

**News and information for Wales from:**  
**Wales Council for Voluntary Action**  
Baltic House, Mount Stuart Square, Cardiff Bay,  
CF10 5FH t 029 2043 1700 f 029 2043 1701  
www.wcva.org.uk t 0800 2888 329



## Update on patient participation project

**T**he Involving People project staff are inviting researchers, practitioners and members of the public with an interest in research to come along to a free event to be held in Swansea in March to get an update on the project's work so far.

Involving People was set up in July 2006 as part of Clinical Research Collaboration Cymru (CRC Cymru) to encourage patient, service user and carer involvement in research in health and social care research in Wales. It does this by:

- Coordinating opportunities for patients, carers and service users to get involved in research, providing information, support and training.
- Providing researchers with advice on best practice and linking them with patients, carers,

service users who are prepared and willing to get involved.

This event will reflect on the progress made so far. The programme will emphasise the benefits of involving people in research and will feature real life examples of involvement in research from patients, carers, service users and researchers. If you attend as a patient, service user or carer, help with travel expenses is available.

For further information and to register for this free event to be held on 19 March, 12-4pm at the Grand Theatre Swansea, please contact Mel Knights, Media Marketing and Events Organiser, WCVA, Baltic House, Mount Stuart Square, Cardiff Bay, CF10 5FH, tel 029 2043 1700 or email [eventsadmin@wcva.org.uk](mailto:eventsadmin@wcva.org.uk).

## Wales Spatial Plan consultation open

**A** consultation on the Wales Spatial Plan: People, Places, Futures opened at the end of January and will run for 12 weeks. The document sets a vision for how each part of Wales should develop economically, socially and environmentally over the next 20 years and will guide the way the Assembly Government spends its money over the coming years.

A huge amount of cross-sector and partnership working has seen real progress made against the goals identified in the first Spatial Plan in 2004. It has helped achieve a joined up approach to complex issues such as transport, housing and settlement patterns for the first time, leading to more effective use of public finance.

The Welsh Assembly Government would like you to be fully involved in the consultation, so come along to the regional events. These events will be an opportunity to deepen awareness within your own organisation, but it also hopes you will reach to your wider networks and tell them about the Spatial Plan in a way that helps them understand what it is about and how it affects them.

The consultation document will be available at <http://new.wales.gov.uk/about/strategy/spatial/?lang=en>. For more information on any aspect of the spatial plan - please contact Spencer McGarry on 02920 823759. Constance Adams is coordinating the voluntary sector input on the spatial plan, and you can reach her at [cadams@wcva.org.uk](mailto:cadams@wcva.org.uk).

## Charity Commission looks at new ways of reviewing complaints

**T**he Charity Commission has launched a new procedure for dealing with customer dissatisfaction about service delivery issues.

Following public consultation last year, the new procedure will now offer Commission customers the option of having a 'light-touch' review of the outcome of their case, if it doesn't qualify for a formal review under the Commission's Decision Review procedure.

Another feature of the new process is greater focus on resolving matters early through local resolution within the Commission's business teams. If customers remain dissatisfied they will still get an arms-length review by the Commission's Customer Service Team.

The Commission will continue to operate its Independent Complaints Reviewer service for customers who remain dissatisfied following an internal review of their complaint. Following an open tendering process, Jodi Berg, the Commission's ICR since 2000, has been reappointed until the end of 2010.

For more information on the new procedure and the work of the Charity Commission for England and Wales visit [www.charitycommission.gov.uk/tcc/compproc.asp](http://www.charitycommission.gov.uk/tcc/compproc.asp).



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## Recruiting Wales' third sector

Since its launch in September 2006, the Goodmoves initiative has transformed recruitment in Wales' third sector. Goodmoves is a joint venture between WCVA and the Big Issue Cymru. It is a multimedia advertising service set up to provide voluntary organisations with a more targeted and less costly approach to recruiting new staff and trustees.

Vacancies placed within Goodmoves appear within five different media:

- *The Big Issue Cymru* and *Big Issue South West* - the weekly editions reach over 85,000 people
- *Network Jobs* - a weekly recruitment supplement which reaches all the key charities in Wales and over 1,600 voluntary organisations in WCVA's membership
- [www.goodmoves.org.uk](http://www.goodmoves.org.uk) - the heart of the Goodmoves service which allows visitors to search for the right job in the right area
- [www.wcva.org.uk](http://www.wcva.org.uk) - WCVA's homepage which receives over 50,000 hits per month

Since its launch, WCVA has exclusively used Goodmoves for all its vacancies.

