



Gilfach
Goch
Community
Association Ltd.

Author of the Accounts: Richard Walters

Social Accounts

January – December 2005



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SOCIAL AUDIT STATEMENT

The Social Audit Panel has examined the draft Social Accounts submitted to us and discussed them in detail with Richard Walters & Kate O'Sullivan on behalf of Gilfach Goch Community Association (GGCA) at the Social Audit Panel meeting held on 12 May 2006. I have examined the revised Social Accounts which were prepared following the Social Audit Panel meeting and which have taken into account various points identified in the notes* of the Social Audit Panel Meeting. We also examined a sample of the data and the sources of information on which the Social Accounts have been based.

We believe that the process outlined above has given us sufficient information on which to base our opinion.

We are satisfied that, given the scope of the social accounting explained in the revised draft and given the limitations of time available to us, the Social Accounts are free from material mis-statement and present a fair and balanced view of the performance and impact of GGCA as measured against its stated values, social, environmental and economic objectives and the views of the stakeholders who were consulted.

In the notes of the Social Audit Panel meeting we identified a number of important issues to be taken into consideration during the next social audit cycle. In particular we would refer to the following:

- i) The Association's Aims and Objectives should be revised to reflect the wider work that is undertaken by the organisation.
- ii) The Management Committee's involvement in the process should be welcomed so that understanding and ownership of the findings is shared throughout the organisation.
- iii) Additional consultation methods should be implemented in future years to enable any stakeholder to be able to express their views, regardless of their abilities with regard to literacy.

The members of the Social Audit Panel were:

- a) Debbie Stewart - CEU Ltd - Chair
- b) Ferenc Blizsko
- c) Janice Gregory - Welsh Assembly

Signed: 

Dated 18 September 2006

* the notes of the Social Audit Panel meeting form part of the social accounting and auditing process and may, by arrangement, be inspected at the offices of (Gilfach Goch Community Association) at (Gilfach Goch Community & Recreation Centre, Cambrian Avenue, Gilfach Goch, RCT, CF39 8TG). Members of the Social Audit Panel have acted in an individual capacity.

Acknowledgements

I would like to thank the following people for their help and contribution during the completion of these accounts

The Gilfach Goch Community Association staff for the data collation and for bearing with me when I kept ringing and e-mailing for it all, and the Management Committee for their comments throughout the write-up.

Janice Gregory & Ference Bliszko for agreeing to be the panel members and provide feedback and comments on the accounts

Thanks to Debbie Stewart from the Community Enterprise Unit for Chairing the panel and Helen Vines for supporting me through the 2nd year accounts

All the stakeholders who took the time to complete the questionnaires and send them back in – without this data the accounts would not be as transparent a process.

Groundwork Bridgend & Neath Port Talbot for enabling me to continue my training in Social Accounting in order for me to keep up to date with the latest trends surrounding Social Accounts and Audit.

Contents

1. Background of the Association	1
1.1 Gilfach Goch	1
1.2 The Community Association	1
2. Company Structure	3
3. History	4
4. Introduction	6
4.1 Values	6
4.2 Objectives	7
5. Financial Report	8
6. Scope of the Social Accounts	9
6.1 Information & Advice Service Explained	9
6.2 Scoping paper	11
7. Stakeholders	14
8. Methodology	16
9. Analysis of the Social Accounts	20
9.1 Information & Advice Service	20
9.1.1 Main Objective	20
9.1.2 Achieving the Objective	20
9.2 Additional Information relating to Scoping paper	21
9.2.1 Open Access	21
9.2.2 Events	22
9.2.3 Young People Accessing the Service	22
9.2.4 Networking	22
9.2.5 Training	23
9.2.6 Promotion of GGCA	23
9.2.7 Working In Partnership	23
9.3 External Stakeholder Analysis	24
9.4 Client Analysis	25
9.5 Staff, Management Committee & Volunteer Analysis	30
Other Stakeholder views	
10. Staff	34
11. Management Committee	42
12. Volunteers	46
13. Social Accounting Knowledge	54
14. Recommendations from 2004 Accounts	56
15. Issues & Recommendations for 2005	60
16. Compliance	64
17. Environmental Performance	66
18. Economic Performance	67
19. Lessons Learnt	69
20. Next Audit Cycle	69
21. Publication & Distribution	70

Appendices

Appendix 1	Project Activities	73
Appendix 2	Stakeholder Questionnaires	77
Appendix 3	Questionnaire Responses	99
Appendix 4	Comments	109
Appendix 5	Training Courses – Numbers Attending	117
Appendix 6	Supervision & Appraisal Form	121
Appendix 7	Client Charter	125
Appendix 8	Information & Advice Service Leaflet	127
Appendix 9	Charities Commission Summary Report	129

1. Background

1.1 Gilfach Goch

Gilfach Goch is located on the borders of Rhondda Cynon Taff and Bridgend County Borough Councils. The valley was built up around the coal-mining industry, which no longer exists. Ever since these closures the area has faced numerous social and economic difficulties, see table 1 below, but it is now trying to improve itself, aided by the community receiving Communities First status in 2001. The Communities First programme is a Welsh Assembly Government initiative aimed at regenerating the 100 most disadvantaged areas in Wales, these areas determined by a set of social and economical indicators. Recently, 2005, the local Hendreforgan Council Estate received £10 million funding to completely renovate the housing stock as well as the facilities and services operating in the area.

Table 1.

Subject	Age Range	Statistic
No Qualifications	16-74	GG - 59.7%, Wales – 33%
General Health – not good	All ages	GG – 17.6%, Wales – 12.5%
People of working age with limiting long-term illness	16-74	GG – 27.2, Wales – 18.4%
Households with one or more person with a limiting long-term illness	N/A	GG – 55%, Wales – 42.4
People economically inactive: Permanently sick / disabled	16-74	GG - 17.9%, Wales – 9.2%

Source: 2001 Census, National Statistics

Gilfach Goch has a resident population of 1,869.

1.2 The Community Association

Born in 1991 the Gilfach Goch Community Association (GGCA) first began operating from a small hut based at the top of the valley. Gradually over the following years, and with a major successful funding bid to the Welsh Office a community recreation centre was funded and built, phase 1 was complete. Phase 2 was born in October 2000 which resulted in 2 new offices, a youth wing / meeting room, an IT Suite, toilets and disabled access. Phase 3 began its planning in 2005 and will be commented on further in the accounts. GGCA is now a registered charity and limited company.

The main programmes running within GGCA at present include:

- Children, Youth and Community Development
- *Information & Advice Service & Healthy Living Project* (which is the main focus for these Social Accounts)
- Volunteering development
- Arts development
- Communities First
- Personnel, legal & Finance

Within these main programmes there are also smaller, more project focused activities. These include:

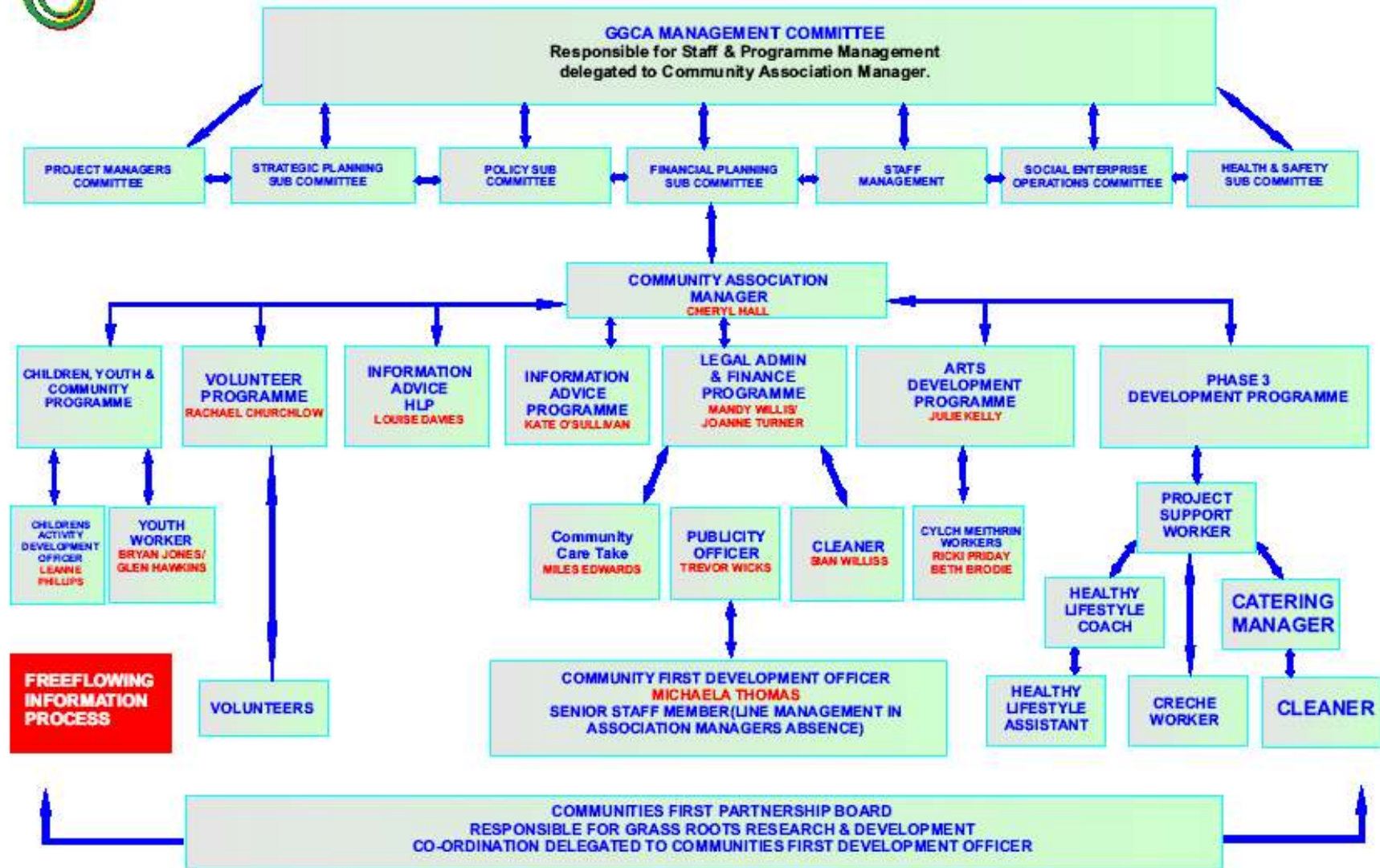
- Publicity and Promotion
- Community Café
- Caretaking of community buildings
- Cylch Meithrin – welsh pre-school provision
- IT Suite for training programmes

A full detailed staffing structure can be seen on the following page.

2. Company Structure



Gilfach Goch Community Association Structure



3. History

GGCA continues to develop and expand and the recent funding in excess of £1.4 million is proof of GGCA's ambitions to continue to grow and develop its services for the benefit of the community. Since the last Social Accounts a lot of work has been done right across the projects being delivered. Examples of the range of work undertaken in 2005 is listed below, a full list can be seen in [Appendix 1](#)

- Children's
 - 38 days of holiday playscheme provision
 - Concert to raise funds for the Tsunami
 - Anti-bullying campaign
- Youth
 - Football project – Cardiff City FC coaching
 - Camping / Team building weekend trip
 - Media production project
- Community Development
 - Start of 2005 Social Accounts
 - Working with community groups to secure funding
 - Obtaining Green Dragon Environmental Standard Level 2 Award
- Information / Advice
 - All related services including appeals, housing issues, benefits advice etc
 - Community Events
- Volunteering development
 - Volunteer Charity shows
 - Car Boot sale
 - Developing and progressing towards Investors In Volunteers
- Arts development
 - Cylch Meithrin established and running 4 times a week
 - Exhibits of the Valleys Art work organised
 - Welsh Training course
- Communities First
 - Hendreforgan Estate Development Project
 - Communities First Action Plan

- Genealogy Project
- 20 on-site training courses (within GGCA building) with a total of 190 beneficiaries
- Publicity
 - Promotional DVD about GGCA, available on the website: www.ggca.co.uk
 - Web Site Construction about GGCA though community groups can have links to
 - Newsletter production of GGCA activities
 - Display board production of GGCA activities
- Community Caretaker
 - High St Infants School Road Safety Project and Coal Bunker Project
 - Kids R Us talent On TV Show
 - Poppy Appeal
- Personnel, legal & Finance
 - 8 Sub Groups established with both Staff and Management Committee attendance
 - £1,469,000 secured for Phase 3 development as well as planning permission and building regulation approval obtained
- Monitoring visit by the charities commission, ERDF Objective 1 Article 4 monitoring team and Welsh Assembly. A summary report of the Charities Commission visit can be found in [Appendix 9](#). The Objective 1 Article 4 hard copy report can be viewed at GGCA on request.

4. Introduction

The following information is taken directly from the original GGCA Memorandum & Articles, dating back to its inception in 1991. Also following are the Values and Objectives that were in operation during the Social Accounting period. It was recommended in the 2004 Social Accounts that GGCA re-visit these Aims, Objectives etc to look to alter them in line with current programmes and projects running within the organisation, something that was not carried out.

Main Aim – To promote any charitable purpose for the benefit of the community in Gilfach Goch and in particular the advancement of education, the promotion of good health and the relief of poverty, distress and sickness.

4.1 Values*

- Equal Opportunities - inclusion regardless of class, gender etc
- Monitor & Evaluate – M & E project activities to ensure agreed targets are met
- Planning & Implementation – provision of quality services through encouraged participation
- Welsh Language – meeting the needs of the welsh speaking community
- Communication / Information Technology – assess to equipment and training
- Research – researching the need of children, young people and adults of the community and securing funding to meet those needs
- Empowerment – empowering individuals to make life affecting decisions
- Partnerships – work in partnership through participation and ownership of community centre and community
- Networking – working with voluntary and statutory organisations
- Lifelong Learning – encourage lifelong learning through informal educational courses

* A full description of the Values are available to view in the GGCA Working Policy Document

4.2 Objectives*

- Child, Youth & Community Development
- Information Advice Service – To provide a confidential advice and counselling service for all the community on issues of concern such as housing, benefits, drug alcohol abuse, unemployment and health and social welfare
- Volunteering Development
- Communities First Development
- Arts Development
- Personnel, Legal & Finance

* A full description of the Objectives are available to view in the GGCA Working Policy Document

It should be noted that following the last accounting period, April – September 2004 it was suggested by the Panel (held 28th November 2004) that the Values, Aim and Objectives of GGCA be reviewed as part of the examination of the findings from the Social Accounting exercise. As shown on the previous page and above the previous activities have been put in to values section with a couple of the values now forming the objectives. It is still an outstanding task that requires attention in order to make GGCA's Objectives more workable when it comes to assessing their impacts through methods such as Social Accounting. It will also help with the business planning and target setting.

5. Financial Report

Statement of financial activities (including income and expenditure account)

For the year ended 31 March 2005

	Notes	Unrestricted funds £	Restricted funds £	Year ended 31/03/05 Total £	15 months to 31/03/04 Total £
Incoming resources					
Activities in furtherance of the charity's objects:					
Grants	2	-	355,327	355,327	454,991
Investment income	3	4	-	4	205
Other incoming resources	4	6,153	1,489	7,642	7,239
Total incoming resources		<u>6,157</u>	<u>356,816</u>	<u>362,973</u>	<u>462,435</u>
Charitable expenditure					
Cost of activities in furtherance of the charity's objects:					
Support costs	5	(18,163)	(293,193)	(311,356)	(299,874)
Management and administration	6	(1,196)	(76,689)	(77,885)	(72,754)
Total charitable expenditure		<u>(19,359)</u>	<u>(369,882)</u>	<u>(389,241)</u>	<u>(372,628)</u>
Net incoming resources before transfers		(13,202)	(13,066)	(26,268)	89,807
Transfers between funds	18	(59,191)	59,191	-	-
Net movement in funds		<u>(72,393)</u>	<u>46,125</u>	<u>(26,268)</u>	<u>89,807</u>
Total funds brought forward		122,944	202,328	325,272	235,465
Total funds carried forward		<u>50,551</u>	<u>248,453</u>	<u>299,004</u>	<u>325,272</u>

The financial statement is for the period April 1st 2004 to March 31st 2005 and as a result it only represents an overlap of 3 months, January to March 2005, in relation to the Social Accounting year. Individual running costs for the Information & Advice service were not available for this set of accounts.

It is GGCAs intention to align the Social Accounts with the Financial Accounting in future years.

6. Scope of Audit – January to December 2005

Due to the vastness of work involved with reporting on several objectives, this discovered in the 2004 Accounts, it was decided this year to concentrate on just the one objective, the Information & Advice Service, this enabling GGCA to fully measure its impact on the community and surrounding areas. It is definitely worth noting that the Service volunteered themselves to be Accounted for. The Accounts will also look at:

- I. the experience of the volunteers
- II. satisfaction levels of staff with their employment
- III. the roles of the Management Committee (MC) and
- IV. the value of conducting Social Accounting

There is the issue of resources available for GGCA, with 2 major factors being staff time and costs relating to panel meetings etc. The 2004 accounts were written primarily by one staff member, and when calculated it took approximately 6-8 weeks of work time to write the draft and then finalise it for the final published document.

The values and other listed objectives of GGCA were not deemed to be necessary to report on this year due to them either being reported on in the 2004 accounts or too much extra workload for this years report. It is something that will be reviewed in the next audit cycle, especially as it was something that we hoped to have done this time. GGCA's environmental impact will be reported on later in the accounts.

Table 2, on page 11, lists the projects running within the Information & Advice Service and will show whether the data to be collected is qualitative or quantitative.

6.1 Information & Advice Service Explained

The service is funded by Communities First and managed by Kate O'Sullivan. Kate has been in post since October 2004 and spent the first two months building new foundations to support the development of the service in future years. For example, a comprehensive monitoring and evaluation system is in full operation, client files are kept in accordance with the Data Protection Act 1998 and Freedom of Information Act 2000 and all administrative procedures have been revised. The information and Advice Service is open Monday – Friday between

the hours of 9am and 5pm although if the client prefers appointments outside of these hours it can be arranged with prior notice.

Throughout 2005, the service introduced a number of new initiatives, which have undoubtedly brought huge benefits for both existing and potential clients. This has been confirmed by the huge increase in client contacts and supported by the fact that over 90% of referrals are the result of word of mouth with the remaining referrals coming in direct from Social Services and other information services. In addition, clients can request an appointment at a venue of their choice and although home visits are by far the most popular, clients have been seen in public venues as well as at GGCA. This enables clients to speak freely and in confidence that their issues are dealt with in accordance with the GGCA confidentiality policy.

The service works in partnership with Gilfach Goch Healthy Living Project. This project has a part time Information and Advice Worker who is employed by the GGCA and funded by The Big Lottery New Opportunities Fund. This service operates outreach surgeries in both the Evanstown and High Street areas of Gilfach Goch as well as accepting referrals direct from the two GP's at the Health Centre.

The report is being written by myself, Richard Walters, previously as the Youth & Community Development Officer for GGCA, and currently as a Programme Manager for Groundwork Bridgend & Neath Port Talbot. The write up of the report and data collation and analysis of the questionnaires was again undertaken by myself on a voluntary basis, however due to a lack of access to some information (e.g. training figures etc), staff of GGCA provided the remaining requested information.

6.2 2005 Scoping Paper

Name of Organisation: Gilfach Goch Community Association – Information & Advice Service

Dates of Social Audit Period: Jan – Dec 2005

Main I/A Statement:

To provide current information and advice to all community members residing or working in the Gilfach Goch and surrounding area

Values: Due to GGCA concentrating on the I/A service, and not that of GGCA Aim, Values or Objectives in general data collation for these was not collected and as such will not be reported on.

Objectives & Activities: Information & Advice Service

Table 2

Activities	Information required i.e. what do we need to know	Sources	
		Quantitative (records/data)	Qualitative (stakeholders)
Objective 1: The information and advice service:			
1.1 Provides Outreach Surgeries throughout the valley	Knowledge by stakeholders Records of numbers attending	Stakeholders scores Usage figures	Stakeholders comments
1.2 Holds information events throughout the year	Knowledge by stakeholders Attendees questionnaires	Stakeholders scores Questionnaire scores	Stakeholders comments Questionnaire comments
1.3 Provides young people with an advice drop-in facility	Knowledge by stakeholders Numbers accessing service	Stakeholders scores Numbers attending	Stakeholders comments I/A given
1.4 Works in close partnership with the Healthy Living Project	Knowledge by stakeholders Attendance at internal meetings	Stakeholders scores List of those present at meetings	Stakeholders comments

Activities	Information required	Sources	
1.5 Carries out home visit's when the need arises	Knowledge by stakeholders Client questionnaires	Stakeholders scores Client scores	Stakeholders comments Client comments
1.6 Provides an Open Access facility to the IT Suite (housed in the Community Centre) giving help etc on CV's, Job Searches, Internet usage etc	Knowledge by stakeholders Numbers accessing provision	Stakeholders scores Record of numbers attending	Stakeholders comments Advice given or help offered
1.7 Works in partnership with the other projects of GGCA in order to further develop itself	Knowledge by stakeholders Staff, volunteer and Management Committee questionnaire	Stakeholders scores Scoring of service	Stakeholders comments All Comments
1.8 Monitors & Evaluates the services it offers	Knowledge by stakeholders	Stakeholders scores	Stakeholders comments
Additional information to be recorded in relation to the I/A Service:			
Awareness of issues covered in Service	Knowledge by staff, volunteers and MC	Questionnaire scores	All comments
Satisfaction with service	Knowledge by staff, volunteers and MC	Questionnaire scores	All comments
Rating of service	Knowledge by staff, volunteers and MC	Questionnaire scores	All comments
Approachability of I/A workers	Knowledge by staff, volunteers and MC	Questionnaire scores	All comments
All comments Benefit of service to a) association and b) community	Knowledge by staff, volunteers and MC	Questionnaire scores	All comments
How found out about the service	Client monitoring questionnaires	Questionnaire scores	Clients comments

Activities	Information required	Sources	
Main type of advice required	Client monitoring questionnaires	Questionnaire scores	Clients comments
If waiting times were an issue	Client monitoring questionnaires	Questionnaire scores	Clients comments
Friendliness & understanding of workers	Client monitoring questionnaires	Questionnaire scores	Clients comments
Knowledge of workers in relation to I/A issues	Client monitoring questionnaires	Questionnaire scores	Clients comments
Ability to deal with enquiries	Client monitoring questionnaires	Questionnaire scores	Clients comments
Satisfaction of clients with service	Client monitoring questionnaires	Questionnaire scores	Clients comments
Is there a need for the service	Client monitoring questionnaires	Questionnaire scores	Clients comments
Recommendation to others	Client monitoring questionnaires	Questionnaire scores	Clients comments
Preference for having a meeting with workers	Client monitoring questionnaires	Questionnaire scores	Clients comments
Referrals to other services	Client monitoring questionnaires	Questionnaire scores	Clients comments

7. Stakeholders

With the 2004 Social Accounts, due to resource and time constraints we had to rely on postal questionnaires as a main method of consultation. All the external stakeholders were sent questionnaires with stamped-address-envelopes to return them within a set time frame. Overall the response rate was 41% for external stakeholders, this figure increased by the 80% response rate of returned questionnaires from the Communities First stakeholders. Overall, if including the management committee, staff, volunteers, young people & children, local community members and groups and the Communities First Partnership Board the overall response rate was 65%. The staff and Management Committee had face-to-face questionnaires with an independent facilitator and as such their response rate was extremely high (100% in relation to the staff).

