outcome:

Community groups and voluntary organisations have access to information, advice and assistance to deliver quality outcomes

What do we do?

We want Anglesey's voluntary sector to be an informed and knowledgeable sector, to be aware of potential opportunities and have access to up-to-date, relevant information to ensure the delivery of quality services and support. Medrwn Môn provides access to information, advice and assistance to develop the capacity of communities, groups and organisations to deliver quality outcomes.

What did we achieve in 2018-19?

Information is provided through our quarterly newsletter, Dan Do Môn. 4 newsletters were produced and distributed. Medrwn Môn's Môn Community Link Development Officer refreshed the look of Dan Do Môn to a more modern format. We have increased our social media presence to disseminate information. Support has been secured to develop a new website for Medrwn Môn, with members and service users being consulted on its design. Again, this year Medrwn Môn's staff were present at the Anglesey Show.

- Produced 4 editions of Dan Do Môn
- Provided practical services 19 times
- Had a presence at the Anglesey Show
- Organised and attended information fairs
- Secured funding to develop a new website and consulted with Medrwn Môn members and service users on design and content
- Promoted the use of Dewis Cymru and infoengine and supported organisations to register
- Increased our use of social media to share information, with numbers of followers increasing from 311 to 574 followers on Facebook and increasing from 1544 to 1655 followers on Twitter

What was our impact?

Medrwn Môn membership is free to any voluntary/community group or organisation active on Anglesey. Our members are very important to us, and are an essential part of the planning process for Medrwn Môn's services.

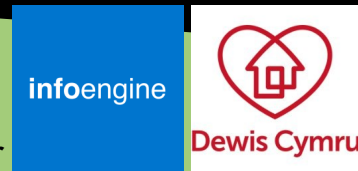
During 2018-19 Medrwn Môn's Môn Community Link Development Officer and Volunteering Liaison Officer reviewed the details of organisations and groups for our new Customer Relation Management system. Members have been contacted in order to update the information we currently hold.

Through Môn Community Link we also advised organisations on how to log details on the *InfoEngine* and *Dewis Cymru* websites. *InfoEngine* is a new directory of third sector services in Wales. It is an opportunity for groups and organisations to provide information on the services they provide. *InfoEngine* highlights a wide variety of voluntary and community services available. *InfoEngine* is provided by 'Third Sector Support Wales', a partnership of County Voluntary Councils and Wales Council for Voluntary Action.

Dewis Cymru is also a new website that can help people find information that can improve their wellbeing and access local services in Wales. The website contains a directory of local and national organisations and public services.

It is possible to register your organisation with both www.infoengine.wales and www.dewis.wales at the same time – without having to enter your details on both websites.

Left, a new look for Dan Do Môn,
Medrwn Môn's newsletter



Engagement and Influencing: Enabling the voice of the sector to influence policy and encourage active and effective engagement between communities, the voluntary sector and public bodies

Outcome:

The sector can contribute effectively to policy at all levels and supports people, communities and public bodies to harness civic participation

What do we do?

We want the voluntary sector on Anglesey to have a strong, confident voice that can contribute effectively to policy at all levels. We want to harness civic participation and ensure that people, communities and the voluntary sector is heard and listened to. We want a voluntary sector that is confident that its voice is being heard.

What did we achieve in 2018-19?

Community groups and voluntary organisations 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, groups and organisations have gathered the viewpoints and experiences of people 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. Medrwn Môn provides a platform for the sector to communicate messages through our networks and relationships with public bodies such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board.

- 11 strategic planning or working groups involving third sector membership
- Continued to participate and contribute to Anglesey's Voluntary Sector Liaison Committee and Joint Engagement and Consultation Board
- Young people participated in 3 formal Q&A events, where they gave their opinions on a range of local issues such as homelessness and energy developments.
- Contributed to the delivery of the Well-being of Future Generations (Wales) Act and Social Services and Well-being (Wales) Act

What was our impact?

The #iWill project is about supporting and encouraging young people to get involved in social action projects that benefit them and their communities. A group of young people affected by homelessness struggled to find accessible information to be able to take part in service consultations. This in turn made them feel disengaged to want to make changes to those services that they use on a daily basis. #iWill is a partnership project between Medrwn Môn and Digartref Ynys Môn. Funded by Comic Relief the project has a social action focus, with the young people using Digartref services being encouraged to look at activities and projects that ensure that their voices are heard in decision making.