Since its launch, voluntary organisations from every part of Wales have used the service to recruit staff including Chief Executives, Directors, Project Managers, Policy Officers and administrative staff. Shelia Smith from UNA Exchange is one such example:

'Following a failed recruitment exercise in autumn 2006, having advertised in national media, we tried Goodmoves as an experiment. We were very happy with the package of the Big Issue, website and Network Jobs and successfully appointed our Programme Co-ordinator. Overall, the applicants this time round were from a smaller but more appropriate target group of candidates. We will definitely use Goodmoves again for our next recruitment.'

Voluntary organisations in North Wales have also been benefiting from Goodmoves.

'We had a very good response to the adverts placed in the Big Issue Cymru and associated WCVA sources. We received interest from each of the Goodmoves sources and the quality of applicant was of a high standard,' said Chris Flewitt of Body Positive Cheshire & North Wales.

The Goodmoves service is easy to use, charging a single fee with no hidden costs. The price organisations are quoted includes copy taking and all design work. The Goodmoves website also offers additional benefits at no extra costs, such as: your organisation profile, downloadable application packs and immediate online publication if required.

If you would like to talk about the Goodmoves package, contact Matt Bates at the Big Issue Cymru on 029 2025 5672 or [matt@bigissuecymru.co.uk](mailto:matt@bigissuecymru.co.uk).

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## Clash expected over volunteers' expenses

The government is heading for another clash with the voluntary sector over volunteer expenses.

Last year it had to withdraw a leaflet on volunteers and benefits which stated lunch allowances were not an allowable expense for volunteers in receipt of benefits. The withdrawal followed a massive campaign against the Department for Work and Pensions (DWP) by voluntary groups in Wales and throughout the rest of the UK.

Now the same government department - re-named Department for Business, Enterprise and Regulatory Reform (BERR) is under seige from the sector again because of a statement that childcare costs should be considered a benefit rather than an expense. It appears in new guidance following consultation on the Minimum Wage Act which claims that reimbursing childcare costs 'represents a significant benefit in kind and as such would change the nature of the relationship between voluntary worker and qualifying organisation.'

The implication of this is that volunteers who are able to reclaim child care costs as part of their out of pocket expenses claim could be entitled to receive the minimum wage, should they pursue a case against the voluntary group. However, in previous cases where volunteers have attempted to claim the minimum wage, the payment of child care costs were considered reasonable and did not amount to benefit to volunteers.

The costs of child and other carer expenses are believed to be a real barrier to single parents and people like young carers who would benefit from having the opportunity to volunteer. They are also the target of government and Assembly initiatives on volunteering, such as the Russell Commission proposals to get more young people to volunteer.

The advice to voluntary groups who are concerned about this latest government gaff is to write to their MPs and to DERR asking for a change in policy.



## Minister's focus on public services

**A**ndrew Davies, the Minister for Finance and Public Service, had his first meeting with third sector networks under the auspices of the National Assembly Voluntary Sector Scheme in January since his appointment to his new portfolio. The meeting focused on the third sector's contribution to the public service reform agenda, with particular reference to its role in citizen engagement, partnerships and commissioning, service delivery and scrutiny.

The Minister emphasised the government's commitment to citizen engagement underpinning the reform agenda. He recognised that achieving genuine engagement between public services and the people who use them posed significant challenges, and he welcomed the contribution that many third sector organisations could make. The sector's representatives stressed the importance of engagement being more than just consultation, and the need for citizen and user voices to be part of decision-making and challenge.

The meeting also discussed the sector's role in delivering public services. The sector's representatives raised the need for a level playing field that ensured that all public services were subject to the same commissioning and procurement regime, and the need to track the extent to which patterns of service delivery were changing. The minister referred to the Business Procurement Task Force, which had recently approved new guidance from Value Wales on procuring from the third sector, and the potential to monitor how this was impacting on local procurement.

The meeting welcomed the actions included in the Assembly Government Strategic Action Plan for the third sector relating to public services. There were seen as setting an important agenda for the greater involvement of the sector, and the minister agreed to write to provide an update of how these actions were being implemented. This would form the basis for continuing discussion at the next half-yearly meeting.

## Foundation takes new approach to grant giving

**E**smée Fairbairn Foundation has launched a new funding approach. The majority of its funding will now be channelled through the Main Fund which will be an open, less prescriptive way of working.

The Foundation expects to fund a wider range of work than before, although its core interests remain in the fields of culture, education, environment and social development.