The stakeholder categories identified for this years accounts were as follows:

- **Staff**
- **Management Committee**
- **Volunteers**
- **Clients (users of the Information & Advice service)**
- **External Stakeholders (see list in Table 3 on the following page)**
- **Ex employees**
- Funders
- Children & Young People

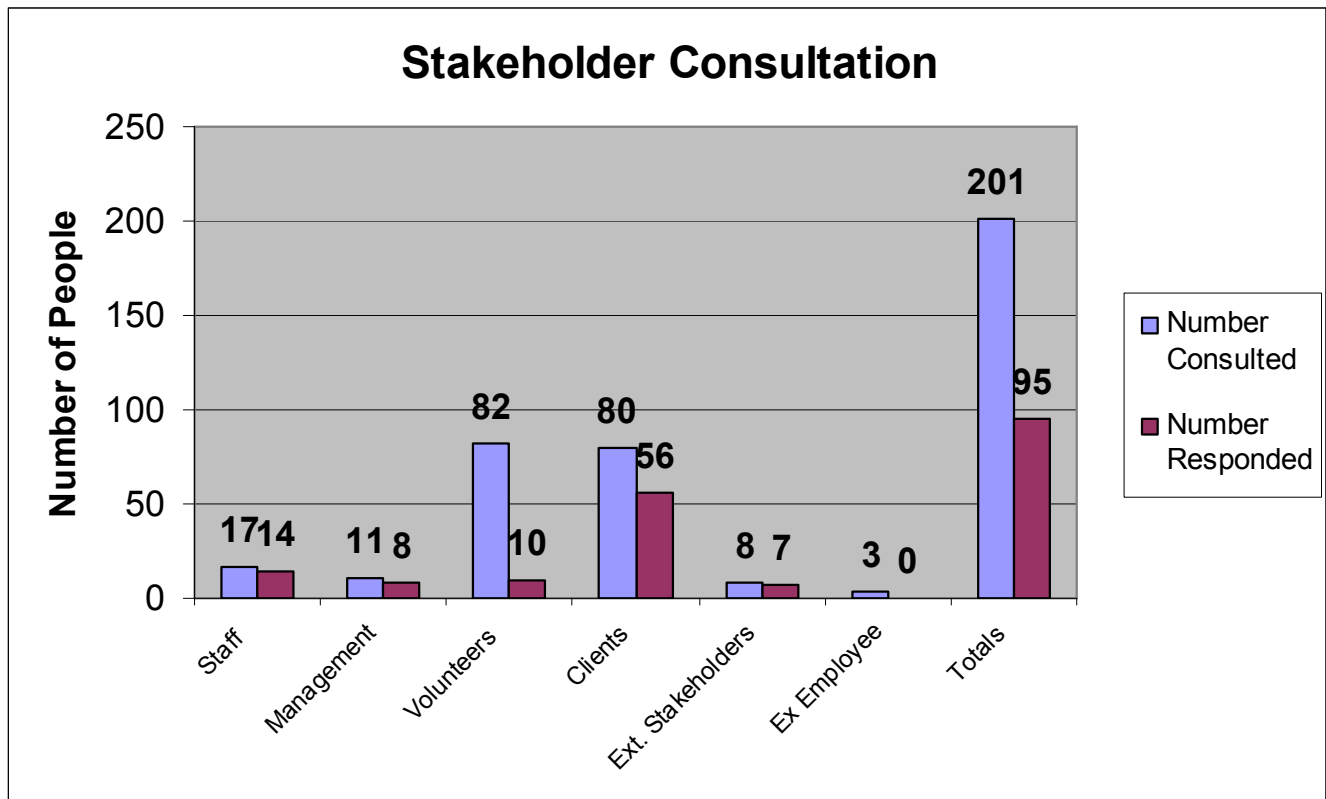
The key stakeholders were determined as those in bold. It was decided to consult only those stakeholder groups who would either have the most knowledge of the Information & Advice Service, or be able to express views on GGCA. The main funders supporting the service were not deemed to have enough specific knowledge of the running of the project, it is difficult to consult with individual community groups due to time constraints and resources and again time constraints were an issue with the children and young people.

Table 3

External Stakeholder Name	Organisation
Personal Advisor	Action Teams for Jobs
Personal Advisor	Action Teams for Jobs
Manager	Citizens Advice Bureau in RCT
Co-ordinator	Carers Support & Services Co-ordinator for RCT
Business Support Supervisor	Ty - Elai Dinas Esaf East
Aurfron Roberts	County Borough Councillor
Senior Social Worker	Adult Mental Health Services Bridgend
Senior Advisor	C.A.B Advisor Mountain Ash

8. Methodology

It was hoped that in the 2005 Social Accounts different methods of consultation would be used to engage with the various stakeholder groups, such as the external stakeholders, clients etc. It was also hoped that a wide variety of sources be consulted so that as many views on GGCA, and in particular the Information & Advice service be sought. Neither has happened and the main reason for this is down to myself, as the trained Social Accountant, leaving GGCA mid year and there being no-one with enough experience or knowledge remaining to undertake such work to any significant degree. The graph and table below shows the consultation breakdown and methodology used.



Overall there was only a **47%** response rate, however if the volunteers figures were removed this jumps to **70%** so trying to get a better response rate, especially from the volunteers is an area that should be addressed with the next Social Accounting Exercise.

Table 4

Stakeholder Group	Numbers Consulted	Number of Responses	% of Responses	Method of consultation used
Staff	17	14	82	Structured interviews
Management Committee	11	8	73	Structured Interviews & Posted questionnaires
Volunteers	82	10	12	Posted questionnaires
Clients	80	56	70	Questionnaires sent once claim complete with SAE
External Stakeholders	8	7	88	Posted Questionnaires
Ex-employees	3	0	0	Posted Questionnaires
Totals	201	95	47	

Overall the response rate was good at **47%** (95 out of 201 consulted) however this figure does hide the fact that only **12%** (10 out of 82 responses) of the volunteers returned their questionnaires, a very disappointing result especially as a stamped addressed envelope was provided. This is a group that is deemed to be very important to GGCA and as such their views are potentially more critical than either the staff or the Management Committee. It is something that requires attention and would certainly need addressing for future accounts in order that as many volunteers responses can be recorded as possible. It should also be noted that posted questionnaires may not be completed by stakeholders with literacy problems so focus groups may be more beneficial. The timing of the questionnaires being sent, Christmas, was not the best with people's priorities being elsewhere in the festive season as well as the method of postal questionnaires not being ideal.

Staff

Staff were offered opportunity to be questioned by an independent facilitator, Steve Curry from the Development Trust Association Wales. As in the 2004 Accounts it was felt that by having someone there to talk to, more detail and information could be drawn from the staff. However on looking at the questionnaires, those returned by post or not via a direct interview tended to have more comments than those returned by Steve Curry. I felt that staff would be more open and honest if they could complete their questionnaire on their own, and if available

electronically then anonymity could be further strengthened as recognising handwriting is no longer an issue. This does however leave the door more open for a lower response rate! Before the next audit cycle the staff should be consulted on their preferred method of questioning in order to get the best response from them.

Management Committee

As with the staff the Management Committee were due to be interviewed by Steve Curry, however out of the 13 members, 11 were invited to be interviewed, and of those 11 five were interviewed three returned questionnaires by post. The remaining 3 did not choose to respond at all.

Volunteers

During 2005 volunteers contributed an estimated 7405 number of hours to the activities running in GGCA. Due to workload and following on from the last accounts response rate it was felt that postal questionnaires would provide the best response. As a result the questionnaire was sent out to all volunteers before the Christmas break in the hope that they would either be posted back or dropped in during their volunteering of the various activities. It was unfortunate that there was such a low number as with only a 12% response rate it is difficult to draw any solid conclusions from the responses, it cannot really be stated as a true representation of the whole volunteering group. For the next cycle there will need to be a different approach in order that a greater number of volunteers be reached.

Clients

The clients are those who have accessed the Information & Advice service and were sent a questionnaire after the completion of their claim with the Officer. There was a slight confusion with these questionnaires during the accounting period, mainly due to a lack of understanding on the Information & Advice Officers part in terms of Social Accounting, and mine in terms of communication!! Due to a slight change in service direction in the new year the questionnaires given to the clients changed with 7 of the questions remaining on both, however there was one question on the original that was removed from the new version, and 3 new questions on the new version not asked on the original. It is felt that although the numbers answering these questions differs, as we are recording in %'s terms the actual statistics will still be representative of people's views.

External Stakeholders

These are the people and organisations identified as being those who are most involved with the delivery of the Information & Advice service in Gilfach Goch. They are not directly involved in terms of running the service but are there to compliment it and help with its overall delivery. They were consulted via postal questionnaires with a SAE.

Ex Employee

Three staff who left during 2005 regardless of when were asked to complete a questionnaire, however there were no responses.

Omissions

Ideally the following people, groups, organisations etc would have been consulted as part of the Accounts however were not mainly due to there not being someone directly leading the process once I had left GGCA.

- Funders – those funding the I/A Service and the main ones involved with GGCA in general
- Children & Young People – unless included in the client feedback
- Inactive MC members – not consulted as although they are still registered as members they no longer have input in to the business of the organisation.

9. Analysis of the Social Accounts

In the remainder of the Social Accounts the comments are a representative sample of comments from respondents, reproduced verbatim. All comments can be found in [Appendix 4](#).

9.1 Information & Advice Service

9.1.1 Main Objective

The main objective of the Information & Advice Service is to

‘provide current information and advice to all community members residing or working in the Gilfach Goch and surrounding area’.

Although the majority of clients reside or work in this area, there is an increasing number of clients residing in the Bridgend, Porthcawl, Treorchy and Llantrisant areas contacting the service as a result of word of mouth; and on one occasion a client from as far away as Oxford, England (who was advised by friends in Gilfach Goch) contacted the service for help with an Attendance Allowance claim.

9.1.2 Achieving the Objective

All clients who contact the service or who are referred to the service are entitled to receive a free, client led, impartial and confidential service. Further information of what both existing and potential clients are entitled to is outlined in the client charter, a copy of this can be found in [Appendix 7](#).

Networking events and training courses are attended regularly by the person/persons who provide the information and advice. This is beneficial to all [potential] clients as it means that the service delivers, in good faith, up to date information that is, for example, compliant with any changes in legislation.

In general, whilst clients from outside of the area are not turned away, they are where possible referred to a local agency. However, if no local service can be sourced or the waiting lists are too long the client is usually invited to attend an appointment at the GGCA or seek advice over the telephone. This aspect of the service applied to the client from Oxford, who sought help for an Attendance Allowance claim. For example, the information for the

claim form was obtained from the client over the phone. The form was completed and sent to the client in Oxford to sign and post to her local benefits office. The outcome was that the client received high rate Attendance Allowance and as a result of the information received again from the service, the client also received full housing and council tax benefit and an additional weekly amount of pension credit. Her income was increased by an additional £143.75 per week on top of her state retirement pension.

9.2 Additional Information (relating to Scoping Paper)

9.2.1 Open Access - GGCA holds Open Access sessions in the I.T. suite during term time on a Thursday afternoon between 1pm and 3pm. This provides all community members with the opportunity to use computers with internet access. The session is staffed on a rota basis by paid employees so as to assist service users with any queries as well as to offer support for job searches.

The sessions are informal and operate on a first come first served basis. There are currently 10 computers available for this use and attendance varies on average of between 6 – 8 people per session. Although the sessions hold no qualification, they do however provide service users with a basic level of I.T. skills and many of the service users have gone a step further by attending our Tuesday I.T. sessions, which are facilitated by Coleg Morgannwg. This enables service users the opportunity to acquire qualifications at various levels in I.T. which in turn provides huge benefits when applying for jobs.

There is no register of how many attend each week as the service only keep records of the sessions actually run. The number of sessions run throughout 2005 was 33 out of 52 weeks. The 19 weeks that the service did not operate was due to Christmas shutdown, playscheme's and service reviews.

9.2.2 Events - The Information & Advice Service did not organise an event of their own last year because past experience shows that the turn out is poor. However, they did have a stall at events organised by other Association staff. The total number of large scale events organised by GGCA, supported by the Information & Advice service during 2005 totaled 12 and were as follows:

1. Tsunami Appeal @ GGCA - supported the event but had no stall
2. Talent on TV @ GGCA - supported event but no stall
3. The Fun Day @ GGCA - supported the event and had a stall
4. Health & Safety Road Show @ GGCA with Too Good Too Waste - had a stall
5. Save the Children Consultation event - supported but had no stall
6. McMillan Cancer Appeal @ Evanstown Social Club - all staff attend on voluntary basis - had no stall
7. Action Plan Community Consultation - supported and had a stall
8. Hendreforgan Estate Launch - supported and had a stall
9. Welsh Night - organised by GGCA to raise money for Cylch Methrin

9.2.3 Young People accessing service and topics covered –

Kate will continue to work closely with both the GGCA youth workers as well as other youth service providers in order to develop information sessions for youths. Training for both staff and volunteers involved in youth work is ongoing. This enables all workers to further develop their skills and knowledge. Topics covered during youth sessions include information on drug/alcohol misuse and sexual health. The benefits of these sessions enable youths to make choices based on real and informed decisions. In addition, they have the opportunity to discuss sensitive issues with a worker of their choice. There have also been sessions run on careers advice, delivered to individuals and logged as 25 clients between 15 & 25 years

9.2.4 Networking - The information and advice service attends all relevant networking forums in order to actively promote good networking practices. This involves liaising with relevant forums and strategic groups to enable the project to offer up to date or additional information to all clients. It also enables the service to promote the aims and objectives of the GGCA.

9.2.5 Training – All staff attend relevant training courses in order to develop as workers and expand on their knowledge and expertise, which in turn benefits clients.

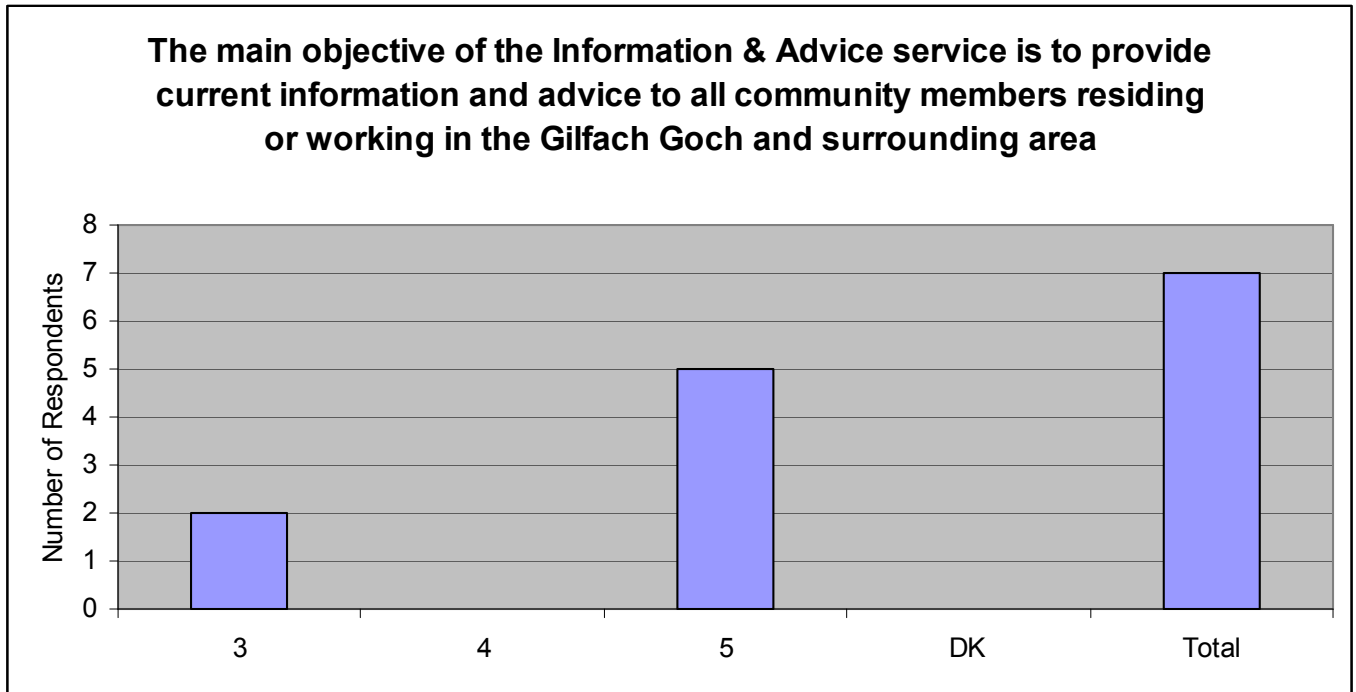
9.2.6 Promoting the GGCA - The service actively promotes the GGCA as a whole within the community and RCT by working in partnership with the GGCA Publicity Officer and advising clients of the volunteering opportunities available to all community members.

9.2.7 Working in partnership - Working in partnership with other projects within the GGCA ensures the aims and objectives of the association are met. In addition, the information and advice workers seek to develop sound partnership agreements with external organisations. This will ensure referrals to other organisations run smoothly thus subsequently bringing further benefits to both existing and potential clients.

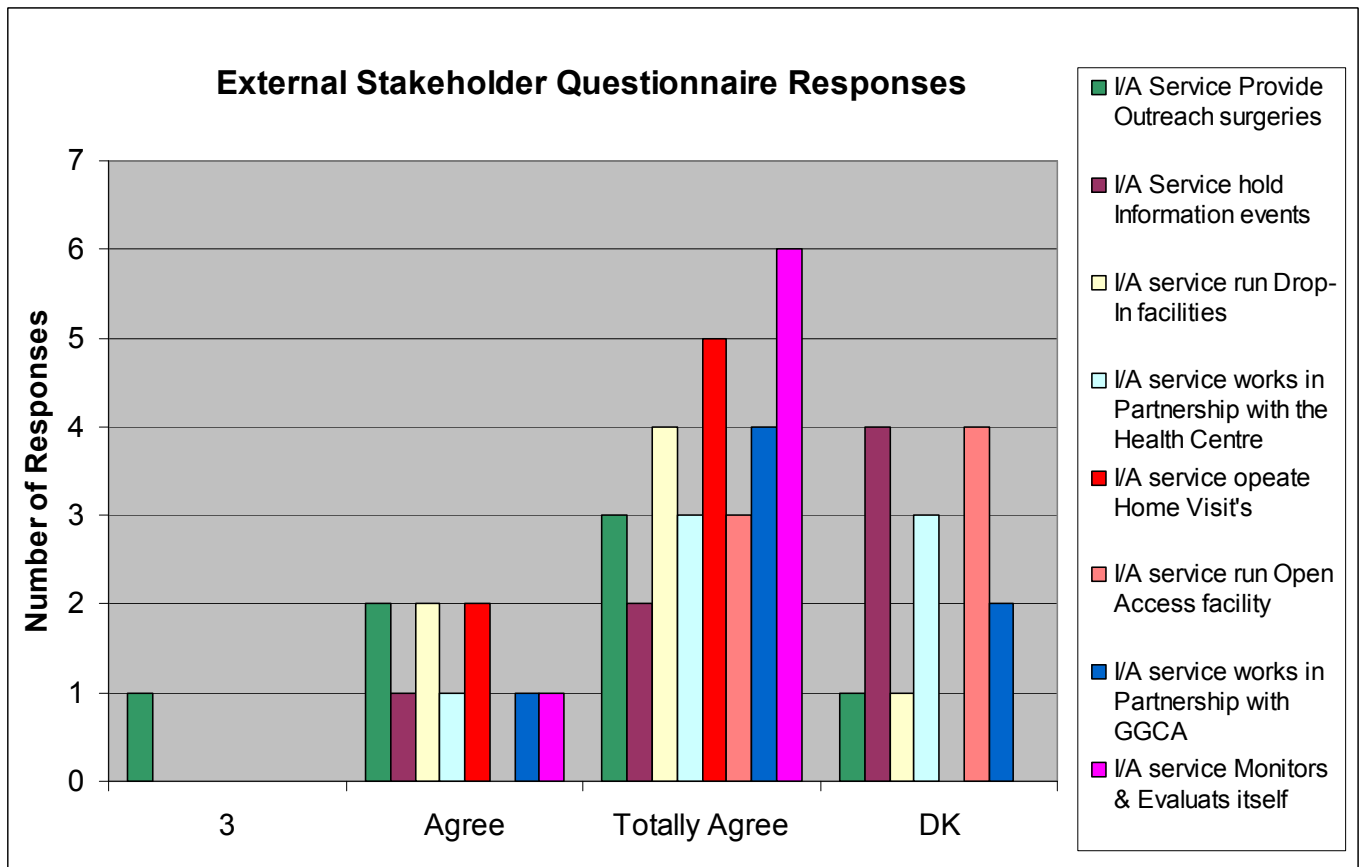
In summary, 2005 proved to be a successful year for the Information and Advice Service with the latter part of the year being more efficient and structured. This is a result of the comprehensive monitoring and evaluation systems as well as the management information systems that were introduced in January 2005. Although these systems are still in a relevantly early stage, they have nevertheless had a huge impact on the quality and delivery of the service.

It is planned for the changes introduced, to continue to develop via the use of effective monitoring and evaluation in order to strengthen the project. This will enable the service to encompass more of the many needs within the community. The development plans for 2006 consider the changes already implemented and will assist the project and association to progress further.

9.3 External Stakeholder Analysis



There were no respondents who either disagreed or totally disagreed



There were no respondents who either disagreed or totally disagreed

External Stakeholder Comments

More access & projects geared to younger disabled people

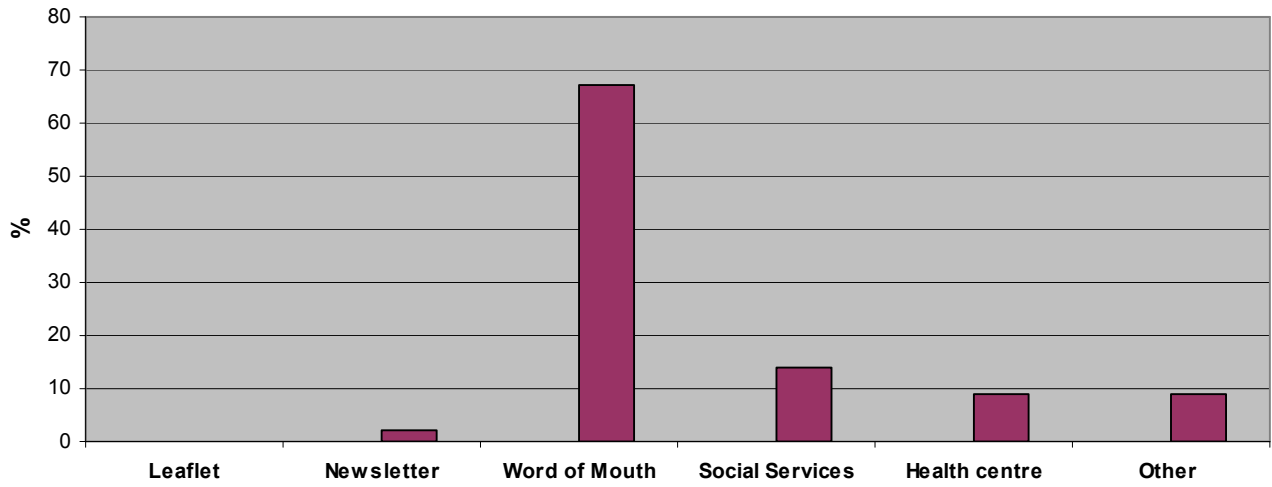
As a professional working within the social care sector I have been able to refer service users to the welfare rights project where they have received relevant qualitative information – a much appreciated service.