32 young people have attended groups and workshops in the first year of the project. In addition to this the young people have:

- Worked with Anglesey Council to complete their Homelessness Strategy
- Signed up to a 5-part Podcast project to spread awareness of the issues around youth homelessness and challenge the stigma that they experience
- Written a documentary pitch and group CV which was submitted to the BBC It's My Shout, documentary series. The documentary, New Voices from Wales: Hostel Sweet Hostel, challenged stigma around youth homelessness and what life is like for young people who are homeless or at risk of being homeless at Digartref's hostel in Holyhead.
- Talked about the #iWill project on the Red Nose Day broadcast on BBC1
- Worked with Betsi Cadwaladr University Health Board to start to develop a Crisis Card for people entering A&E with mental health and anxiety issues. BCUHB have endorsed the cards and are displaying the NHS logo to increase ownership and use of the cards within Ysbyty Gwynedd.
- Attended Digital Heroes Training - designed to help individuals understand the barriers to inclusion and support those who are digitally excluded, to get online.



Engagement and Influencing: Enabling the voice of the sector to influence policy and encourage active and effective engagement between communities, the voluntary sector and public bodies

Outcome:

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

What do we do?

We want to ensure that Anglesey's communities are resilient and empowered to make a difference locally. We want the people of Anglesey to be enthused and engaged in planning and co-producing public services. Medrwn Môn facilitates opportunities for people and communities to identify real and possibly hidden concerns or needs, to speak up, and to influence and design local service delivery and strategy effectively.

What did we achieve in 2018-19?

Community groups and voluntary organisations can represent the voice of the communities they serve, including those that are marginalised. We provided support and facilitation that enabled the appropriate engagement with and influence of relevant public sector bodies through developing relationships. We have represented the sector on public sector governance structures, or have facilitated the nomination and engagement of an appropriate representative from the voluntary sector. This has enabled the sector to be represented and has had opportunities to challenge and hold accountable the public sector within local, regional and national structures.

- 84 active members of Llais Ni Youth Council
- Facilitate consultations, raise awareness of opportunities to influence policy
- Ensure sector voice and perspective at local and regional level
- 3 formal Q&A events with public services
- 4 informal consultation workshops with services
- Supported the establishment of a new School Council
- TV and Radio interviews

What was our impact?

Barnardo's Ynys Môn approached Llais Ni Youth Council to help design Golau, a National Lottery Community Fund-financed project which will help 240 8-18 year olds across Anglesey during the next three years.

Golau is designed to provide one-to-one support for those struggling with a wide range of issues including bereavement, self-harm, depression, social isolation, bullying and family breakdown while also working with their families. The aim is to intervene early so children don't develop more serious mental health issues.

Barnardo's involved teenagers from the Llais Ni Youth Council in making the service child friendly. During workshops facilitated by the Youth Council Engagement Officer, the young people of Llais Ni thought up the name, which means Light, designed the meeting rooms with soothing colours, cushions and toys, created information leaflets, designed the logo and were even involved in the interview process for 3 staff.

One said: *"I was happy leaving tonight's session knowing I had made a difference."*

Barnardo's Cymru's Children's Service Manager, Lyn Môn Owen-Hughes said: *"It is important that as a service we listen to young people as this will determine the success of the service with positive outcomes achieved by all."*

Llais Ni Youth Council, a partnership project between Medrwn Môn and the Anglesey County Council, is a group of young people that are given the opportunity to regularly have their say on local issues and to help the Council plan, deliver and review their local services.



Engagement and Influencing: Enabling the voice of the sector to influence policy and encourage active and effective engagement between communities, the voluntary sector and public bodies

Outcome:

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

What do we do?

We want the voluntary sector on Anglesey to be engaged in harnessing the potential of the Island and to play a full and prominent role in planning, delivering and scrutinising public services. Enabling the voice of the sector to be heard and sharing that voice makes communities stronger by being able to challenge and influence how their services are planned and delivered.

What did we achieve in 2018-19?

By working with voluntary and public sector partners, we have created models of early intervention that can help contribute to the prevention agenda. We can start to see benefits to public services and improved outcomes for people. Through joint-working and collaboration we have helped reduce pressure on public services and ensured the voluntary sector plays an effective role in planning and delivering services. Medrwn Môn provides a platform for the sector to engage and influence through our networks and relationships with public bodies such as the Public Services Board, Voluntary Sector Liaison Committee and the Joint Engagement and Consultation Board.

- 11 strategic planning or working groups involving third sector membership
- Continued to participate and contribute to Anglesey's Voluntary Sector Liaison Committee and Joint Engagement and Consultation Board
- Facilitated and supported meetings, workshops and forums to hear the voluntary sector's views

What was our impact?