As part of the new funding approach the Foundation is also running a number of smaller, more focused funding strands. These will be in areas where it believes a more direct intervention may have a greater impact. The first three will be:

- Biodiversity, Museum
- Heritage Collections
- New Approaches to Learning.

The Foundation plans to launch further funding strands later in the year. Main Fund Guidance can be found at [www.esmeefairbairn.org.uk/funding/main-fund](http://www.esmeefairbairn.org.uk/funding/main-fund) and the Funding Strands Guidance at [www.esmeefairbairn.org.uk/funding/funding-strands](http://www.esmeefairbairn.org.uk/funding/funding-strands).

## Everyclick counts in competition

**I**nternet search engine Everyclick.com is offering charities the chance to win a free national outdoor advertising campaign on over 1,500 sites across the UK.

It's simple for charities to take part in the challenge to raise as much money as possible for their cause over a three month period by inspiring their supporters to use Everyclick.com's search engine, which gives money to charity every time you search.

The competition runs from 14 January 2008 until 14 March 2008 and charities can register for the challenge on Everyclick.com. You will be asked to supply details of the size of your donor base and then your charity will be placed into one of three categories: small, medium or large charities. The average amount raised by each supporter will be calculated to find the winner in each category.

A panel of independent sector experts will select one of these three finalists to win the overall prize of a free national outdoor advertising campaign and two runners-up will receive free advertising on Everyclick.com.

To find out more about the competition visit [www.everyclick.com](http://www.everyclick.com).



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## Rewarding good work

**V**oluntary organisations across Wales will be put in the spotlight during 2008 thanks to the newly established *Network Wales Awards*.

The *Network Wales Awards*, supported by Class Telecommunications, were launched at WCVA's annual conference. They have been set up to showcase the work of the third sector and provide national recognition for outstanding achievements.

Individuals can nominate their own organisation for an award and can also nominate other organisations in separate categories. Each nominated organisation will receive a certificate of commendation and the winners will be presented with an award at WCVA's annual conference dinner in 2008. The deadline for receipt of nominations is 19 September 2008.

To receive a nomination form for the *Network Wales Awards 2008* please contact the WCVA Helpdesk on 0800 2888 329 or visit [www.wcva.org.uk](http://www.wcva.org.uk).

## Volunteering awards

**W**CVVA is asking people across Wales to nominate volunteers who they think deserve to win a national award.

Nominations are being sought for an awards scheme that rewards and recognises the dedication of volunteers who have helped make the biggest difference in the communities in which they live.

The 2008 Wales Volunteer of the Year Award, supported by Royal Mail, is presented in five categories: individuals, young people (under 25 years), 'green' volunteers, trustees and groups.

There will be up to three winners in each category, resulting in 15 national winners, and all nominees will be awarded certificates at a local ceremony or by post.

Details of the Wales Volunteer of the Year Award scheme, including nomination forms, are available from the WCVA Helpdesk on 0800 2888 329. They can also be downloaded from the website [www.wcva.org.uk/volunteering](http://www.wcva.org.uk/volunteering). The deadline for receipt of nominations is 28 March 2008.

## New grants from Children in Need

**B**BC Children in Need is to launch a new £2 million programme called *Positive Destinations*. Three grants of £500,000 over three years will be made to support 'innovative and effective' projects that will deal with the needs of young people who are at risk from leaving school with poor or no qualifications.

In addition to the big three grants, a further £500,000 will be spent in three smaller grants. Full details and application guidance for *Positive Destinations* are available and applications will have to be made online at [www.bbc.co.uk/pudsey](http://www.bbc.co.uk/pudsey). Closing date will be 30 March 2008.

## Airport consultation

**T**he Department for Transport is consulting on adding capacity at Heathrow Airport.

The Welsh Assembly Government would like as many organisations and individuals in Wales as possible to have the opportunity to contribute to the consultation so that final policy decisions are fully informed.

The consultation document is available electronically at [www.dft.gov.uk/consultations/open/heathrowconsultation/](http://www.dft.gov.uk/consultations/open/heathrowconsultation/). The closing date for responses is 27 February 2008.

If you intend to submit a response it would be helpful if you would also send a copy to the Welsh Assembly Government at [gary.spiller@wales.gsi.gov.uk](mailto:gary.spiller@wales.gsi.gov.uk).

**The next editions of this WCVA national supplement will be available at the end of March, May, July, September and November 2008.**



Data Protection Act 1998 Contact details of all recipients of the *National Supplement* are held and processed by WCVA on computer. The information is used by WCVA for the monitoring and promotion of the voluntary sector in Wales. Contact details are disclosed to third parties for the purposes of assisting this promotion.