Overall there was a very positive response to all of the questions asked of the external stakeholders. The lowest score related to the I/A Service providing Outreach Services with 14% of responses scoring a 3 (neither agree or disagree). 57% of stakeholders responded Don't Know for the service Holding Information Events and Providing Open Access to an IT Suite with the highest scorers being the service providing Home Visit's (71%) and it Monitoring & Evaluating itself (86%).

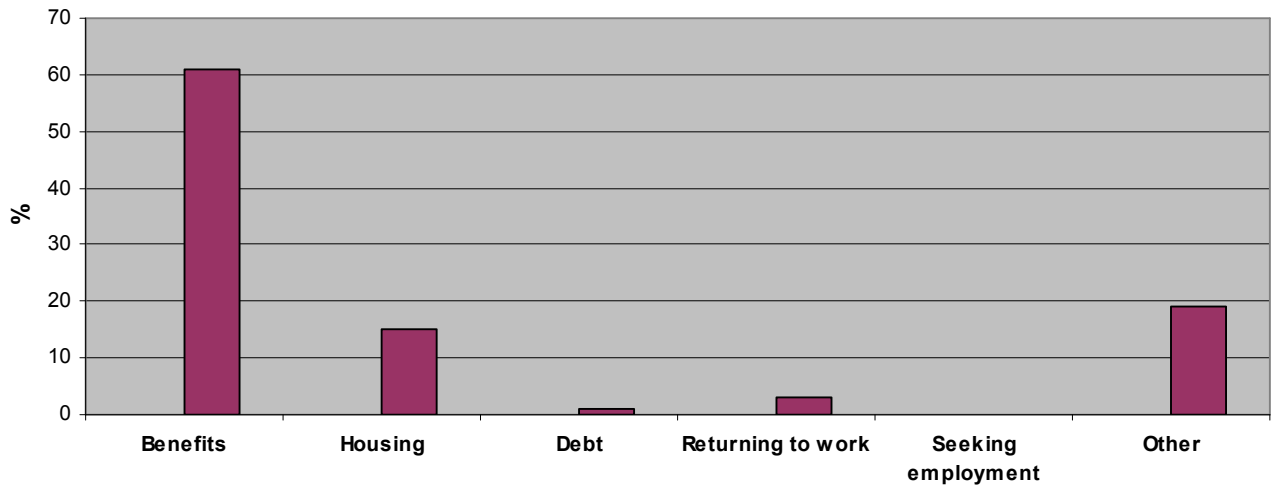
9.4 Client Analysis

Due to an improvement in the way the service is evaluated in the latter part of the year, the original questionnaire was altered in order for more relevant information to be obtained, Appendix 2. This resulted in some questions being asked throughout the year, some for the first 9 months and some for the last 3 months. All of the responses have been converted in to a percentage and the graphs can be seen below. The actual figures are included in Appendix 3.

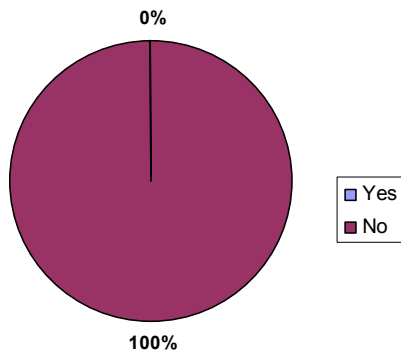
How did you find out about the Service



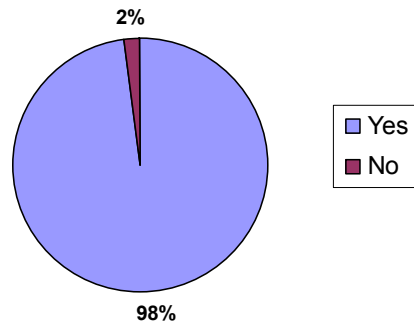
What was the Information & Advice Required

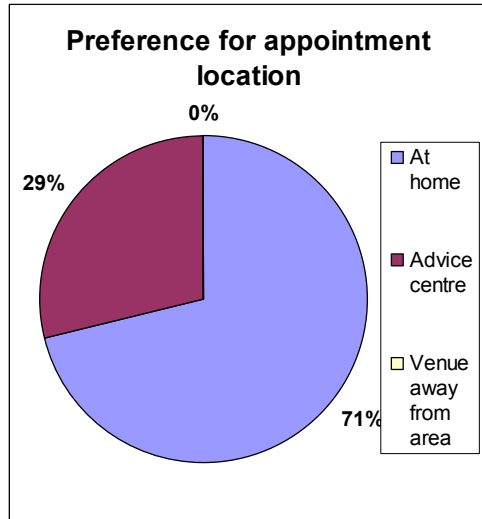
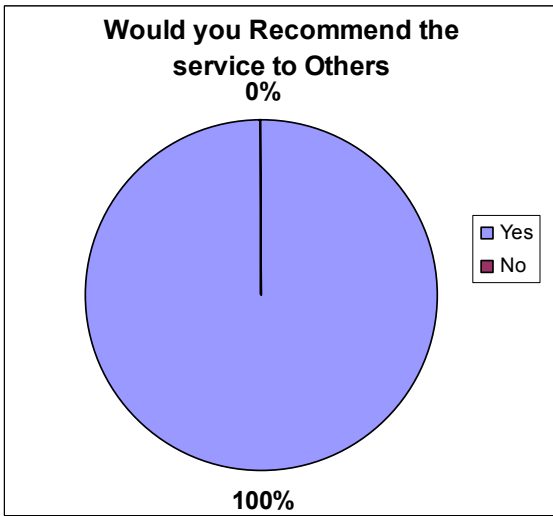
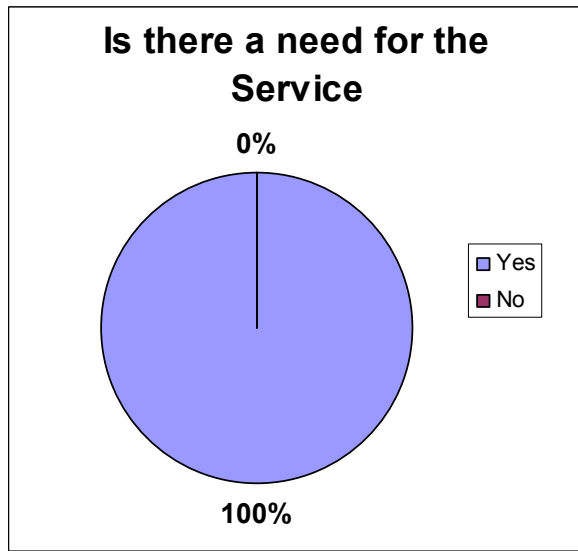
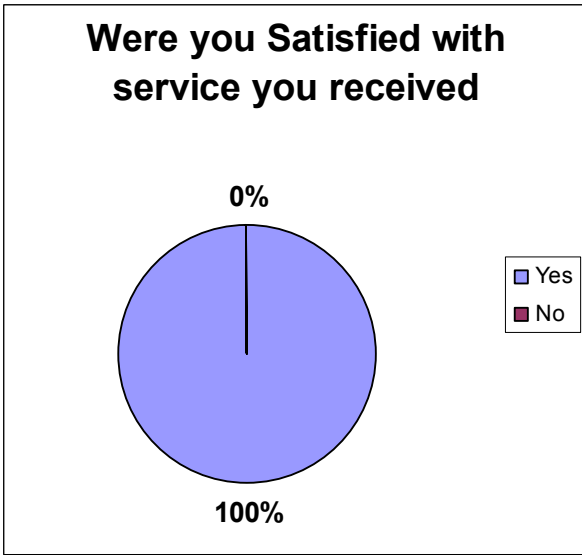
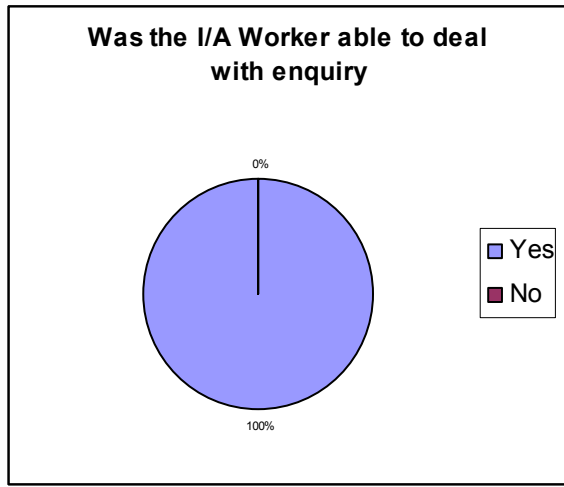
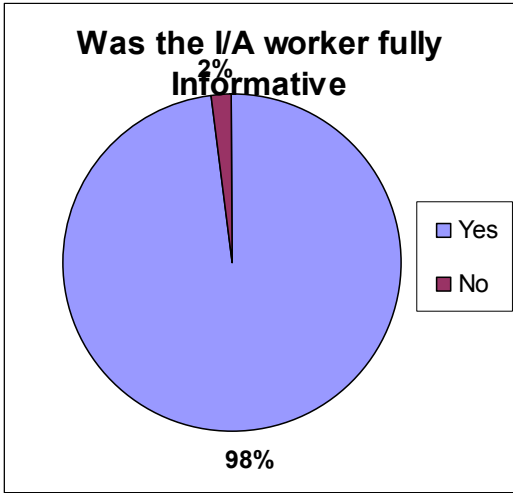


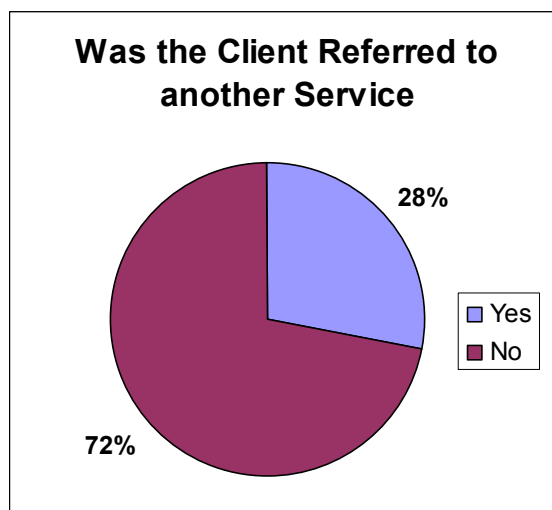
Did Client wait long to see I/A Officer



Was the I/A Worker Understand & Friendly







Client Comments

The worker was friendly and very helpful in dealing with my enquiry and wouldn't hesitate on using is again if needs be

Knows her job and explains everything to you

With the help and guidance of this service I received benefits due to me. Had it not been for this information I would not have known anything about these benefits

To me they are all saints and thank them all from the bottom of my heart for all what they have done (name & address left)

I think it would be a shame if it was stopped as it is so helpful for the people of Gilfach Goch more so for people who cannot get out and about any more through ill health

Found worker very helpful and positive. Keep up the good work well done. Thank you for your help

Should have outreach in higher Gilfach

This is the first time I used this service and would not hesitate to contact them again

We were very pleased with the information and advice we were given

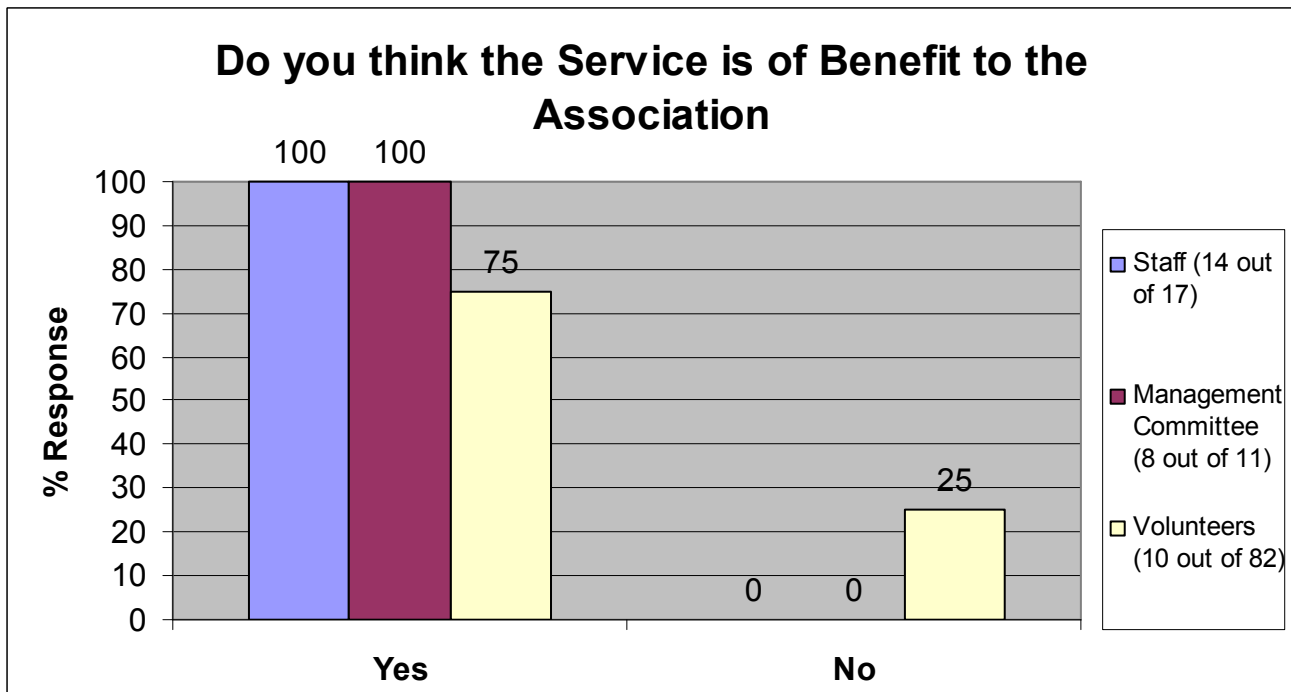
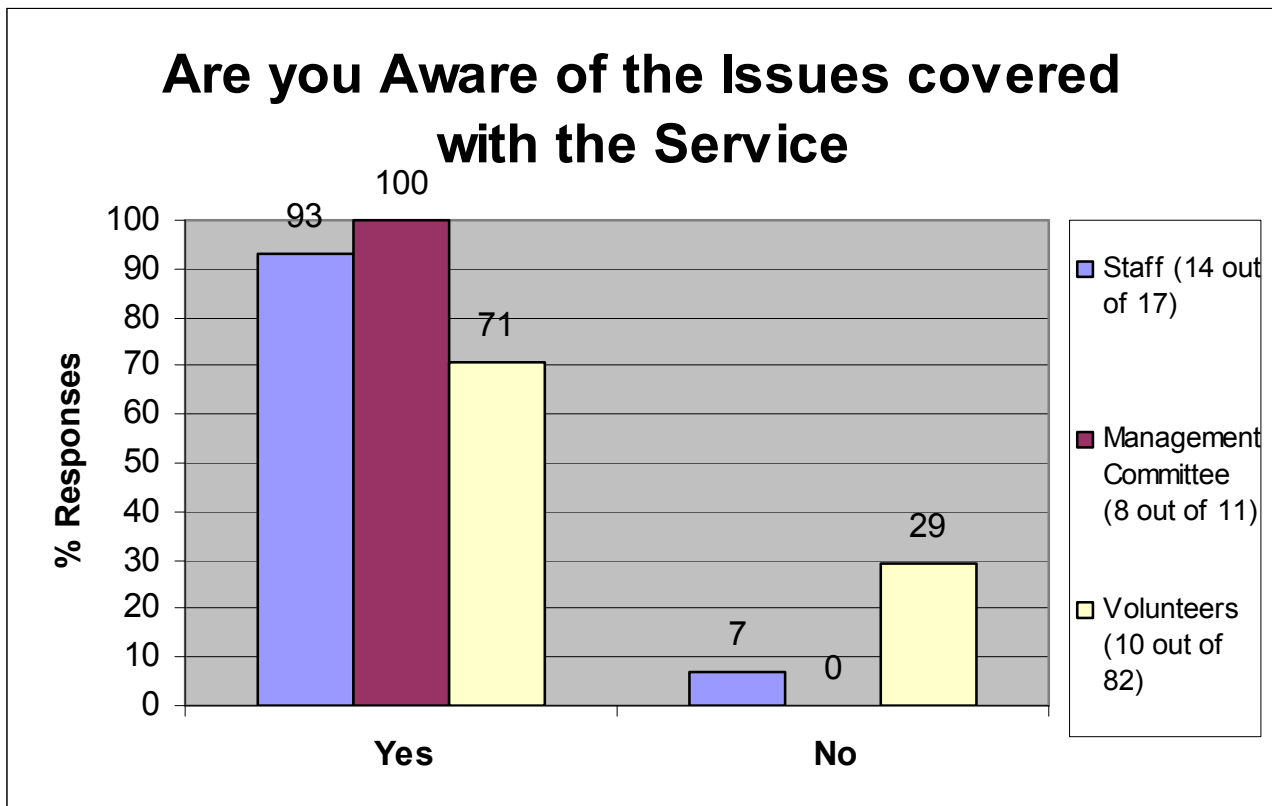
There were a lot additional comments which can be found in [Appendix 4](#).

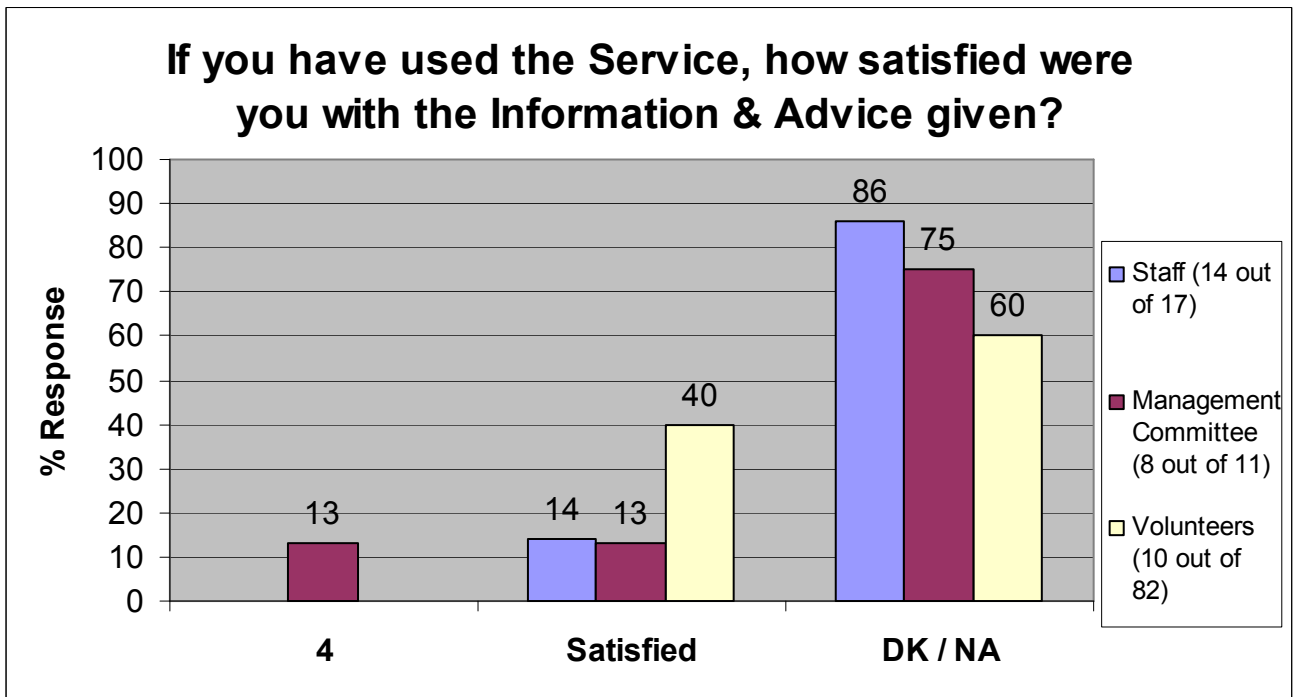
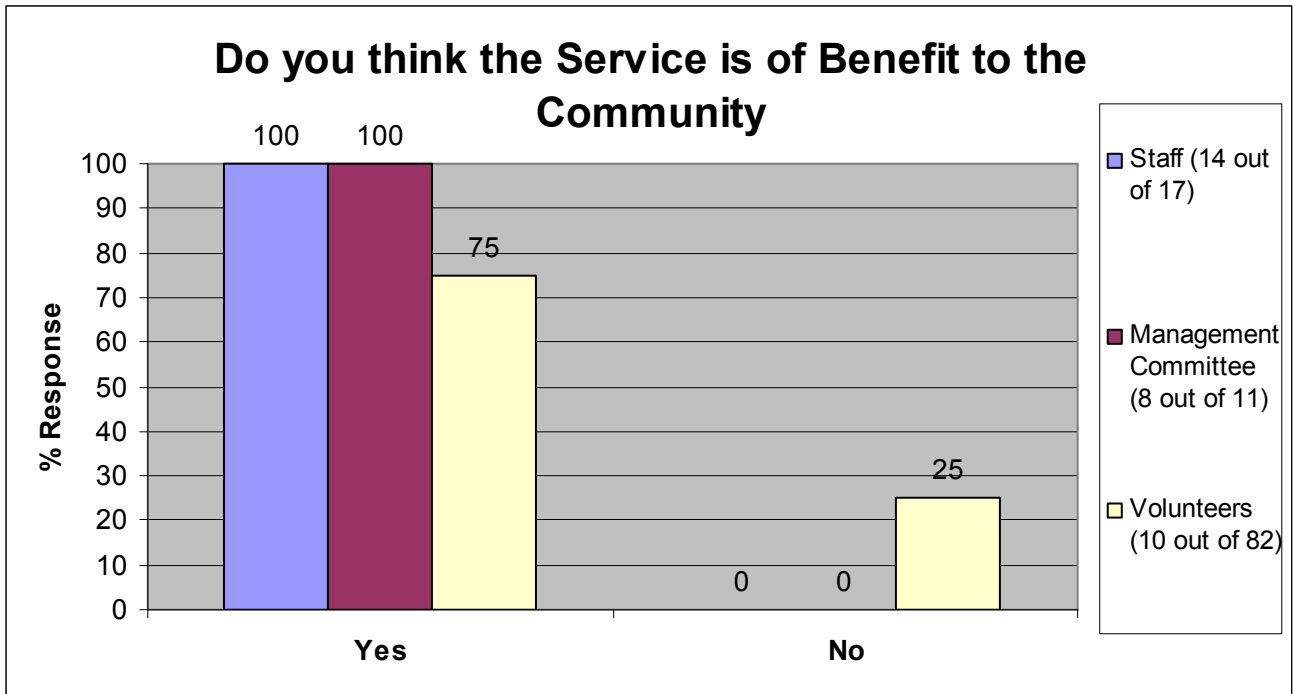
It was very clear that the main way the service is promoted is through Word of Mouth, 67%, with there being no responses in the leaflet category (copy of the leaflet can be found in [Appendix 8](#)). This was expected due the service not wanting to fully advertise through this method in case additional workload, which cannot currently be undertaken, is generated from the additional publicity – a strong case for another worker in this field in order to branch out the publicity. The main benefit received by the clients was Benefits, 61%, with no-one seeking help with obtaining employment.