Medrwn Môn has been involved in the Early Action Together programme, which aims to facilitate the transformation of policing into a multi-agency,

Adverse Childhood Experiences (ACE) informed approach that enables early intervention and root cause prevention. The programme was introduced on Anglesey in December 2018 with the aim of reducing the number of Safeguarding referrals from police, with an increase in early help referrals instead. It's expected that police officers will seek to get the right support for children, families and adults in our communities by the right service at the earliest opportunity. This information will be made available through Môn Community Link and other points of access. North Wales Police and the wider workforce in Anglesey were among the first in North Wales to receive training and support, resulting in improving community resilience. The training included raising awareness of Môn Community Link and the wider voluntary sector and its services.

North Wales Police Detective Chief Inspector (above) said: *"It's about helping police officers to be equipped with the right skills and knowledge and empowering them to deal with issues that will make a big difference."*

Early Action Together Programme Officer said:

"On Anglesey, we are exploring how voluntary and community organisations can support the Early Action Together programme more widely. Working with Medrwn Môn, we're able to utilise their knowledge, expertise and experience to ensure the voluntary sector is included as the sector often holds solutions."

Pictured, the Police and Crime Commissioner visiting Gwelfor Community Centre to discuss the project with Medrwn Môn staff and partners.



The Year in Pictures

Youth Engagement and Volunteering

Service cuts and a lack of public transport means that many young people are socially isolated in Llangoed. A group of young people BFFs Llangoed, (right), wanted to re-connect people of all ages within their village, so they decided to organise a cinema night at their local village hall. They organised 5 cinema nights for their community.



Mental Health and Wellbeing training

Congratulations to 12 of Anglesey's young people - members of 'Llais Ni' Youth Forum - for completing a 'Mental Health and Well-being' course, with training from Barnardo's Cymru's Public Affairs Officer.

Engagement and Volunteering

A group of young people from Coleg Menai (as part of the Prince's Trust community programme) and members of Llangefni Men's Shed had a busy day preparing the ground to create an allotment. Thanks to the group for helping the Men's Shed to develop their new garden!



Engagement and Influencing

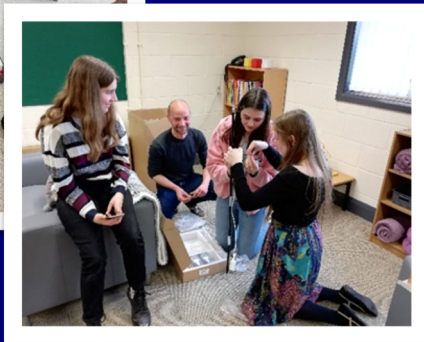
Young People from Llais Ni discussing with representatives from Horizon Nuclear Power and Isle of Anglesey County Council, who are leading on the Energy Island programme, during a Question Time session in the Council Chamber.



The Year in Pictures

Participation and Engagement

Cefni Dementia Friends, North Wales Police and Medrwn Môn, funded by the Police and Community Trust (PACT), organised a Silver Sunday event. Silver Sunday is the UK's national day celebrating older people. A lovely afternoon of music, dancing, laughter and fun activities to combat isolation and loneliness was held at Llangefni Town hall.



Youth Volunteering and Engagement

Llais Ni working with Barnardo's Ynys Môn: Llais Ni Youth council members get hands-on in transforming 2 new therapy rooms and choosing appropriate resources to support the children and young people who will receive the new Mental Health and Wellbeing service by Barnardo's Ynys Môn, GOLAU.

Youth Volunteering

Young members of Caru Amlwch volunteering to enhance parts of the town following securing a Youth Led Grant to plant flowers and plants to enhance the town.



Voluntary Sector Engagement

Medrwn Môn's Chief Officer chairing a Third Sector Support Wales Engagement Event and Workshop on Empowering Communities in the Context of Brexit in partnership with WCVA and Wales Civil Society Forum.

The Year in Pictures

Community Engagement

Medrwn Môn Staff attending the annual Anglesey Agricultural Show to showcase Medrwn Môn's work and share information with the public about Anglesey's voluntary sector.



Sustainable Funding and Good Governance

Social Value Cymru leading a workshop for 4 voluntary sector organisations and Medrwn Môn staff to introduce the principles of Social Value and highlight the benefits of measuring social value to the organisation, the people that receive the service, funders and society in general.

Community Engagement
Llanfaelog Youth Club told us that there wasn't enough after school activities for youths in the area and activities were too expensive and too far to travel to, so we arranged for Moto X Trac Môn Community Members to visit the club to discuss their new club and opportunities to join in.



Dementia Friends Awareness Training

11 people were present on a Dementia Awareness session, led by the local Police Community Support Officer (PCSO). As a result we now have 11 more Dementia friends on Anglesey.