Of the remaining graphs, the majority response, 100% in some cases, were positive and very encouraging for the Service.

Overall the response to the service is excellent, which is testament to Kate O'Sullivan, Project Officer, who runs the service both professionally and enthusiastically.

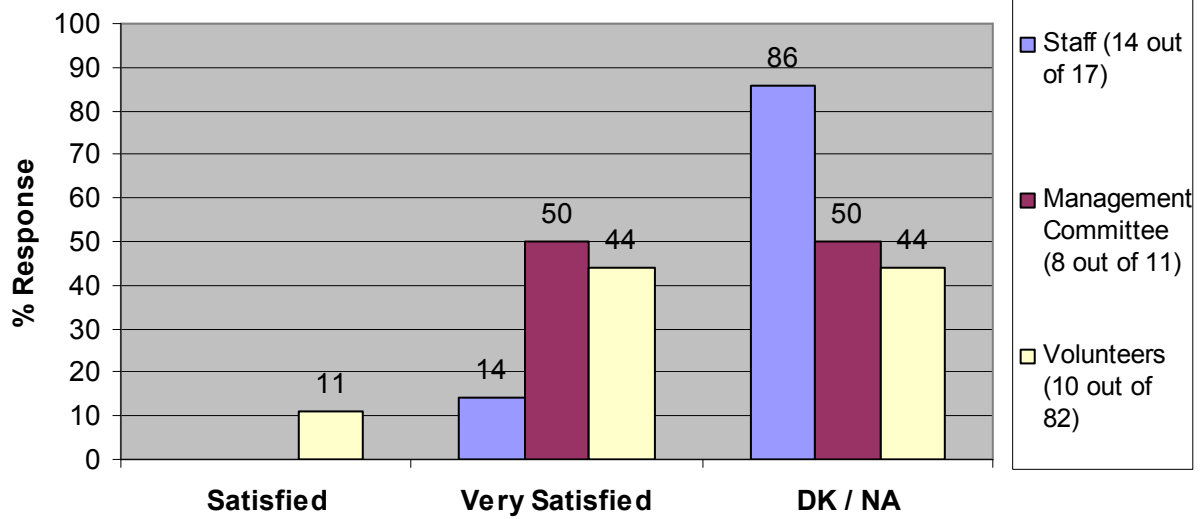
9.5 Staff, Management Committee & Volunteer Analysis





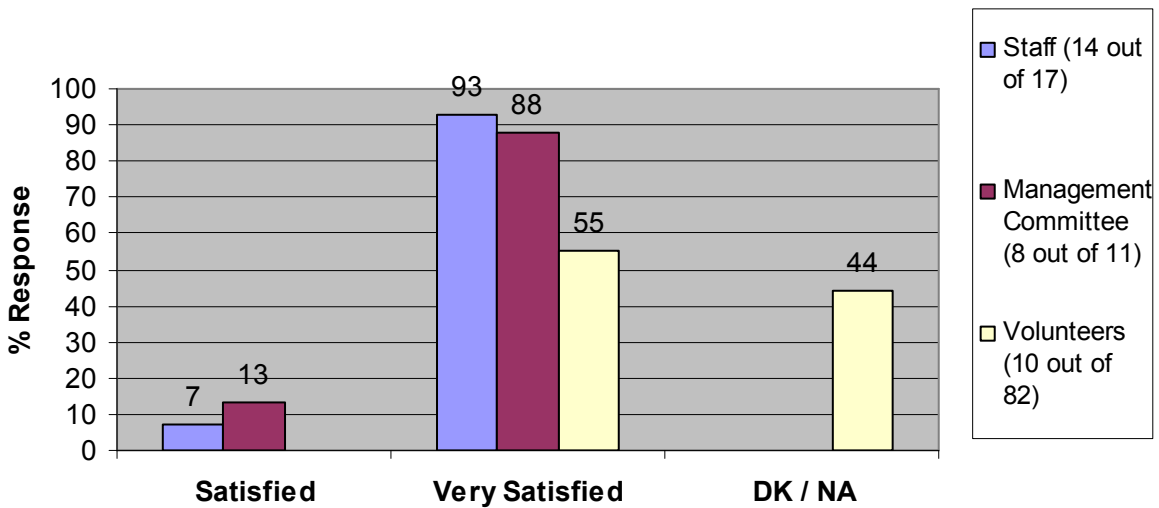
There were no respondents who disagreed, totally disagreed or were undecided (scoring a 3)

How would you rate the service (whether you've used it or not)



There were no respondents who disagreed, totally disagreed or were undecided (scoring a 3)

How Approachable do you think the Information & Advice workers are?



There were no respondents who disagreed, totally disagreed or were undecided (scoring a 3)

Staff Comments

Very professional workers in this service

Growing service and getting stronger

New workers have transformed the service – quality of staff very important

Marvellous service benefiting 1000s due to new appointed staff

Management Committee Comments

Necessary service for the area – especially for people with low skills base and education

As a user of service – excellent

Worker is excellent in this department

Doing a wonderful job

Volunteer Comments

Some good work is done helping people get benefits. Some staff use the service for their own families and management committee do (use the service)

Our Information & Advice officer comes highly recommended by the feedback from many she has helped.

There is a great need for this role for the benefit of our community

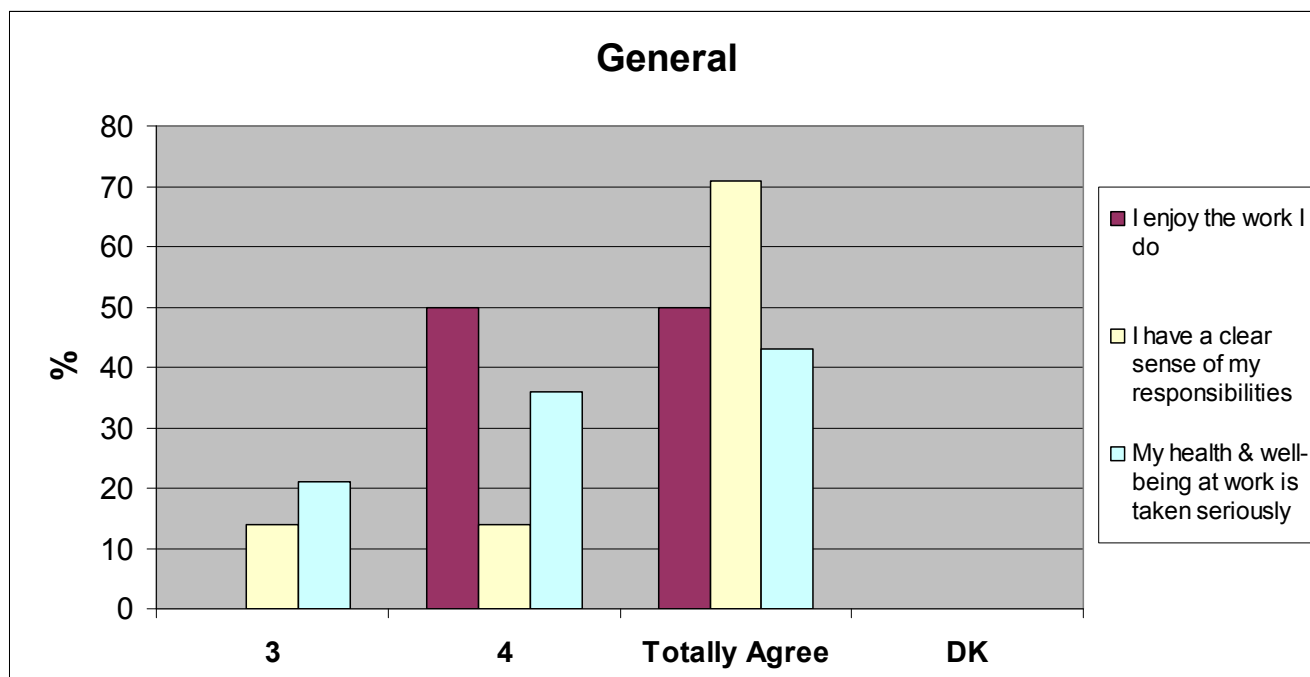
10. Other Stakeholder views

The following section will look at the Staff, Management Committee and Volunteers views in terms of their experiences of being involved with GGCA. The consultation is in addition to finding out their views on the Information & Advice Service, and was undertaken in order for GGCA to be able to know how its 'internal' and 'more hands-on' stakeholder groups are experiencing life within the Association.

Staff Write-Up (14 out of 17 responded)

The staff were asked to comment on the following topics:

Section 1. General



There were no respondents who either disagreed or totally disagreed

Comments

GGCA value staff highly and allow home/work balance

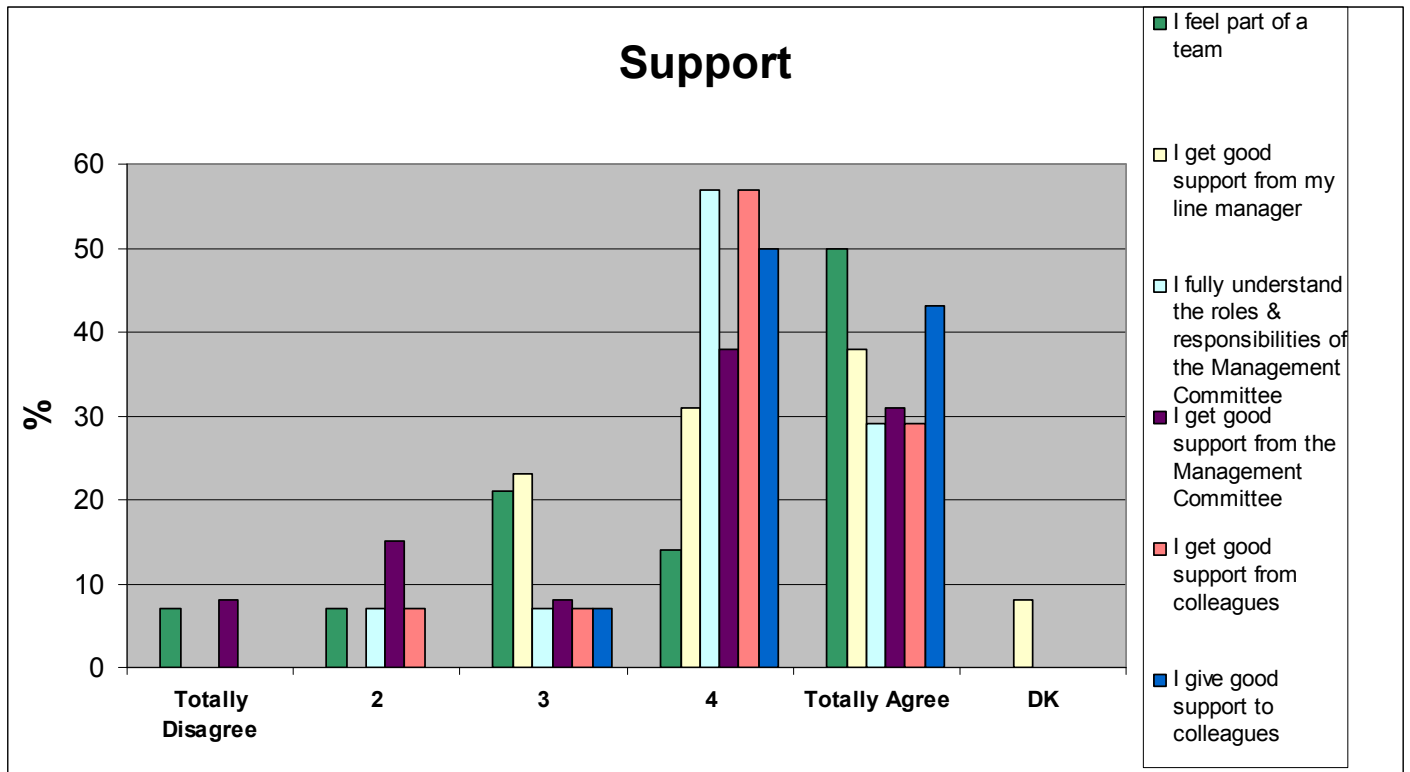
Personal problems have been supported

Enjoy a fair degree of project autonomy

Advice – occupational health issues – desk heights etc – need by GGCA

Enjoy role – difficult at times when colleagues infringe on own roles and responsibilities

Section 2. Support



Comments

Everyone helps each other

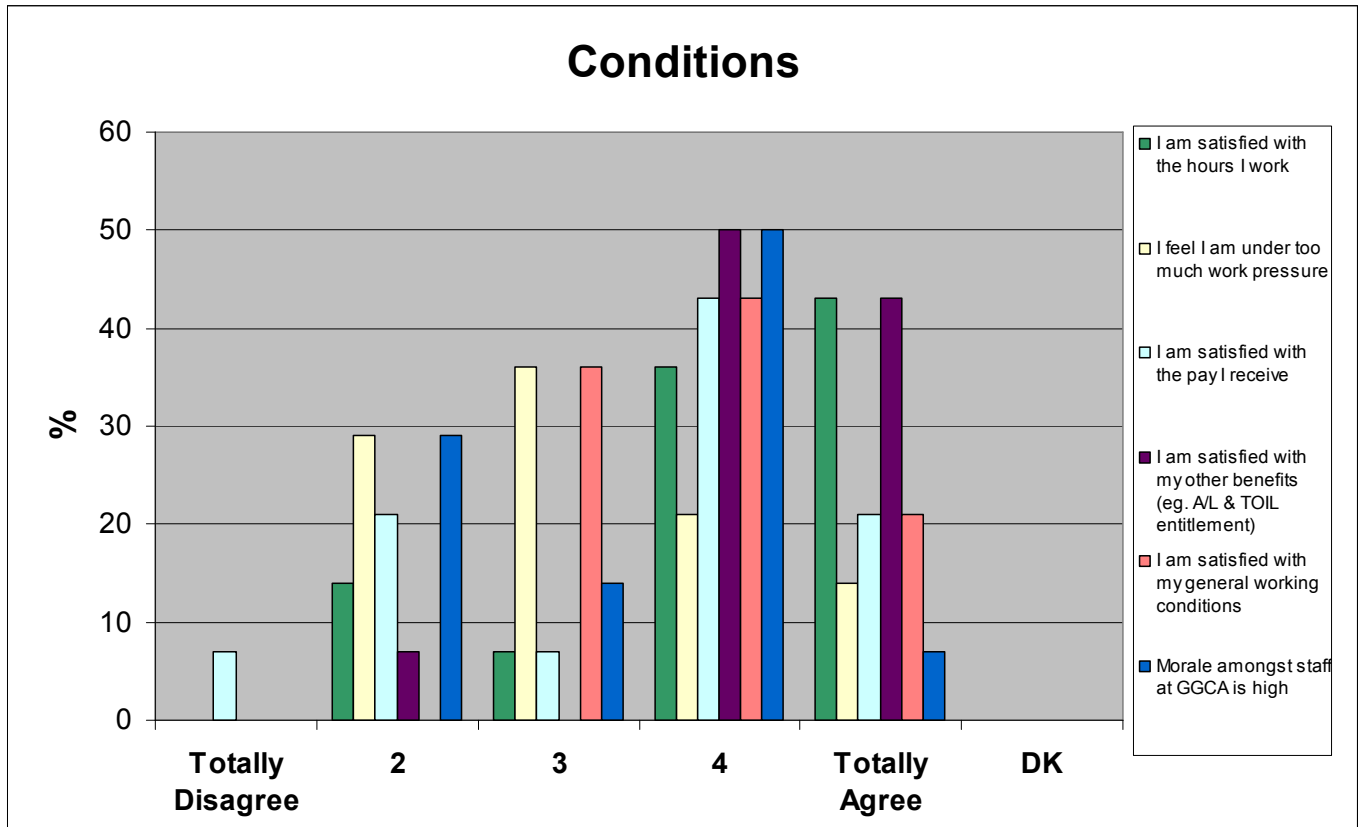
Feel part of a team

Based outside of building (main) – colleagues supportive when asked – don't go out of way to involve me

Too much separation of committee & staff – don't attend each others meetings or see minutes or allowed to speak at meetings to discuss policies

Understand Roles & Responsibilities of MC but I don't feel that they fulfil them, they could have greater communication with staff and greater involvement in the running of GGCA

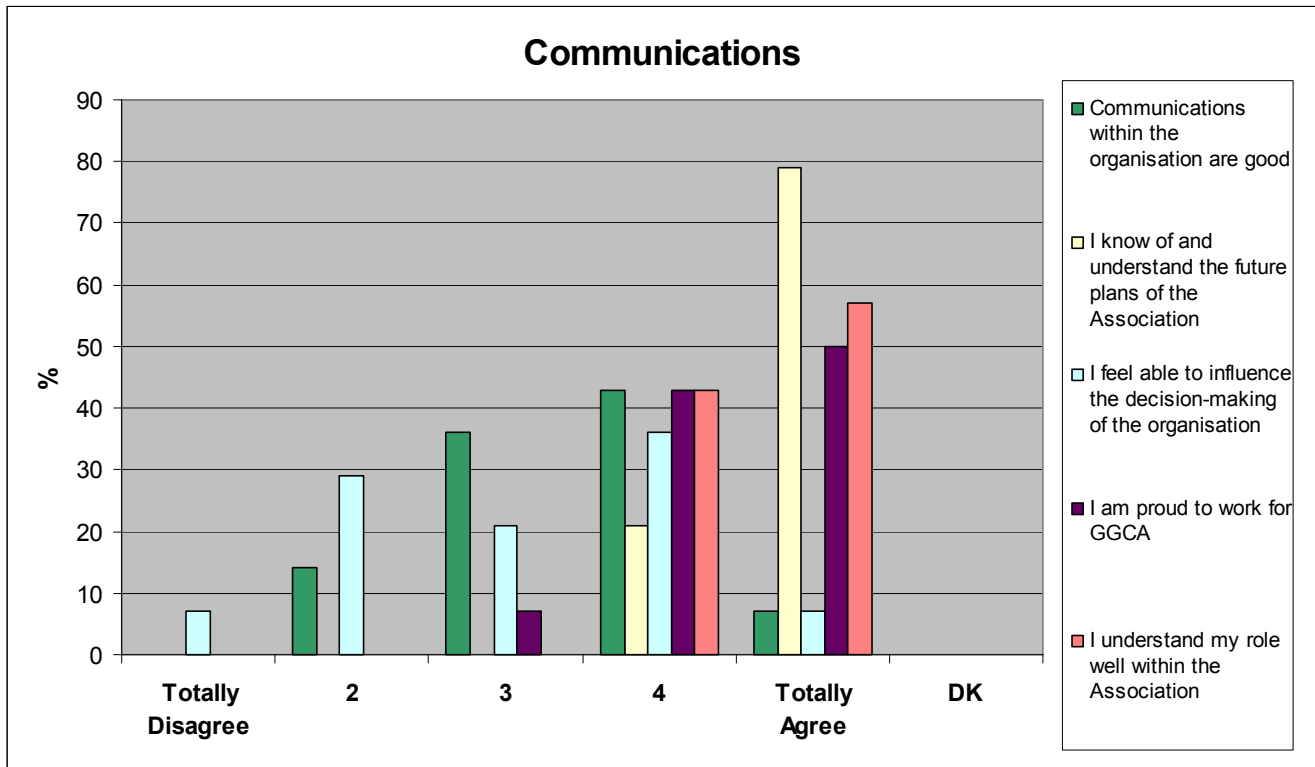
Section3. Conditions



Comments

Some staff happy, some not – re. changes of late @ GGCA – work environment
 Staff team building with volunteers & committee is very useful
 Clique with staff which leave some staff feeling left out
 TOIL – too strictly applied – not enough monthly hours carried forward allowed
 Generally morale is high

Section 4. Communications



Comments

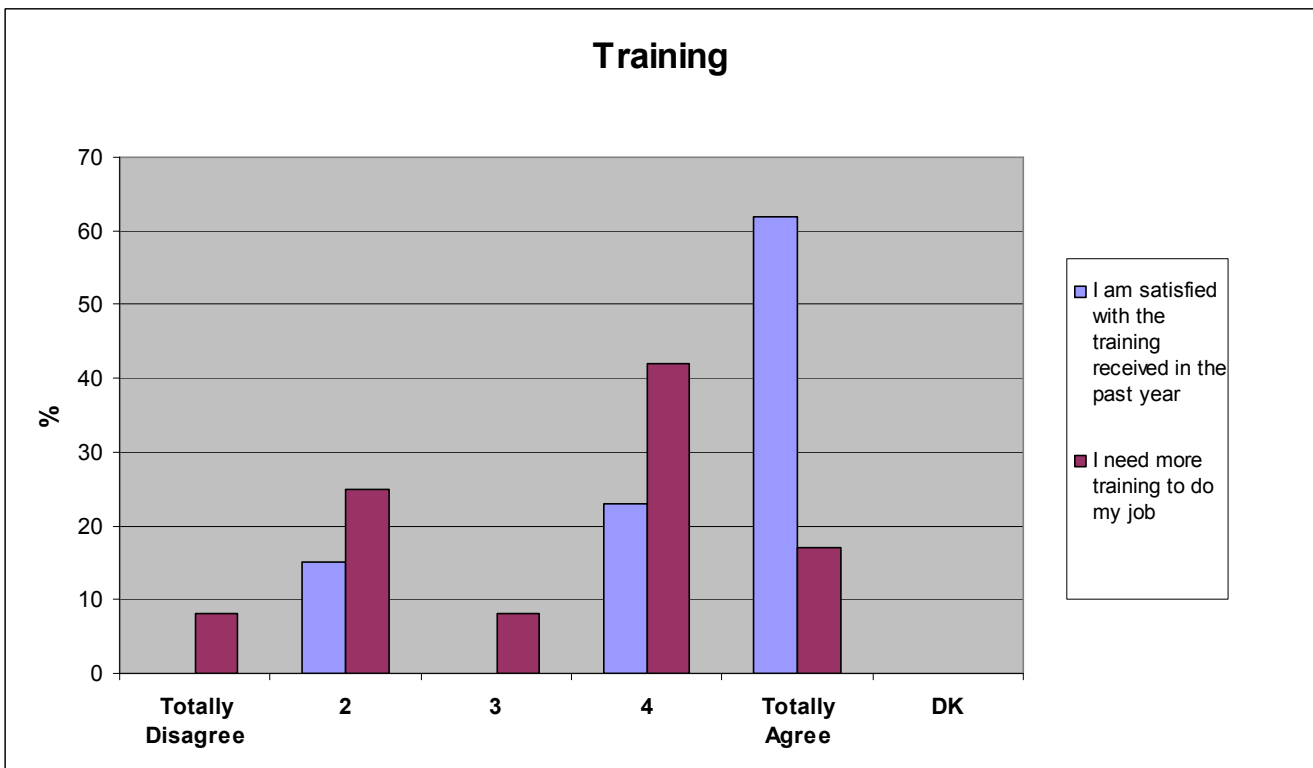
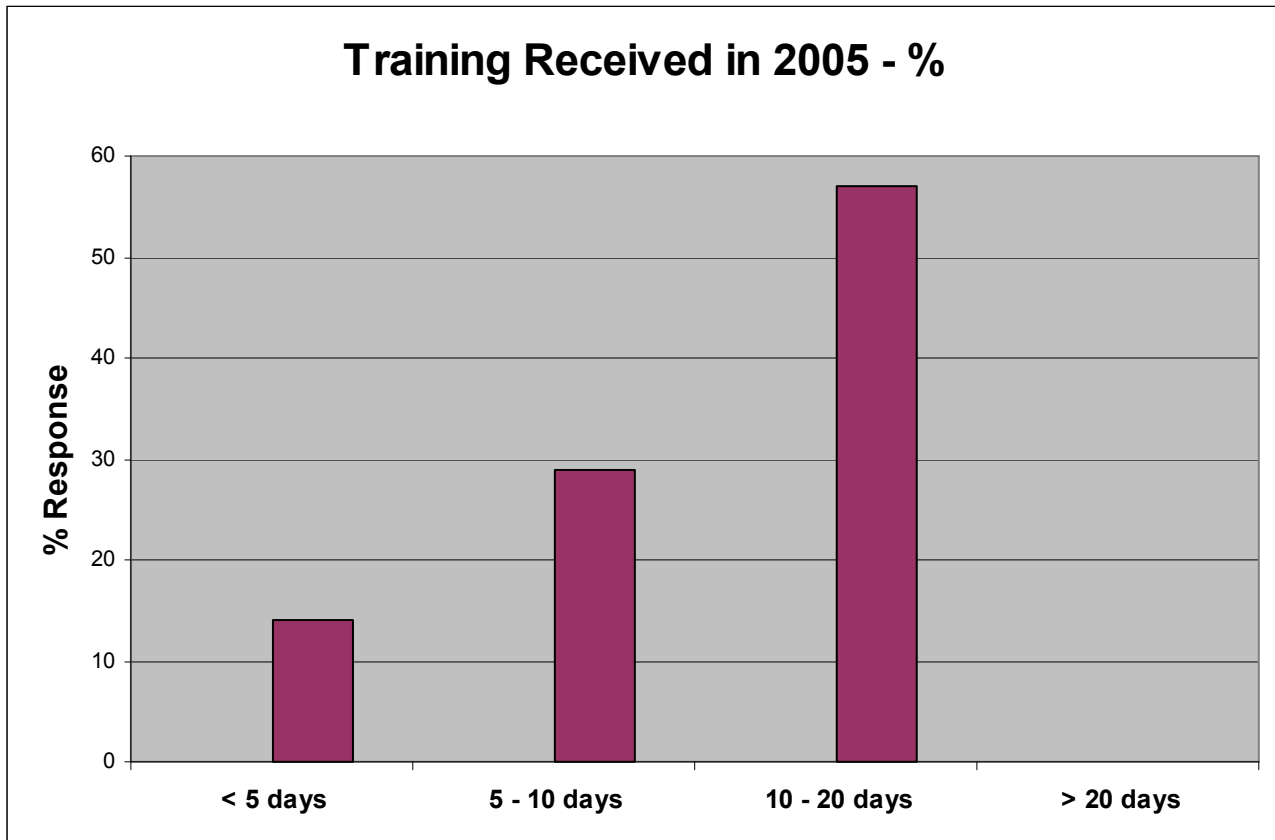
GGCA look for staff input & ideas from all staff

Job-share role = less information received than other staff = inevitable?

More communication between staff and MC should be allowed

Some programme managers take comments personally which makes staff feel they cannot air their views

Section 5. Training – Staff were asked how much training they received during 2005



Comments

Training in other roles would be helpful

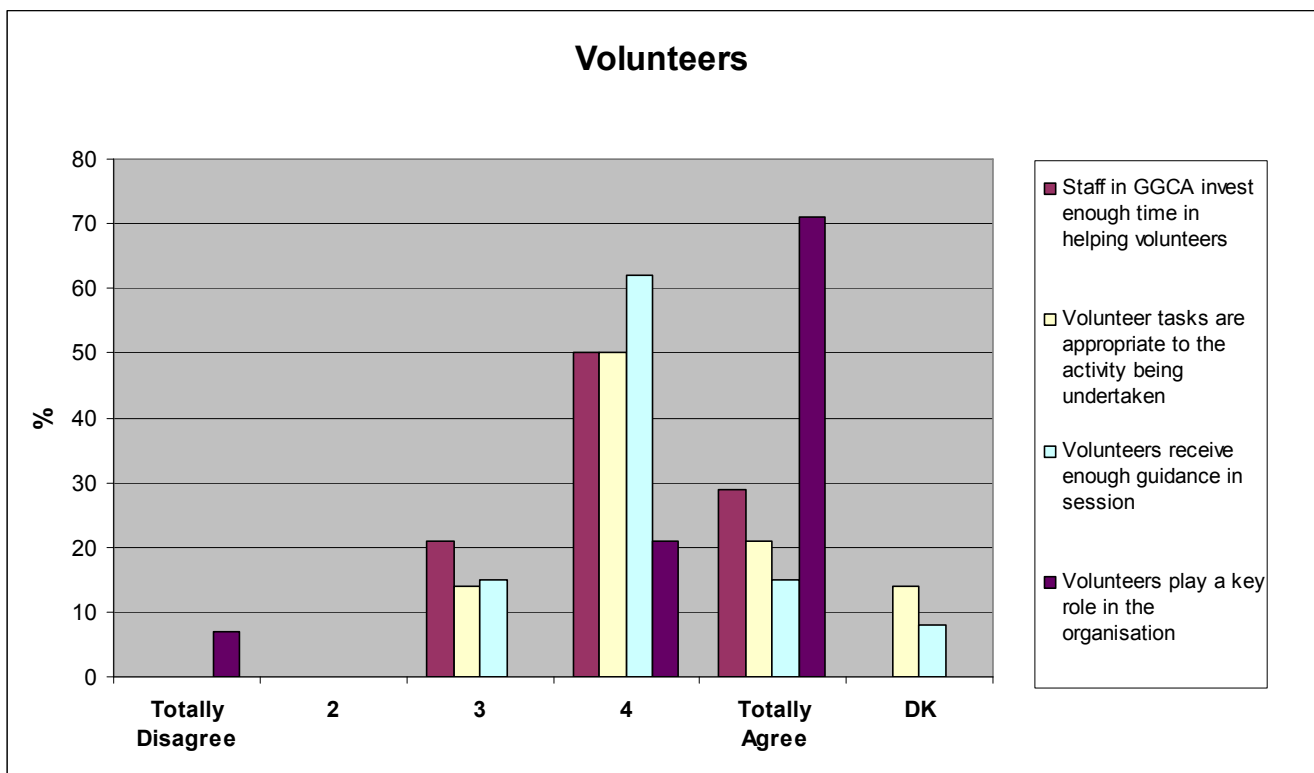
Always looking to do more development training

Like to do training for development but have received enough for current role

Lots of compulsory training (not always relevant) – too much

Too much compulsory training for staff who don't necessarily require it and not enough skilled training for certain staff, e.g. staff management

Section 6. Volunteers



Comments

Number of volunteers is impressive & GGCA invests & therefore retains them

Very good volunteer base + is vital, but also strong

Volunteers treated fairly – some not appreciative of what they receive in terms of the hours they contribute

Cliques within VIPs causing bad atmosphere & friction amongst staff and volunteers

Good volunteers left GGCA due to clique within VIPs

Comparisons with 2004

Due to similar questions being asked in the Social Accounts of 2004 it is possible to compare results from that set of Accounts with those received during this accounting period. The figures were arrived at by taking the mean score for each of the sections, this done by multiplying the number of responses in each category (e.g. 3 responses scoring a 4 and 6 scoring in category 5 would equate as follows – $(3 \times 4) + (6 \times 5) / \text{total responses } (9) = 4.67$. This would indicate that on a scale of 1 (totally disagree) to 5 (totally agree) the score ranked very highly.

Section	2004 average mean score*	2005 average mean score*
General	4.28	4.43
Support	4.28	4.01
Conditions	3.83	3.81
Communications	3.93	4.06
Volunteers	3.80	3.94
Social Accounting	3.96	3.86

* some of the questions for 2005 have altered so only those used in both sets of accounts will be used for comparison purposes. Any Don't Know answers have been ignored from determining the above figures.

Generally all of the mean scores were similar for the two set of results, the Support section is the biggest difference with a **0.27** decrease in its mean score from 2004 to 2005. The biggest increase is in the General section with a **0.15** increase in its mean score.

For the **General** questions **79%** of the staff scored in the Agree (4) or Totally Agree (5) categories for all the questions. **64%** of staff scored in the 4 or 5 categories for feeling part of a team, **67%** from line manager support and **69%** for support from the Management Committee. All other responses scored **87%** or higher in the top two categories.

In the **Conditions** section **35%** of staff felt they were under too much pressure, **14%** of these scoring very high. **64%** of staff were satisfied with their pay and their general working conditions. **43%** of staff felt staff morale was not very high, **29%** scoring in the disagree category.

In the **Communications** section only **50%** of staff think communication is good within GGCA. The results were also low for staff feeling they are able to influence decision making. All of the other results scored very high. The majority of staff (**58%**) received 10-20 day so of training in 2005, however **33%** of staff say they need less training to do their job.

A list of the **Training** run in 2005 with numbers of Staff, Management Committee, volunteers and SMART team members attending.

All of the results in the **Volunteers** section came back as high, the lowest result being **8%** of staff feeling volunteers do not play a key role within GGCA.

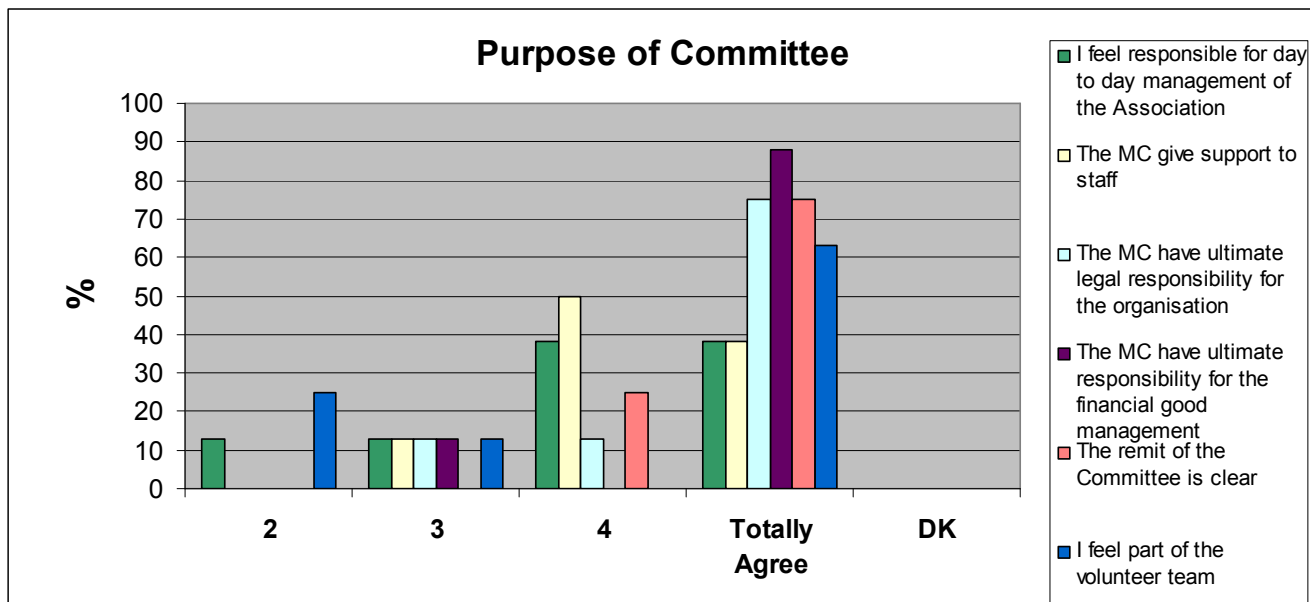
The **Information & Advice Service** results again all score highly with no result lower than a 4, awareness of the service being at **93%** positive and benefits to the community and Association scoring both **100%**.

Results surrounding the **Social Accounting** questions were all positive, although worrying was **8%** of staff (1 respondent) not knowing whether they read the accounts or not! **50%** said they had not read the accounts which would indicate either a lack of access, time or effort on their part, especially as staff feel that the accounts should be produced annually.

11. Management Committee

The MC were asked to comment on the following topics:

Section 1. Purpose of the Committee

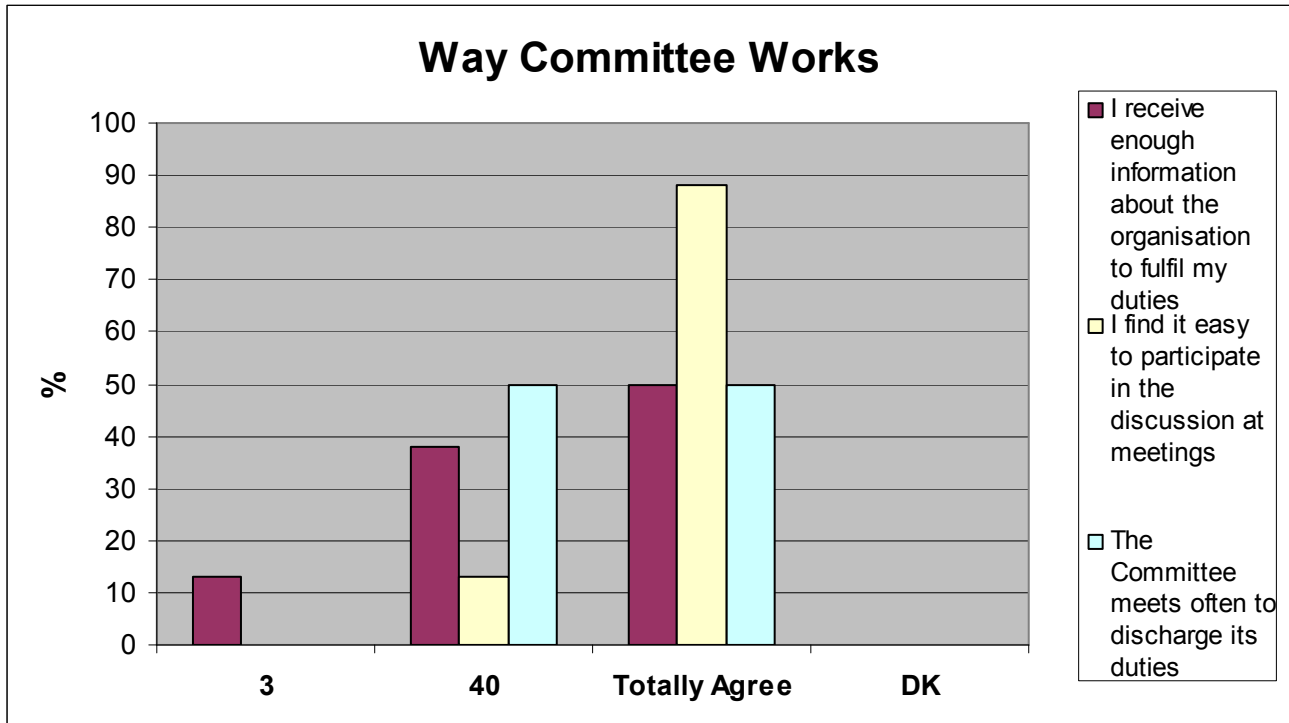


There were no respondents who totally disagreed

Comments

Finance is for all committee members not just 1!

Section 2. Way the Committee works



Comments

Monthly meetings seem about right. Anything more frequent and might lead to 'meetings fatigue'

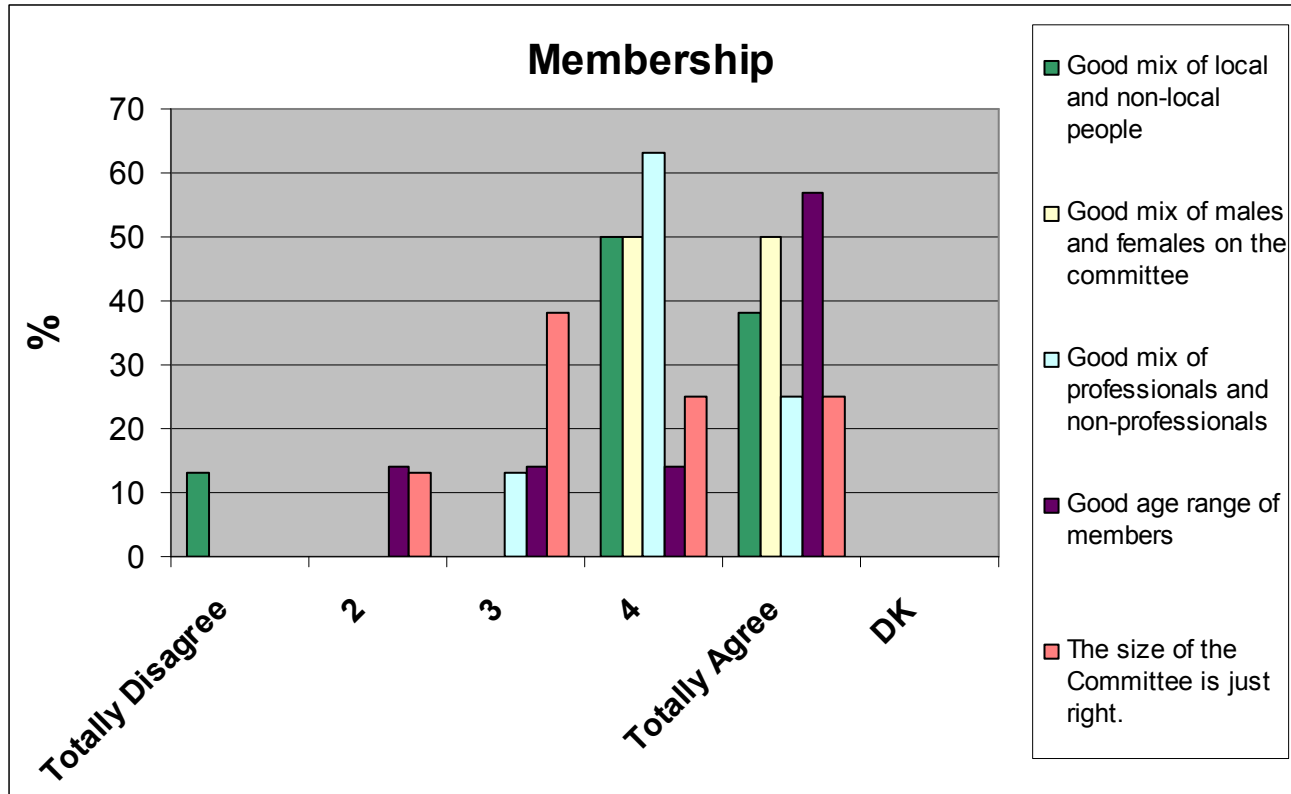
Sub-committees – the impact on the organisation overall is positive

Now regular sub-committees = more contact with staff

Emergency meetings work ok when required

Need to be available for extra emergency meetings

Section 3. Membership



Comments

In an organisation of this kind, the majority of committee members tend to be local
1 or 2 more members would help
Recruitment and retention of management committee is difficult
All local members = good

Comparisons with 2004

As with the Staff questionnaires the same questions were asked that branch the two accounting periods resulting in direct comparisons to be made with the results.

Section	2004 average mean score*	2005 average mean score*
Purpose	4.49	4.48
Way Committee works	4.39	4.59
Membership	3.93	4.08
Social Accounts	4.75	4.75

* some of the questions for 2005 have altered so only those used in both sets of accounts will be used for comparison purposes. Any Don't Know answers have been ignored from determining the above figures.

The largest increase in score is on the Way the Committee Works with the score being 0.2 higher. There are no decreases in any of the categories.

In the general questions 76 – 100 % of results fell in to the Agree (4) or Totally Agree (5) categories, apart from feeling part of the volunteer team, only 63% totally agreed with 25% scoring a 2. In the category on the Way the Committee Works, 87 – 100 % of responses scored a 4 or 5. The lowest score in the membership category surrounds the size of the committee with only 50% agreeing or Totally Agreeing the size was right, 38% were unsure scoring a 3. All of the other results scored between 71 and 100 %.

It was a 100% score for the questions surrounding the benefit of the Social Accounts, the rating of the Information & Advice Service and the approachability of the Information & Advice workers. Over the years GGCA have increased the skills of the Members of the Management Committee and have always sought professional advice to guide them in their decision making, when necessary.

It needs to be stressed the commitment made by those members who have skills and the enormous commitment by those who have no particular qualifications. Training is encouraged of both Committee Members and Staff.

Many of our Staff have increased their ability and skills through their employment at GGCA and been paid for undertaken relevant training (i.e. training undertaken in working hours). Some have moved on to higher grades of work and the Management Committee have been proud of Staff's achievements when this happens.

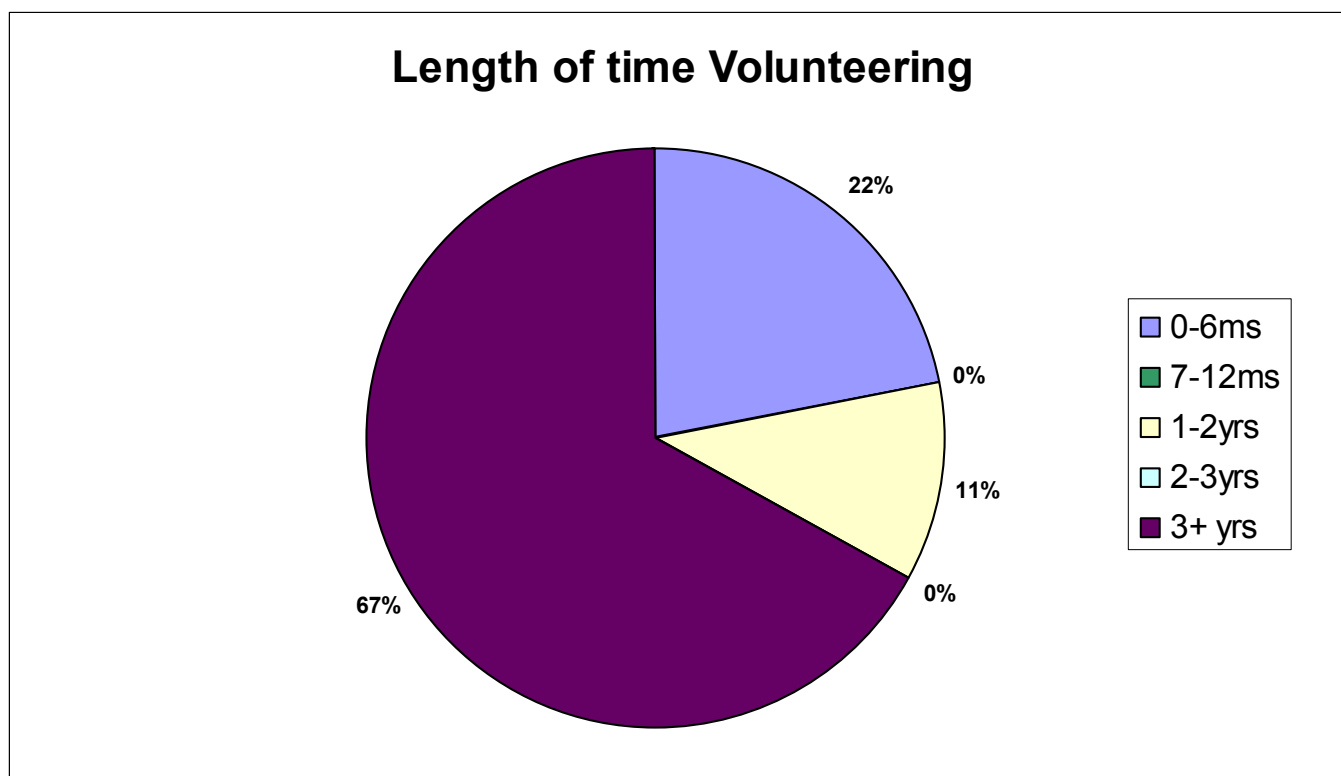
Over the hundred years and more of the developments in Gilfach Goch without the commitment of people like those who serve on the Management Committee, little or nothing would be done, with all the negative aspects this would create.