Future Plans

Our plans for the future are focused on ensuring that we continue to operate within the requirements of the Third Sector Support Wales Partnership Agreement, which is our agreement with the Welsh Government and WCVA to support and promote the voluntary sector. Medrwn Môn is a member of Third Sector Support Wales, a network of support organisations for the third sector in Wales, which contributes towards enabling the voluntary sector and volunteers across Anglesey and Wales to contribute fully to individual and community well-being, now and for the future.

We will continue to support the third sector on Anglesey, providing support and assistance under each of the four pillars of work – Good Governance, Volunteering and Being Active Citizens, Sustainable Funding and Engagement and Influencing.

We will continue to ensure that the third sector has opportunities to speak its voice and ensure that the voice of the sector is heard at every level. We will endeavour to continue our learning from the Community Voices project and ensure its legacy through partnership with the Isle of Anglesey County Council via the Joint Engagement and Consultation Board and Llais Ni Youth Council. We will continue to raise awareness of voluntary sector activities and services as well as being a strong voice for the voluntary sector in all parts of our work.

Through our learning of Social Value and Community Voices, we will encourage and support the sector to listen effectively, engage meaningfully and raise awareness of how we measure this impact through social value. We will continue to provide opportunities to network, share ideas, identify gaps and talk to funders directly.

We will continue to work on maximising opportunities for voluntary sector organisations and will seek to ensure the sector plays a full and prominent role in the 'Social Prescribing' and 'Place Shaping' approach and that opportunities for the sector are maximised. We will continue to support the sector to aspire to fulfilling the wellbeing goals within the Wellbeing of Future Generations (Wales) Act 2015 and the Social Services and Wellbeing (Wales) Act 2014 and ensure the voice of the sector locally, regionally and nationally. We will continue to work with partners in all sectors to achieve this.

We will continue to co-operate with our sister-organisations across North Wales to take advantage of regional support opportunities, encouraging collaboration across county boundaries and strive to work across sectors, where appropriate and feasible, in order to maximise opportunities for the voluntary sector.

Financial Summary

How Medrwn Môn is funded

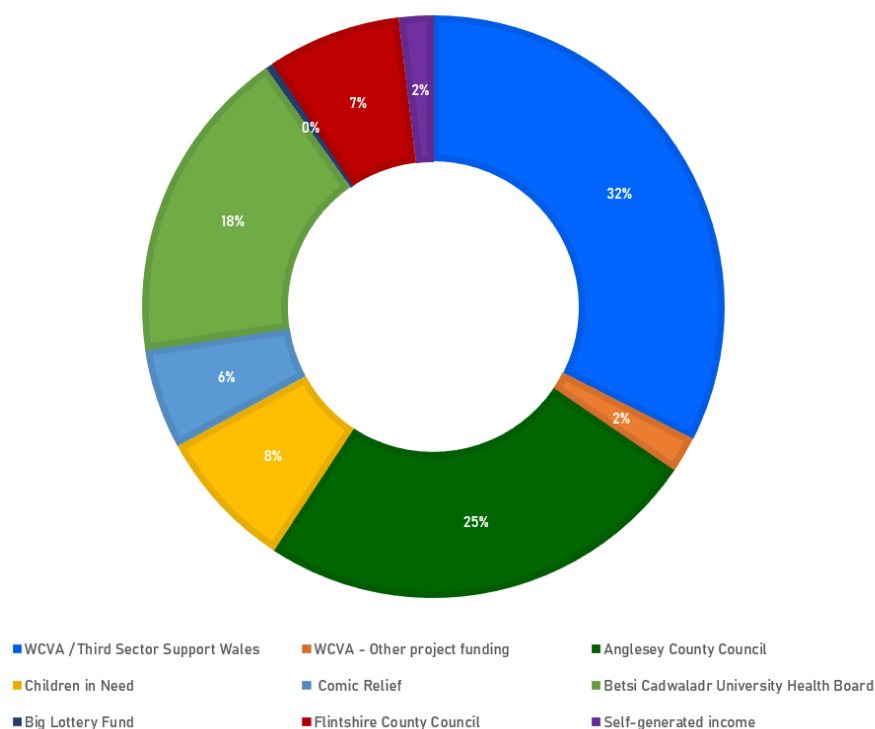
Each year, Medrwn Môn secures its funding from a variety of sources e.g. Government Bodies, Charitable Trusts and Lottery Funding.

Total Income during 2018-19 was:
£447,877

Total expenditure during 2018-19 was:
£491,316

Contact Medrwn Môn for a copy of the Annual Accounts for the year ending 31st March 2019

Medrwn Môn's Income during 2018-19



Medrwn Môn's Expenditure during 2018-19