It can be seen from the Management Committees' responses on the chart on Page 42 – Section 1 – Purpose of the Committee, that not all of the committee members are aware that responsibility for the legal and financial management of GGCA ultimately rests with them. This issue will be highlighted further in the Issues and Recommendations Section later in the report.

12. Volunteers

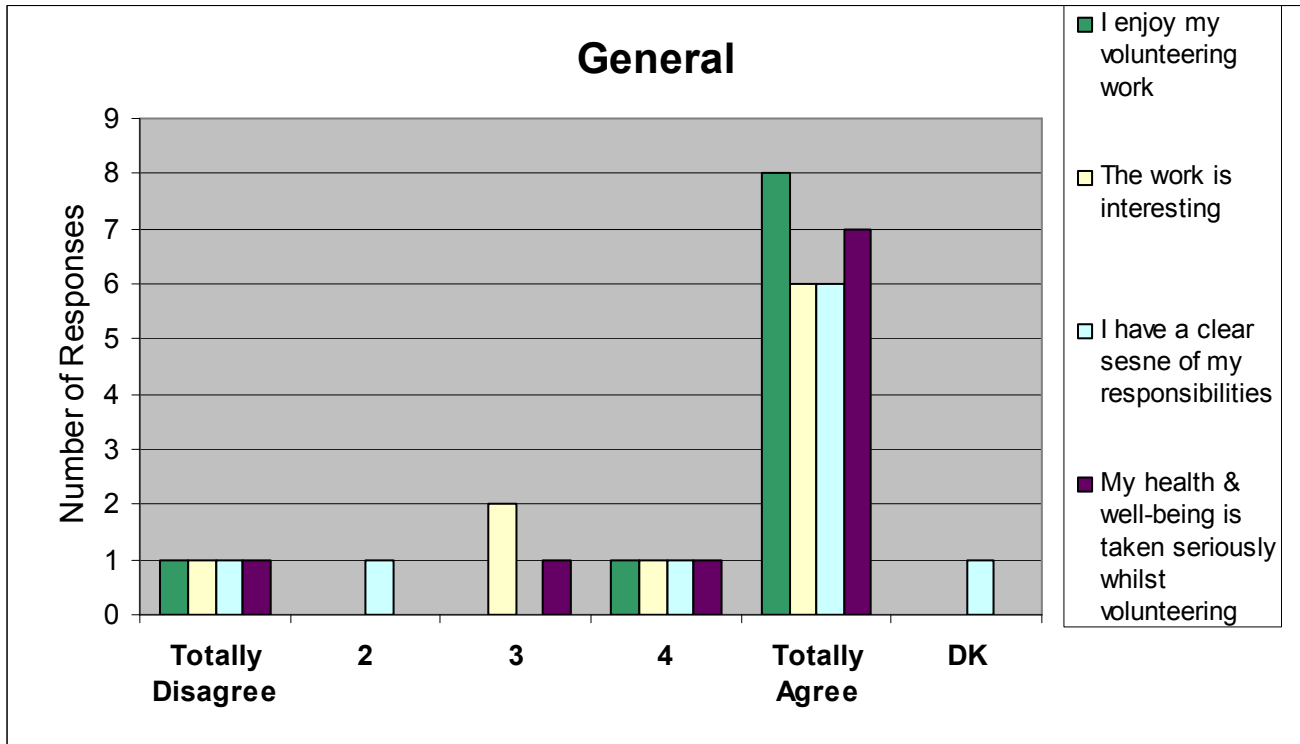
Of the 82 volunteers who were asked for their views, 10 completed and returned the questionnaire. Of those, 9 were positive about their volunteering experiences highlighting that the Volunteer Coordinator is doing a good job, team work is good and they are proud to be a volunteer. One person was critical of the organisation and their concerns centred on issues of bullying & intimidation, too many volunteer cliques and volunteers only appreciated when it suits GGCA. The opportunity for this individual to approach GGCA and air these views on a personal basis is offered and would be welcomed. GGCA will look to address some of the issues raised where it feels it is able to, these listed in the recommendations section.

Length of Time Volunteering



* There were only 9 responses to this question from the volunteers, hence the % score being odd for the 1-2 years and 3+ years

- Section 1. General



Comments

I get a lot of enjoyment & satisfaction being a volunteer

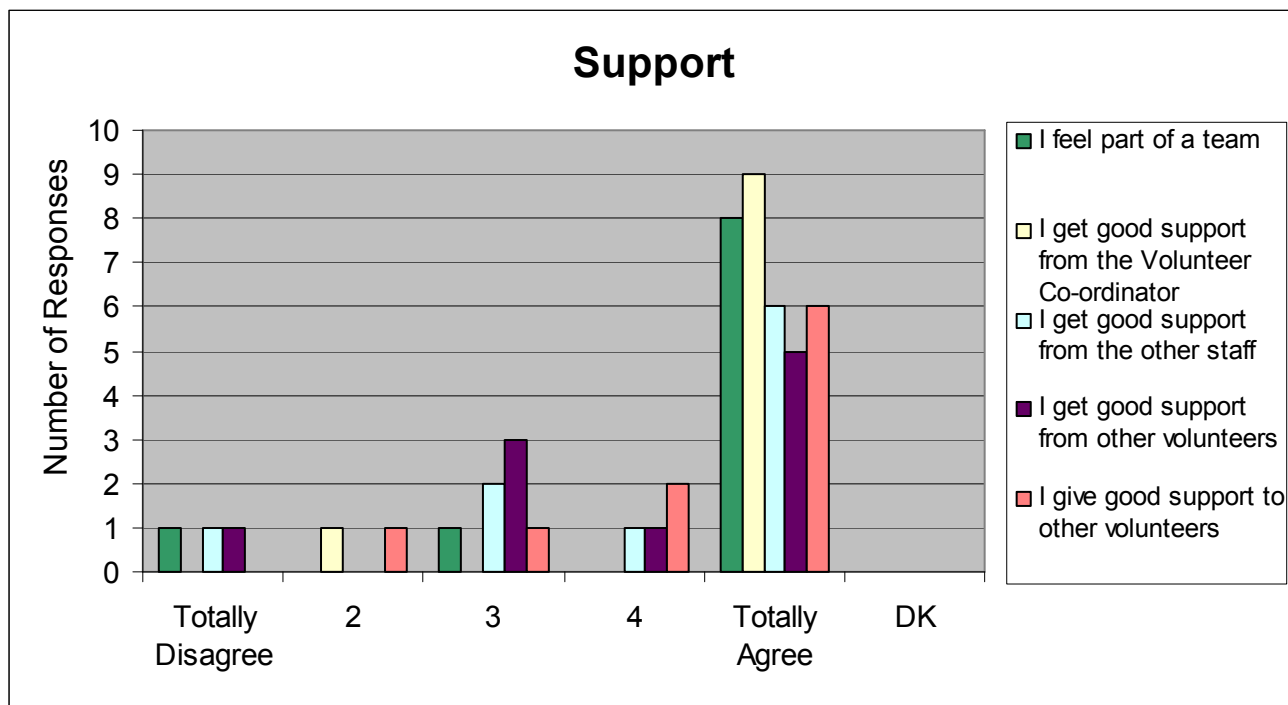
I really enjoy volunteering as I feel part of a team

Bullying + intimidation by some volunteers prevent me enjoying my work

Responsibilities – only when it suits GGCA – for funding or promotion purposes

I really enjoy working here as I feel part of a team

Section 2. Support



Comments

As a volunteer – I see it as team work, and respect the guidance from our co-ordinator and support from staff

The volunteer co-ordinator is really supportive

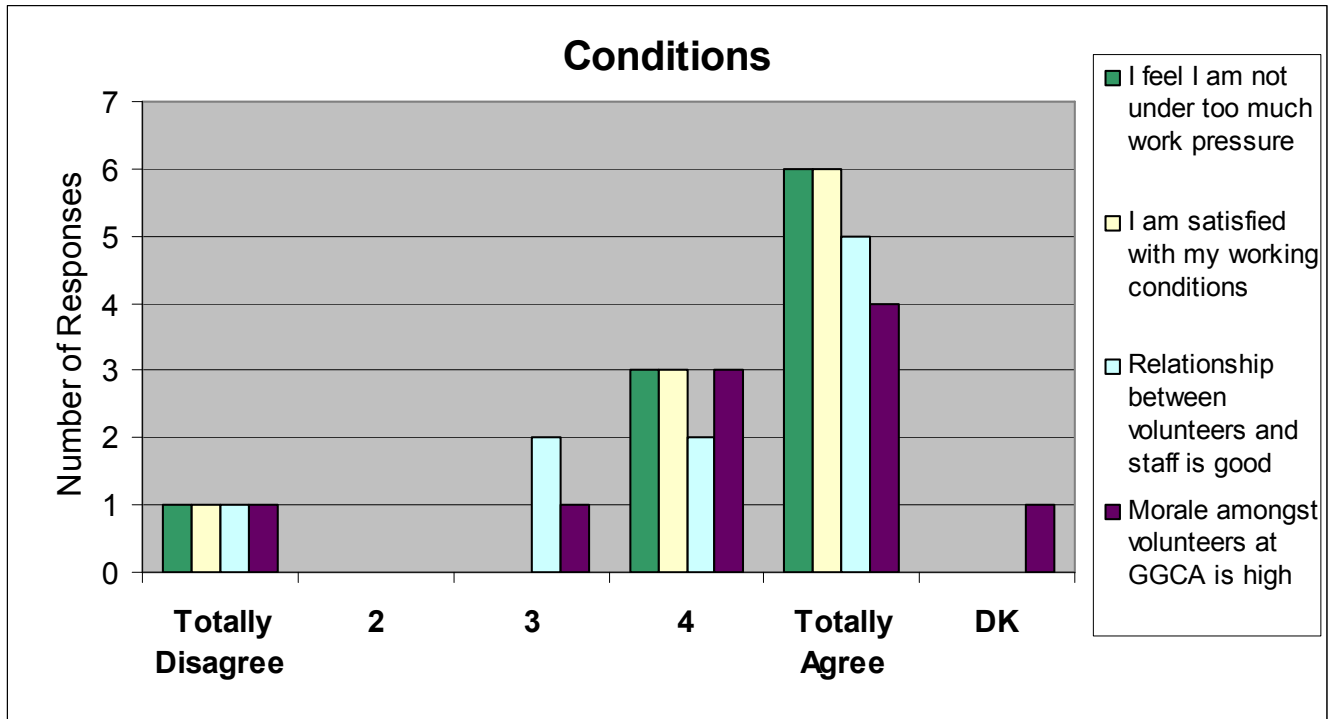
The volunteer co-ordinator supports us all the way. She's great

Get support – only handful. If your face don't fit they don't involve you or support you

Some staff are supportive. Some have now left – they were more supportive than some of the current staff

My volunteer co-ordinator is a real good support and is always there if you have a problem, both to do with community or personal

Section 3. Conditions



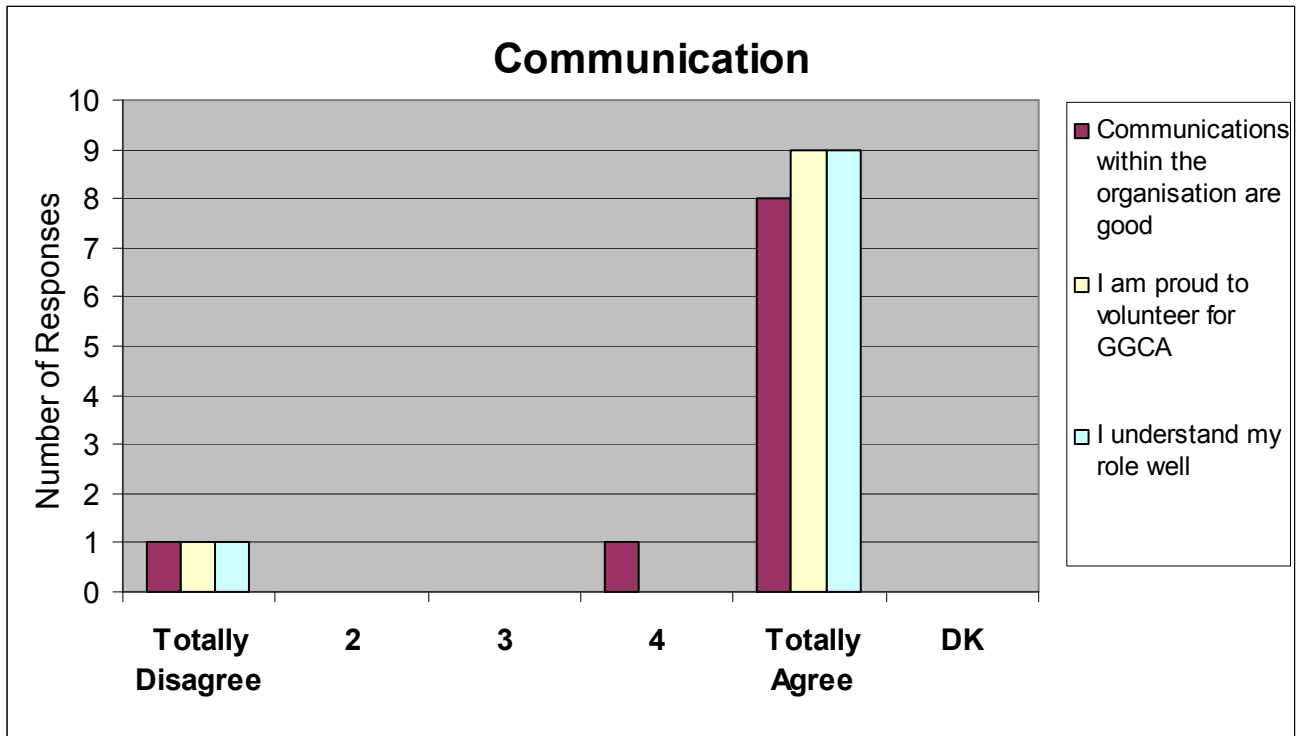
Comments

I believe we the volunteers of GGCA are lucky to work to a high standard of rules and conditions and be excepted though we are not paid workers and able to use all of the centre

working conditions – not at all – it is not a pleasure place to be anymore

Constant pressure when group of vols there – feel not wanted and this brings pressure sometimes I wonder why I bother volunteering at all

Section 4. Communications



Comments

Yes I am proud to volunteer at GGCA. Also I do communicate with everyone who has involvement at GGCA and take pride in my position as a volunteer

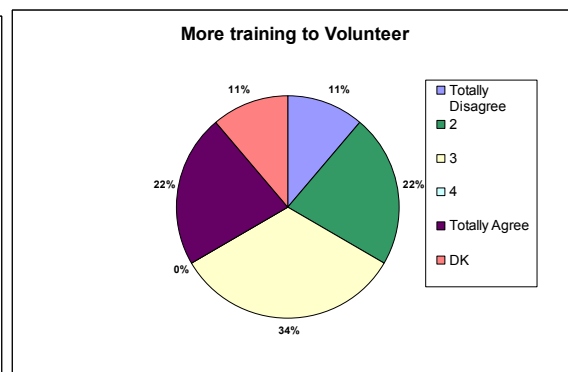
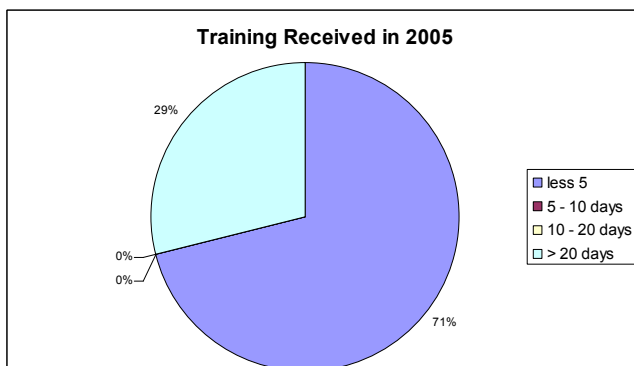
What role: not involved in decision making, not asked opinions, not supported – NOT VALUED

Proud-ness – not anymore – I used to be when we were all one big happy team

Everyone who works for the GGCA are really friendly and supportive

Everyone is friendly and supportive

Section 5. Training - Volunteers were asked how much training they received during 2005



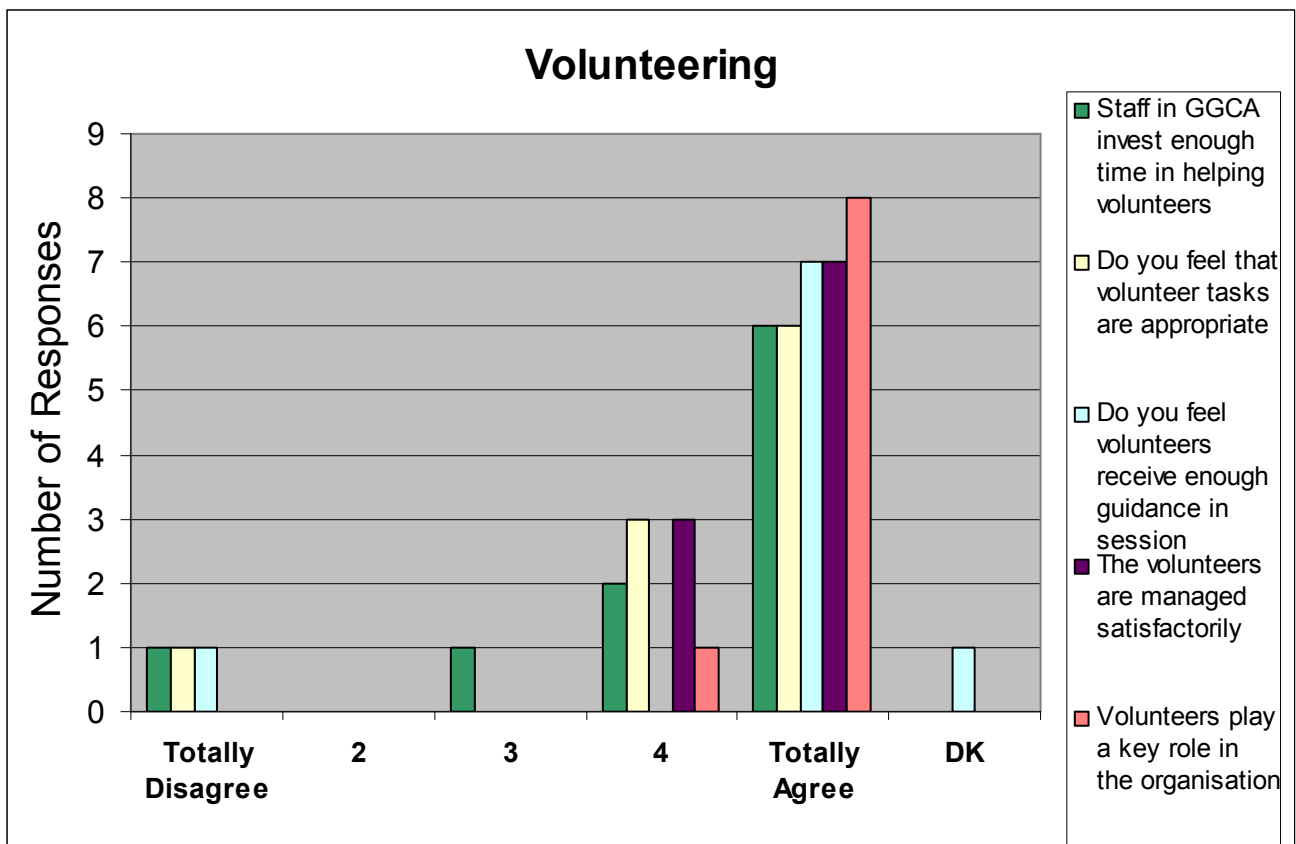
Comments

Only training offered is again dominated by the click and we are made to feel as if we shouldn't be there

More training should be offered to deal with bullying in the workplace + valuing everyone's ideas & time.

As I am qualified to enrol volunteers from past experiences & positions, I am now a volunteer myself and what ever your role in life, I believe there's always room for improvement, as rules and regulations change so frequently and so we all need future training

Section 6. Volunteers



Comments

We the volunteers have received a lot of help and support from the staff as times have changed and its now team work

Guidance – no – no structure. No sessions. Nothing interesting going on for us

Vols managed – no – heads are buried in the sand and blind eyes turned

As with the Staff and Management Committee questionnaires the same questions were asked that branch the two accounting periods resulting in direct comparisons to be made with the results.

Comparisons with 2004

Section	2004 average mean score*	2005 average mean score*
General	4.53	4.15
Support	4.24	4.28
Conditions	4.44	4.07
Communications	4.26	4.57
More Training required	3.25	2.67
Volunteers	3.88	4.42

* some of the questions for 2005 have altered so only those used in both sets of accounts will be used for comparison purposes. Any Don't Know answers have been ignored from determining the above figures.

More variation occurs in the above results compared to the Staff responses. The largest increase score occurs in the Volunteers sections with increases by a score of **0.54**. The biggest decrease occurs in the Training section with a drop of **0.58** indicating that volunteers now feel they need less training to undertake their duties.

The majority of volunteers returning their questionnaire, which was a very disappointing **12%**, indicated that they had been volunteering in excess of 3 years which is a positive figure for GGCA to know when it looks at volunteer retention.

In the general questions **70 to 100 %** of responses came back in the Agree (4) or Totally Agree (5) category. It was a similar outlook for the support questions with only one category, Getting Good Support from other Volunteers, scoring **60%** in the 4 and 5 brackets. **70 to 100**

% of responses in the Conditions section and 90% in all of the communications questions scored a 4 or 5. Training required was low with only 22% scoring highly, 33% scoring very low (1 or 2) and 33 % scoring a 3. 11% didn't know if they wanted more training or not. 71% of responses knew of issues covered within the Information & Advice service, with 75% saying the service is of benefit to both Community and Association.

All of the categories being consulted upon scored very highly, though it is worth noting at this point that 1 questionnaire received scored almost all of their responses in the Totally Disagree Category and comments attached were almost all negative.

The negative comments, some listed previously and the remainder in [Appendix 4](#), will be addressed in the recommendations later in the report.

One comment that was raised stated that

there was nothing for the children & youth, nothing up the valley and nothing in Hendreforgan Estate other than GGCA poking their noses into the project.

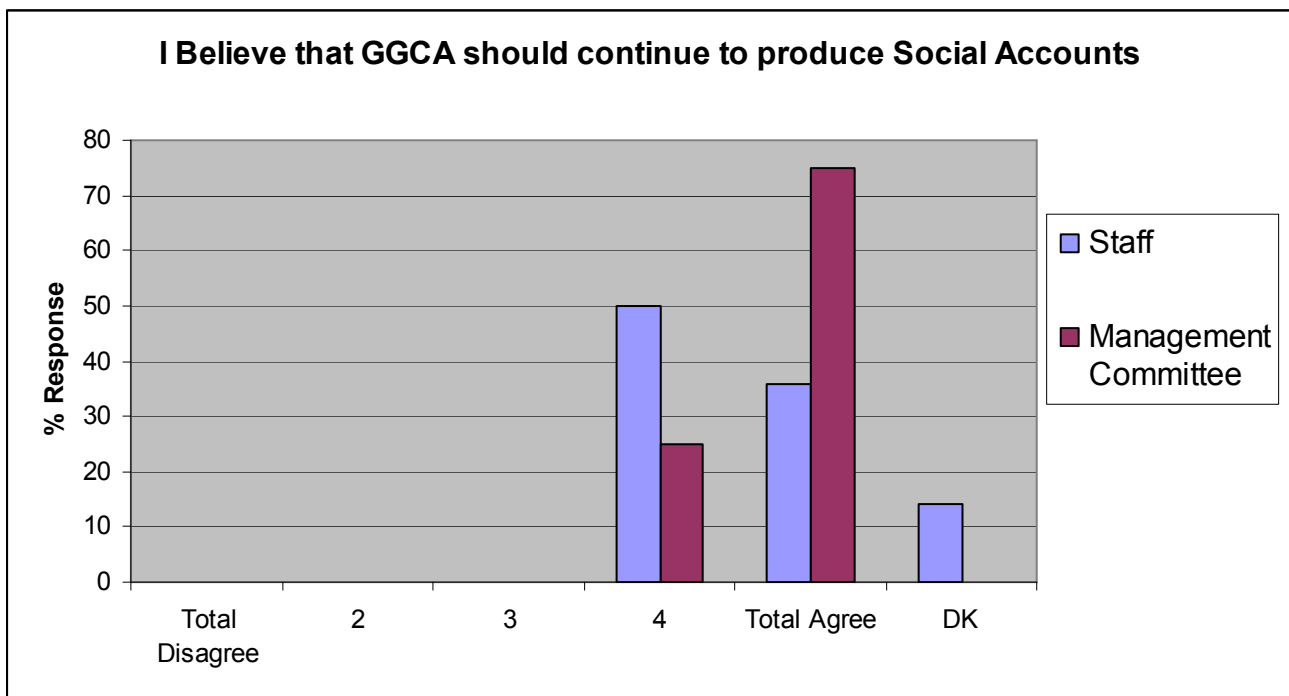
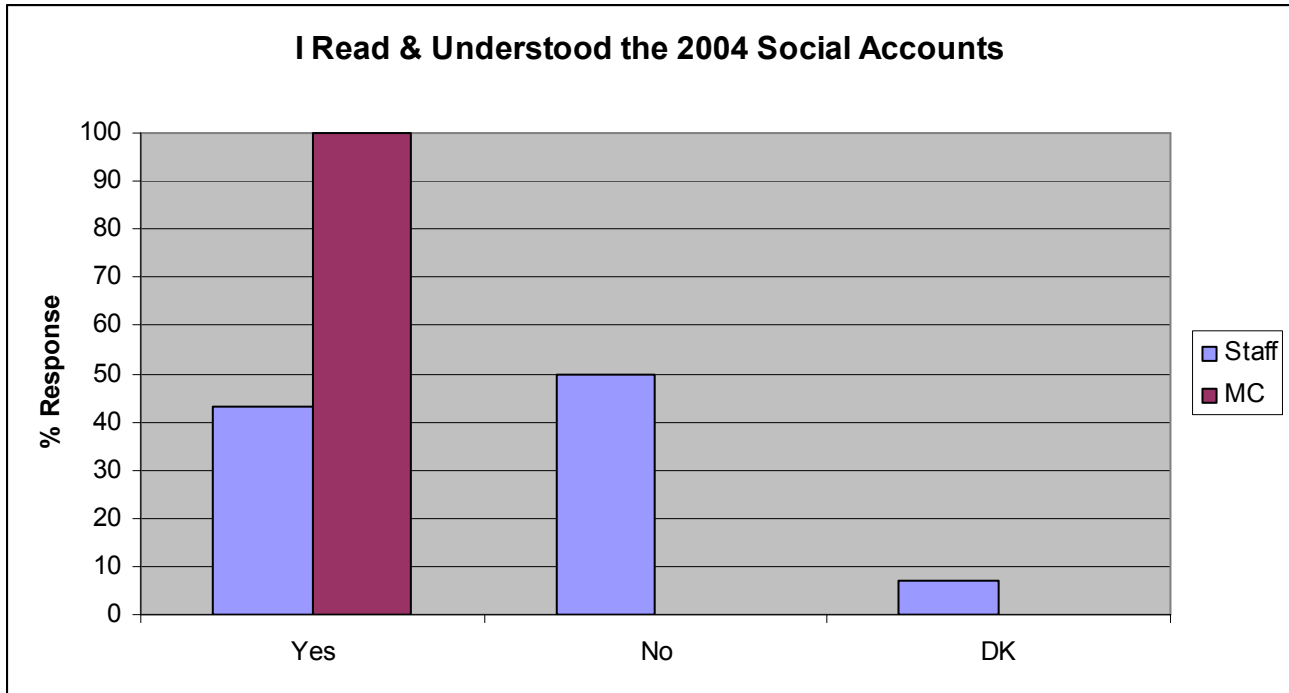
In response to this:

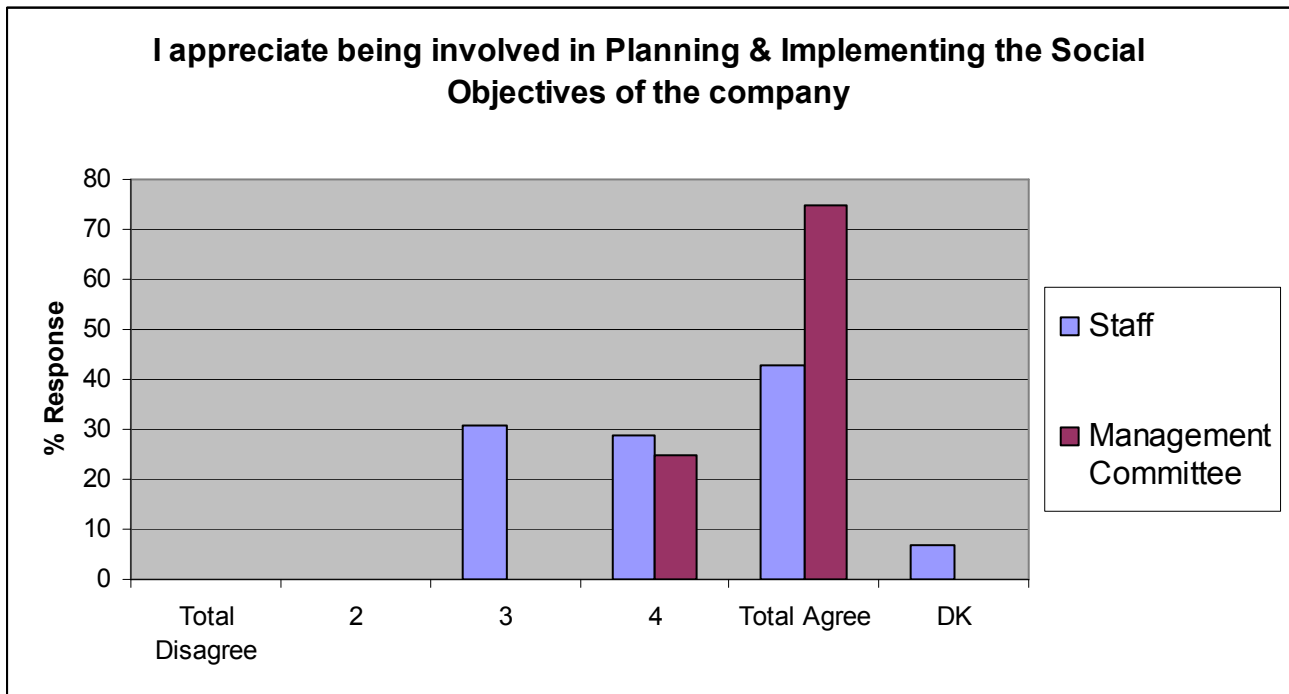
Services for Children & Youth have suffered due to the development of Phase 3, however this didn't start until mid October so for 9 months of the year the youth club ran 4 evenings a week in the centre and three evenings a week in Evanstown (run by other organisations) with the children's clubs running 3 evenings a weeks in the centre, 1 in High Street community centre, 5 nights a week in Hendreforgan Primary school as well as numerous dance and theatre sessions held during week days and evenings catering for children from 5 to 18.

As a point to note, the above view is that of the author of the accounts

13. Social Accounting Knowledge

The staff and Management Committee were asked to comment on their knowledge of the 2004 accounts. The responses were as follows:





Comments

Staff

Useful public document & useful to GGCA also

A step in the right direction

GGCA should be accountable to public and stakeholders should be able to see what GGCA is doing

Quality over quantity – SA has helped this

Management Committee

Every year is required for social audit

We can see from the above result that there is still support for the Social Accounts to be undertaken, although there was not a great response from the staff in terms of them being read and understood (43%). Everyone who gave an opinion agrees that the process should continue, and even suggestion of what could be looked at in the next audit cycle, a Positive outcome.

14. Recommendations from 2004 Accounts

Recommendation	Action followed
<p>Notice Boards to be installed around the valley.</p> <p>Newsletters & Mail Outs distributed further a field</p>	<p>Notice Boards have been installed in various venues around the valley that are regularly updated by the Publicity Officer.</p> <p>There is now a leaflet drop to a new housing estate on the edge of the community.</p>
Swimming Pool	Certainly not a project GGCA would be able to develop
Activities for females in Senior Youth Club	A gender night with female orientated activities has been running now for well over a year and is regularly attended by the local females.
Training for the SMART team members (the young volunteers)	The SMART team have been able to access several training courses, with a list of numbers attending found in Appendix 5
Cramped Conditions	As stated in the 2004 Accounts with the onset of Phase 3, short term the conditions have deteriorated – however once complete the building will offer better and more spacious working conditions for all staff – completion date is December 2006
Communication and Access for staff with Management Committee	As a result of this issue it was stated the Management Committee communicate with the staff through their feedback meetings which take place the first staff meeting after a Management Committee meeting. In 2005 however only on 3 out of the 12 possible occasions did this occur. There was more involvement through the sub-groups of staff and MC interacting, though it was the minority of staff involved and again not the recommended solution as previously indicated.
Staff Appraisal	The supervision form has been altered to state in its Heading that it is now a Supervision & Appraisal form, a copy can be found in Appendix 6

Recommendation	Action followed
Respect & Tolerance	Due to a change in Volunteer Co-ordinator these issues can sometimes work themselves out. To a large degree this, by general consent, seems to have worked. However from some of the volunteer questionnaire comments there could still be viewed some contentious issues surrounding volunteering within GGCA
Representation & Diversification	Since the 2004 accounts were written there have been several new members appointed on to the MC, some with specific skills such as staff recruitment and Equal Opportunities. With the onset of phase 3, and in particular business development there may still be scope for a community member skilled in this profession to be elected on to the committee
Staff Involvement with Social Accounts	Unfortunately due to me leaving it proved difficult for others to get involved with the actual write up of the accounts. However there was more involvement in terms of data collection from GGCA staff that would be used in the 2005 write up
Accessibility to services	The Communities First partnership regularly discuss this issue and work closely with the local Authority and local businesses in order to make improvements where possible.

Recommendation	Action followed
Management Skills	<p>It was highlighted that staff (2 responses) felt the MC did not have the relevant experience to oversee the running of the organisation, and that in a MC questionnaire that some of the other committee members were not aware of the business and legal side. It was stated that training would be organised specifically for the MC members in order they can increase those skills. It is worth noting that <i>“Life skills could not be trained in to someone and they counted for a lot when it came to managing GGCA”</i>. In 2005 there were 12 attendances by MC members for the training courses run by GGCA.</p> <p>It was also stated that staff need to have more of an awareness of the MC roles and responsibilities, this was written into a section on the new Staff Working Policy document for all staff (existing and new) to read and understand.</p> <p>Some of the Management Committee members have various professional qualifications and as they extended our activities they either used the skills available within the Committee, or brought in specialists to advise and guide them.</p>
Quality over Quantity	<p>Difficult to know if this happened due to the vast number and variety of project that were highlighted in the History section and Appendix 1, though one staff comment suggests they feel Social Accounting has helped GGCA address the Quality over Quantity issue.</p>

Recommendation	Action followed
Confidentiality	Training was organised in confidentiality for the staff and MC and was attended by 9 staff and 4 MC. Confidentiality needs to be stressed in all meetings etc in order that the message gets across to people of the importance of it. In the MC meeting it is declared “open” and “closed” and this has been in operation since the later part of 2005
Anonymity	In the 2004 accounts it was highlighted that some of the questionnaires, mainly the volunteers one had too much descriptive information on the first page that the volunteer could be identified. As a result all questionnaires were altered to ensure a higher degree of anonymity.

15. Issues and Recommendations from 2005 Accounts

Issues	Conclusions	Recommendations	Who will take the lead
Recruitment and retention of MC members	Due to the pressures of being on a voluntary MC as well as working or other commitments it can be difficult for members to sustain their involvement. It can also be difficult to attract new members to the committee with the necessary skills & experiences required.	Looking at pressures MC members experience to try to enable more active involvement and attendance at meetings. A proactive advertising campaign to look at recruiting new members is already been carried out by the Volunteer Co-ordinator	Volunteer co-ordinator with support of MC and staff
Occupational Health Issues	Consideration is required by Association with regards to the staff's Health & Well Being in relation to working conditions	Health & Safety equipment supplied to all staff and relevant training or information supplied in order to ensure its appropriate and correct use	Health & Safety Officer
Staff roles & responsibilities	It was noted that although a staff member enjoyed their role within Association they felt that colleagues infringed on their workload and this caused difficulties	All staff within GGCA need to know exactly what each other does (their roles) in order they can better understand how their own roles and responsibilities compliment and not compete with their colleagues, a section included in the staff Working Policy Document. Each staff member familiarises themselves with this document and it is their responsibility to be honest and open with their colleagues	Staff, both new and existing to read other staff roles

Issues	Conclusions	Recommendations	Who will take the lead
Staff / MC Separation & Communication	<p>Following on from the 2004 accounts it is still felt that staff and management committee do not meet often enough, and that staff still do not have access to the committee. Two other issues include</p> <ul style="list-style-type: none"> ○ communication between both parties ○ MC involvement in the running of GGCA being minimal – this bearing in mind that the MC are not supposed to be involved in the day to day running of GGCA, more so its Strategic direction. 	<p>This should have been addressed by the MC members attending the first staff briefing after their meeting. This would alleviate the feeling of separation and should bring both parties closer together. This should also help with the communication issue. With regards to the running of GGCA the MC could produce a dossier of what they have undertaken during the year so that staff are aware and reliable informed. Sub Committees were put in place following recommendations from the 2004 Audit. There are MC Representatives and Staff Representatives on these committees providing a clear structure to follow in terms of communication. We have also elected a staff side representative who will act as a point of contact between the Staff and the Management Committee.</p>	<p>MC to take lead and feed back through appropriate channels to Staff</p>
TOIL	<p>Seemed to be a bit restrictive in terms of the number of hours being allowed to be carried over</p>	<p>The TOIL system is currently under review by the Policy Sub Committee as part of an overall Staff Management Policy Review.</p>	<p>Policy Committee</p>

Issues	Conclusions	Recommendations	Who will take the lead
Training	Comments were raised regarding there being too much training, some of it not being relevant to job roles, and some staff not undertaking training that would benefit new or additional responsibilities.	Each staff member has a training needs analysis that would identify what training is suitable and what isn't. Staff should have the option of opting out of training if they feel it will not benefit them. TNAs are carried out through a training development plan, though this could be extended to Volunteers and MC member. Staff, as part of their supervision & appraisal, are asked about any training requirements they may have, a similar procedure undertaken for new and existing volunteers. In 2005 each MC member completed a Training Development Plan in relation to their specific responsibilities.	Staff who organise training and Line Managers through Supervision
Volunteer Cliques, bullying & pressure	Cliques seems to be an issue for both staff and volunteers and something that can cause, sometimes, irreparable divisions within GGCA. Also noted is a bullying & intimidation problem as well as undue pressure being asserted.	The Volunteer Co-ordinator needs to identify if the cliques exist and if so identify the reason behind them. This should enable the problem to be addressed and dealt with before it spirals. There currently is a suggestion box, originally placed in the youth wing (March 2005), however with no recorded suggestions it was moved to the downstairs reception area, enabling easier access. Despite being checked each day by our finance officer there are still no suggestions. The	Volunteer Co-ordinator with support from MC and senior staff

		<p>location of this should be reviewed to create a greater usage.</p> <p>The box should allow for anonymous comments which may highlight problems with the volunteers to the VC in order that they are aware of a potential issues, bullying or pressure being placed in certain working environments. To address issues of bullying training has been undertaken and will continue to be run.</p>	
Volunteer guidance & management	<p>This appeared to be a problem with a feeling of a lack of support and guidance during sessions and that 'heads are buried in the sand' when it comes to managing volunteers.</p>	<p>If there is unrest amongst the volunteers, team building or more inclusion with the staff team may solve these issues. Appropriate or correct management of volunteers is difficult as some require more than others, some in fact do not want any guidance – they are happy to get on with what they are asked to do. It is a fine line to tread when it comes to addressing volunteer needs and a job that is extremely difficult – the volunteer needs to have the courage of their convictions to stand up and be counted, even if this is just in a one to one chat with the VC. Each volunteer needs to have a full analyses of their needs including supervision levels required during sessions, training required etc.</p>	<p>Volunteer Co-ordinator with support from MC and senior staff</p>

16. Compliance Report

In GGCAs Working Policy Document the following policies are included for all staff to read and comply with:

- Absence Control
- Anti-Bullying
- Child Protection
- Complaints
- Confidentiality
- Criminal Records Bureaux Disclosure
- Data Protection
- Disciplinary / Management Issue
- Drug & Alcohol
- Equal Opportunities
- Events & Activities
- Fire
- Food & Hygiene
- Grievance
- Code of Conduct
- Health & Safety
- Managing Change
- Maternity
- Medication
- Mobile phone
- Partnership with Parents
- Smoking
- Supervision
- TOIL
- Welsh Language Policy

Also the forms are available:

- Absence Review
- Accident/Incident/Near Miss
- Annual Leave
- Training Form
- Areas of Health & Safety
- Centre Booking
- Cheque Request
- Events
- Letterhead & Compliment
- Management Issue
- Monitoring
- Petty Cash
- Return to Work
- Self Certificate
- Signing In
- Time Records
- Travel Record

All staff, Management Committee and Volunteers are provided with a copy of these policies , or signposted to their location, when they begin employment with GGCA and are given some time to read through the policies in order to ensure that they are fully aware of all policies and procedures that are relevant to their employment or volunteering work. Additionally, GGCA has to conform to the following:

- Company Law
- Charity Commission
- Health & Safety Regulations
- Employment Law
- Welsh Council for Voluntary Action – for CRB Checks

17. Environmental Performance

As a direct result of the 2004 Social Accounts GGCA addressed its environmental performance by engaging with Groundwork Merthyr & Rhondda Cynon Taff to carry out the Green dragon Level 2 Environmental Standard Award, which it successfully obtained. It resulted in an Environmental Policy being drawn up which all the staff signed up to adhere to. Paper and cardboard started to be recycled, with the aim to progress to cans, bottles, plastics etc as capacity grew to do this. Other criterion that is addressed in order to obtain the Green Dragon Award includes:

- Writing a Statement of Environmental Impact – this highlights activities that have an environmental impact and documenting and recognising them
- Recording of all Environmental Legislation and other applicable operations of the organisation
- Communicating all of the relevant points to all staff, Management Committee and Volunteers within the organisation
- Accurate keeping of environmental records, e.g. paper recycling amounts, meter readings etc.

Due to building ownership being in the hands of the local authority keeping a check on the gas, electricity and water bills was difficult so the only method possible was to take a monthly reading of the gas and electricity metres in order that in 2006 comparisons could be made as to whether they were reducing or not. Due to the Phase 3 works, consumption will increase due to the increase in office space, meeting rooms etc, so direct comparison may not be possible for a couple of years other than on a month to month basis.

One problem, albeit a very positive problem, was the development of Phase 3 for GGCA which will see the construction of additional office space etc. There was a lot of staff upheaval at the time the project began and a lot of staff had to move to an open plan style office in the youth wing of GGCA building. This coupled with my departure, and no replacement until 2006, meant that the recycling and even metre readings were not a priority and as such less than potentially could have been, was undertaken. This is something that is being addressed in order for GGCA to obtain its Level 2 Standard for a 2nd year.

18. Economic Performance

GGCA employ 17 people with 3 new positions being created in 2005. The total value of the wages paid in 2005 was £260,305.97. The Tax + NI Contributions totaled £19,034.65. For the previously unemployed staff, now employed by GGCA, the NI contribution total £1,147.91. Of the 17 staff 9 are classed as living within the ward of Gilfach Goch.

Volunteer hours totalled 7405, so at a rate of £6.50 per hours this amounts to £48,132.50 in donations in kind. It could be stated that all of the volunteers are benefiting the community through the various clubs etc that the volunteers help in. The amount of training provided by GGCA can be seen in [Appendix 5](#) with all of this training provided free to the participants.

GGCA has attracted £20,000 in to the community through the Communities First Trust Fund for the benefit of external groups in the valley and surrounding area and £1,695 from the Coalfields Regeneration Trust for the Community Café, run by GGCA. GGCA itself raised in the region of £1.4 million for the development of its Phase 3 project, with work starting early in 2006.

Although GGCA does not have a local purchasing policy, it tries to use local resources whenever possible in order that it helps to sustain the local economy. Due to there being no strict policy for its purchasing, the amount of annual spend which is local and which is external is not recorded. However with more time it would be possible to look at every petty cash slip and invoice to determine where items have been bought from.

No financial contributions are made as such to the local community. However local groups and organisations are able to have free access to the internet, free use of printing, photocopying and access to a fax machine. As with the volunteers, all of the staff time is considered to be of benefit to the community as their work directly benefits community members and groups.

Within this set of Accounts it has not been possible to determine the Economic impact GGCA makes directly on the community, mainly due to a lack of time and accurate recoding systems. It is something that should be considered for future accounts and systems put in place now in order for easier recording and reporting of the information. However these

systems can only be put in place depending on the availability of extra human resources within GGCA.

A strong recommendation for GGCA would be to be able to secure funding in order to meet the cost of the additional monitoring and administrative tasks associated with Social Accounts, bearing in mind how useful and currently unique an exercise Social Accounting is.

19. Lessons Learnt

Some lessons were learnt in 2004 with the Accounting period extended from 6 to 12 months, all volunteers and MC members sent a questionnaire and less work being taken on in relation to one Objective being accounted for and not three. Some lessons, although they were considered, were not able to be implemented. These included:

- Wider scope of consultation – community members and groups were not consulted
- Greater involvement of the MC in the interpretation of results and writing of the accounts*
- Varied methods of consultation – not just questionnaires*
- Training evaluation forms have again been omitted* – the courses run are included

*The biggest barrier to these accounts being more comprehensive was the result of a change of employment for myself mid way through the year. As a result it meant less time was dedicated to the collation of information and subsequently the actual writing of the accounts. It also meant that more consultation with the Staff and MC of the results was not possible. One major lesson learnt, and something that will definitely be a factor in the next set of Accounts will be the inclusion and engagement of Management Committee members in the Social Accounting process from the outset.

20. Next Audit Cycle

GGCA fully intend to carry on with the Social Accounting Process but due to long term sickness with senior members of staff will be unable to complete this process until 2007. However they will be using the latter part of 2006 to familiarise 2 members of staff with the social accounting process. The accounting period will also be falling in to line with the financial period, April to March. It would be a recommendation for a mentor to be appointed in order that GGCA is able to produce further accounts using the current staff base if full training programmes are either unavailable or too costly. Paying for a mentor, such as myself, could prove to be a cheaper option in the long run and provide GGCA with someone who has prior knowledge of Social Accounts and the work being carried out with the community.

21. Publication & Distribution

These accounts will be available to view on GGCA's website, www.ggca.co.uk, as well as paper copies sent through to the External. Additional copies will be available from GGCA. A summary document will be devised once the accounts have been verified and signed off.

APPENDIX

Appendix 1 Project Activities

Appendix 2 Stakeholder Questionnaires

Appendix 3 Questionnaire Responses

Appendix 4 Comments

Appendix 5 Training Courses – Numbers Attending

Appendix 6 Supervision & Appraisal Form

Appendix 7 Client Charter

Appendix 8 Information & Advice Service Leaflet

Appendix 9 Charities Commission Summary Report

Appendix 1

Project Activities

Project Activities

Children's

- Safety Awareness day
- VJ Day Celebrations
- Camping trip
- After school provisions running 4 days / week

Youth

- Club nights running 4 nights / week
- Car project
- River clean-up group
- Gender specific work
- Guest speakers

Community Development

- Limited extra project as Officer left in July 2005 and was not replaced until January 2006

Volunteering

- Volunteer provision for holiday playscheme's
- Support for other fundraising initiatives around the valley
- Training courses
- Make A Difference Day
- Assisting to develop a Fruit & Veg Co-op

Arts

- Weekly Dance & Choir Sessions
- Superdance competitions
- Disco's & Concerts organised
- Rock Night
- Involvement in Playschemes

- Theatre Trips
- Young Pavement Artist competitions
- Themed Parties
- Craft Fair
- Salvation Army trip
- Fayre's

Communities First

- Partnership Board & Sub Groups
- Staff Management
- Development of Community Café and High Street Recreation Project
- RCT Inactivity group
- Development of Creative Communities – Arts development post
- Communities First Trust Fund
- Feasibility of Youth Drop In
- Phase 3 Support
- Neighbourhood watch group
- Newydd Housing Association projects
- Youth Apprentiship scheme
- Support given to Bridgend County Borough Council
- Community Consultation events
- Community Safety Roadshow
- Fundraising events
- Credit Union pick-up
- Support for Gilfach Crew and Save the Children Project

Caretaker

- Community Café refurbishment
- Save the Children project support
- Mother & Toddler group support
- White Hut refurbishment
- GGCA VIP Shows & Fun Day

- Tsunami Appeal show support
- Cylch Meithrin
- High St Community Centre refurbishment

Personnel, Legal & Finance

- Phase 3 development
- Hendreforgan Estate development support
- Numerous partnership boards and sub-groups attended
- Community Action Plan
- Events
- Supervisions with staff
- Funding Applications for staff posts
- Support for other Community Organisations
- Supervision and staff support.
- Funding applications for staff posts and Association running costs.
- Policy review and development undertaken.
- Advertising and Recruitment undertaken.
- Support for Management of Save the Children Project.
- Support for Management Committee Members.
- Support for Creative Communities Bid.
- Twice yearly review of Association activities.
- Support for Phase 3 finance.
- Monitoring for Companies House, Charities Commission and Funders.
- Financial support for funding applications.
- Annual Audit undertaken.
- All office administrative duties in connection with above.
- All publicity in connection with Association activity including Website construction, Newsletters and local press.

Appendix 2

Stakeholder Questionnaires

Employee Questionnaire

You will know that Gilfach Goch Community Association is undertaking a Social Audit. As part of the Social Audit process we are seeking the views of our main partners. The staff are an important stakeholder group and so we are interested in your views. This year the Association is focusing in more detail on the Information & Advice service.

We would be grateful if you could answer the following questions in relation to the calendar year of 2005. The results of this questionnaire will be entirely anonymous and we have arranged for the analysis to be done by Steve Curry, DTA Wales who is independent.

Please add comments in the spaces provided and add any other points you may wish to make.

The same questionnaire is being asked to all employees.

The findings from these questionnaires will form part of a report. The findings will be used to shape future work and services for the Association.

Thank you for your co-operation!

We would like to record this interview to ensure any comments are recorded in the context in which they are said. This will ensure a more accurate interpretation of the results. Again anything said will be only heard by Steve Curry, and the tape will remain in his possession at all times and destroyed once the 2005 Accounts have been published.

2 Working for GGCA

Please circle one number: 1 means you strongly disagree; 2 that you disagree; 3 that you neither agree nor disagree; 4 that you agree; and 5 means you strongly agree. If you have no opinion, please circle DK for "don't know".

Please use the comments section to add any other comments explaining or expanding on the score you have given.

General:

	Totally Disagree					Totally Agree	
I enjoy the work I do	1	2	3	4	5	DK	
I have a clear sense of my responsibilities	1	2	3	4	5	DK	
My health and well-being at work is taken seriously	1	2	3	4	5	DK	

Comments:

Support:

	Totally Disagree					Totally Agree	
I feel part of a team	1	2	3	4	5	DK	
I get good support from my line manager	1	2	3	4	5	DK	
I fully understand the roles & responsibilities of the Management Committee							
I get good support from the Management Committee	1	2	3	4	5	DK	
I get good support from colleagues	1	2	3	4	5	DK	
I give good support to colleagues	1	2	3	4	5	DK	

Comments:

Conditions:

	Totally Disagree					Totally Agree	
I am satisfied with the hours I work	1	2	3	4	5	DK	
I feel I am under too much work pressure	1	2	3	4	5	DK	
I am satisfied with the pay I receive	1	2	3	4	5	DK	
I am satisfied with my other benefits (eg. A/L & TOIL entitlement, special leave, etc)	1	2	3	4	5	DK	
I am satisfied with my general working conditions	1	2	3	4	5	DK	
Morale amongst staff at GGCA is high	1	2	3	4	5	DK	

Comments:

Communications:

	Totally Disagree					Totally Agree	
Communications within the organisation are good	1	2	3	4	5	DK	
I know of and understand the future plans of the Association	1	2	3	4	5	DK	
I feel able to influence the decision-making of the organisation	1	2	3	4	5	DK	
I am proud to work for GGCA	1	2	3	4	5	DK	
I understand my role well within the Association	1	2	3	4	5	DK	

Comments:

Training:

In the past year I have received the following amount of training...

Less than 5 days 5-10 days 10-20 days more than 20 days

	Totally Disagree					Totally Agree	
I am satisfied with the training received in the past year	1	2	3	4	5	DK	
I need more training to do my job	1	2	3	4	5	DK	

Comments:

Volunteers:

	Totally Disagree					Totally Agree	
Staff in GGCA invest enough time in helping volunteers	1	2	3	4	5	DK	
Volunteer tasks are appropriate to the activity being undertaken	1	2	3	4	5	DK	
Volunteers receive enough guidance in sessions	1	2	3	4	5	DK	
Volunteers play a key role in our organisation	1	2	3	4	5	DK	

Comments:

Information & Advice service

Are you aware of the issues covered with the service				Y		N	
				Dis-satisfied		Very Satisfied	
If you have used the service, how satisfied were you with the Information & Advice given	1	2	3	4	5	NA	
How would rate the service overall (whether you've used it or not)	1	2	3	4	5	DK	
How approachable do you think the Information & Advice workers are	1	2	3	4	5	DK	
Do you think the service is of benefit to							
a) the Association				Y		N	DK
b) the Community				Y		N	DK

Comments:

Social Accounts

I read and understood the 2004 Accounts	Y		N				
I believe that GGCA should continue to produce Social Accounts on an annual basis	1	2	3	4	5	DK	
I appreciate being involved in planning and implementing the social objectives of the company	1	2	3	4	5	DK	

Comments:

4 Additional Comments

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else that might help us to improve our social benefit performance.

Comments:

Thank you very much for your help with the social audit!

Management Committee Questionnaire

You will know that Gilfach Goch Community Association is undertaking a Social Audit. As part of the Social Audit process we are seeking the views of our main partners. The Management Committee are an important stakeholder group and so we are interested in your views. This year the Association is focusing in more detail on the Information & Advice service.

We would be grateful if you could answer the following questions in relation to the calendar year of 2005. The results of this questionnaire will be entirely anonymous and we have arranged for the analysis to be done by Steve Curry, DTA Wales who is independent.

Please add comments in the spaces provided and add any other points you may wish to make.

The same questionnaire is being asked to all committee members

The findings from these questionnaires will form part of a report. The findings will be used to shape future work and services for the Association.

Thank you for your co-operation!

We would like to record this interview to ensure any comments are recorded in the context in which they are said. This will ensure a more accurate interpretation of the results. Again anything said will be only heard by Steve Curry, and the tape will remain in his possession at all times and destroyed once the 2005 Accounts have been published.

Please indicate how important you feel each of the following six potential roles of the Committee is. (1) totally disagree; (2) disagree; (3) neither important nor not important; (4) agree; and (5) means you strongly agree; DK means you do not know.

	Totally Disagree			Totally Agree		
	1	2	3	4	5	DK
How responsible do you feel for the for day to day management of the Association						
Do you feel you give support to staff of the organisation	1	2	3	4	5	DK
Do you feel that you have ultimate legal responsibility for the organisation	1	2	3	4	5	DK
Do you feel you have ultimate responsibility for the financial good management of the organisation.	1	2	3	4	5	DK
Is the remit of the Committee clear	1	2	3	4	5	DK
Do you feel like part of the volunteer team (as well as a Management Committee member)	1	2	3	4	5	DK

Comments:

The way the Committee works

	Totally Disagree			Totally Agree		
	1	2	3	4	5	DK
I receive enough information about the organisation to fulfil my duties as a Committee member	1	2	3	4	5	DK
I find it easy to participate in the discussion at meetings	1	2	3	4	5	DK
The Committee meets often to discharge its duties	1	2	3	4	5	DK

Comments:

About the membership of the Committee

	Totally Disagree			Totally Agree		
	1	2	3	4	5	DK
The membership of the Committee is well balanced as regards:						
local and non-local people	1	2	3	4	5	DK
gender	1	2	3	4	5	DK
professionals and non-professionals	1	2	3	4	5	DK
age	1	2	3	4	5	DK

Comments:

	Totally Disagree			Totally Agree		
I read and understood the 2004 Accounts	Y		N			
I believe that GGCA should continue to produce Social Accounts on an annual basis	1	2	3	4	5	DK
I appreciate being involved in planning and implementing the social objectives of the company	1	2	3	4	5	DK

Comments:

Information & Advice service

Are you aware of the issues covered with the service			Y			N	
			Dis-satisfied			Very Satisfied	
If you have used the service, how satisfied were you with the Information & Advice given	1	2	3	4	5	NA	
How would rate the service overall (whether you've used it or not)	1	2	3	4	5	DK	
How approachable do you think the Information & Advice workers are	1	2	3	4	5	DK	
Do you think the service is of benefit to							
c) the Association			Y		N	DK	
d) the Community			Y		N	DK	

Comments:

4 Additional Comments

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else that might help us to improve our social benefit performance.

Comments:

Thank you very much for your help with the social audit!

Volunteer Questionnaire

In 2004 Gilfach Goch Community Association produced a set of Social Accounts. These accounts will help us to work better as an organisation in our future work. As we did last year, we would like to seek your views as our main stakeholders. This year the Association is focusing in more detail on the Information & Advice service.

We would be grateful if you could answer the following questions. The results of this questionnaire will be entirely anonymous.

The questionnaire is as quick and easy to complete as possible but please add comments in the spaces provided and add any other points you may wish to make.

The same questionnaire is being asked to as many volunteers as possible.

The findings will form part of a report, which will be published at the end of the year. The findings will be used to shape future work and services for the Association.

If you would like to contact me concerning any of the above please call Richard Walters on 01639 812036.

Thank you for your co-operation!

1 Background Information

Please circle the most appropriate response; or make a mark or tick in the box provided; or write a figure.

How long have you volunteered for GGCA

0-6 m 7-12 ms 1-2 yrs 2-3 yrs 3+ yrs

2 Volunteering for GGCA

Please circle one number: 1 means you strongly disagree; 2 that you disagree; 3 that you neither agree nor disagree; 4 that you agree; and 5 means you strongly agree. If you have no opinion, please circle DK for "don't know".

General

	Totally Disagree					Totally Agree	
I enjoy my volunteering work	1	2	3	4	5	DK	
The work is interesting	1	2	3	4	5	DK	
I have a clear sense of my responsibilities	1	2	3	4	5	DK	
My health and well-being is taken seriously whilst volunteering	1	2	3	4	5	DK	

Comments:

Support

	Totally Disagree					Totally Agree	
I feel part of a team	1	2	3	4	5	DK	
I get good support from the Volunteer Co-ordinator	1	2	3	4	5	DK	
I get good support from the other staff	1	2	3	4	5	DK	
I get good support from other volunteers	1	2	3	4	5	DK	
I give good support to other volunteers	1	2	3	4	5	DK	

Comments:

Conditions

	Totally Disagree			Totally Agree		
I feel I am not under too much pressure whilst volunteering	1	2	3	4	5	DK
I am satisfied with my working conditions	1	2	3	4	5	DK
Relationship between volunteers and staff is good	1	2	3	4	5	DK
Morale amongst volunteers at GGCA is high	1	2	3	4	5	DK

Comments:

Communications

	Totally Disagree			Totally Agree		
Communications within the organisation are good	1	2	3	4	5	DK
I am proud to volunteer for GGCA	1	2	3	4	5	DK
I understand my role well	1	2	3	4	5	DK

Comments:

Training

In the past year I have received the following amount of training...

Less than 5 days 5-10 days 10-20 days more than 20 days

	Totally Disagree			Totally Agree		
I need more training to do my volunteering	1	2	3	4	5	DK

Comments:

Volunteers

	Totally Disagree					Totally Agree	
Staff in GGCA invest enough time in helping volunteers	1	2	3	4	5	DK	
Do you feel that volunteer tasks are appropriate	1	2	3	4	5	DK	
Do you feel volunteers receive enough guidance in session	1	2	3	4	5	DK	
The volunteers are managed satisfactorily	1	2	3	4	5	DK	
Volunteers play a key role in the organisation	1	2	3	4	5	DK	

Comments:

Information & Advice service

Are you aware of the issues covered with the service				Y		N	
				Dis-satisfied		Very Satisfied	
If you have used the service, how satisfied were you with the Information & Advice given	1	2	3	4	5	NA	
How would rate the service overall (whether you've used it or not)	1	2	3	4	5	DK	
How approachable do you think the Information & Advice workers are	1	2	3	4	5	DK	
Do you think the service is of benefit to							
e) the Association				Y		N	DK
f) the Community				Y		N	DK

Comments:

Additional Comments

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else that might help us to improve our social benefit performance.

Comments:

Thank you very much for your help with the social audit!

Ex-Employee Questionnaire

You will know that Gilfach Goch Community Association is undertaking a Social Audit. As part of the Social Audit process we are seeking the views of our main partners. The staff are an important stakeholder group and so we are interested in your views. This year the Association is focusing in more detail on the Information & Advice service. Although you have left we feel it is important to get your thoughts of your time with the Association in 2005.

We would be grateful if you could answer the following questions in relation to the calendar year of 2005. The results of this questionnaire will be entirely anonymous and we have arranged for the analysis to be done by Steve Curry, DTA Wales who is independent.

Please add comments in the spaces provided and add any other points you may wish to make.

The same questionnaire is being asked to all ex-employees.

The findings from these questionnaires will form part of a report. The findings will be used to shape future work and services for the Association.

Thank you for your co-operation!

2 Working for GGCA

Please circle one number: 1 means you strongly disagree; 2 that you disagree; 3 that you neither agree nor disagree; 4 that you agree; and 5 means you strongly agree. If you have no opinion, please circle DK for "don't know".

Please use the comments section to add any other comments explaining or expanding on the score you have given.

General:

	Totally Disagree					Totally Agree	
I enjoyed the work I did	1	2	3	4	5	DK	
I had a clear sense of my responsibilities	1	2	3	4	5	DK	
My health and well-being at work was taken seriously	1	2	3	4	5	DK	

Comments:

Support:

	Totally Disagree					Totally Agree	
I felt part of a team	1	2	3	4	5	DK	
I got good support from my line manager	1	2	3	4	5	DK	
I fully understood the roles & responsibilities of the Management Committee							
I got good support from the Management Committee	1	2	3	4	5	DK	
I got good support from colleagues	1	2	3	4	5	DK	
I gave good support to colleagues	1	2	3	4	5	DK	

Comments:

Conditions:

	Totally Disagree			Totally Agree		
I was satisfied with the hours I worked	1	2	3	4	5	DK
I felt too much work pressure	1	2	3	4	5	DK
I was satisfied with the pay I received	1	2	3	4	5	DK
I was satisfied with my other benefits (eg. A/L & TOIL entitlement, special leave, etc)	1	2	3	4	5	DK
I was satisfied with my general working conditions	1	2	3	4	5	DK

Comments:

Volunteers:

	Totally Disagree			Totally Agree		
Staff in GGCA invested enough time in helping volunteers	1	2	3	4	5	DK
Volunteer tasks are appropriate to the activity being undertaken	1	2	3	4	5	DK
Volunteers receive enough guidance in sessions	1	2	3	4	5	DK
Volunteers play a key role in the organisation	1	2	3	4	5	DK

Comments:

Information & Advice service

Are you aware of the issues covered with the service				Y		N
				Dis-satisfied		Very Satisfied
If you used the service, how satisfied were you with the Information & Advice given	1	2	3	4	5	NA
How would rate the service overall (whether you've used it or not)	1	2	3	4	5	DK
How approachable do you think the Information & Advice workers are	1	2	3	4	5	DK

Do you think the service is of benefit to

g) the Association	Y	N	DK
h) the Community	Y	N	DK

Comments:

Social Accounts

I read and understood the 2004 Accounts	Y	N				
I believe that GGCA should continue to produce Social Accounts on an annual basis	1	2	3	4	5	DK
I appreciate being involved in planning and implementing the social objectives of the company	1	2	3	4	5	DK

Comments:

Reasons for Leaving (optional) Tick all those that apply

- Increase in salary
- Better career prospects if move
- Wanted to leave Association
- Travelling distance

Please add any additional comments you may have regarded your reason for leaving the Association

4 Additional Comments

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else that might help us to improve our social benefit performance.

Comments:

Thank you very much for your help with the social audit!

Information & Advice Stakeholder Questionnaire

The Gilfach Goch Community Association is currently undertaking a Social Audit to look at improving the overall services offered by the Information & Advice service. The Audit is a process whereby the Association accounts for our Social Performance by reporting on it and looking to improve it. It will enable us to better understand our impact on the community and be fully accountable to our key stakeholders, of which you are one. The accounts will tell us how we are performing & what people think about what we do and how we do it.

The Audit timescale is for the calendar year of 2005

I would be extremely grateful if you could complete the following questionnaire and return it to me in the enclosed envelope by **XXXXXXX** to enable the results to be analysed. The questionnaire remains anonymous due to the Association, and in particular the Information & Advice service, wanting to obtain an overall picture of where we are in terms of development and where we want to go.

If you would like to contact me concerning any of the above please call Richard Walters on 01443 675004

The main objective of the Information & Advice service is to provide current information and advice to all community members residing or working in the Gilfach Goch and surrounding area

How far do you agree with this statement?

Totally Disagree 1 2 3 4 5 Totally Agree

Information & Advice service

The following questions are relevant to the individual project for which you have been identified as a key stakeholder. Please answer as fully as possible. There is room for additional comments at the end of this form (please mark DK for Don't Know).

The Information & Advice service:

- Provides Outreach Surgeries throughout the valley?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Holds information events throughout the year?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Provides young people with an advice drop-in facility?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Works in close partnership with the Healthy Living Project?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Carries out home visit's when the need arises?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Provides an Open Access facility to the IT Suite (housed in the Community Centre) giving help etc on CV's, Job Searches, Internet usage etc?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Works in partnership with the other projects of GGCA in order to further develop itself?

Totally Disagree 1 2 3 4 5 Totally Agree DK

- Monitors & Evaluates the services it offers?

Totally Disagree 1 2 3 4 5 Totally Agree DK

	Totally Disagree			Totally Agree		
I read and understood the 2004 Accounts	1	2	3	4	5	DK
I believe that GGCA should continue to produce Social Accounts on an annual basis	1	2	3	4	5	DK
I appreciate being involved in planning and implementing the social objectives of the company	1	2	3	4	5	DK

Comments:

Additional Comments

Please add any further suggestions you may wish to make about other activities you feel the Association should be tackling, or anything else that might help us to improve our overall performance and service we offer to the community.

Comments:

Thank you very much for your help with the Social Accounts!

EVALUATION FORM FOR THE
INFORMATION & ADVICE SERVICE
Questions 1-8

Please read the following questions and circle the relevant answer.

Q1 How did you find out about the service?
Leaflet/Newsletter/Poster/Word of Mouth/social services/Health Centre or Other (please state)

Q2 What type of information or advice did you require?
Benefits/Housing/Debt/Returning to Work/Seeking Employment or other (please state)

Q3 Did you have to wait long before being seen by the information & advice worker?
YES (how long _____) or NO

Q4 Did you find the worker to be understanding and friendly?
YES or NO

Q5 Was the worker fully informative?
YES or NO

Q6 Was the worker able to deal with your enquiry?
YES or NO

Q7 Did the worker refer you to another more appropriate service?
YES or NO

Q8 Was you satisfied with the service you received?
YES (why _____) NO (why _____)

Any other comments or suggestions

Thank you very much for taking the time to complete this evaluation form.

**EVALUATION FORM FOR THE
INFORMATION & ADVICE SERVICE**
Questions 1-10

Please read the following questions and circle the relevant answer.

- Q1 How did you find out about the service?
Leaflet / Newsletter / Word of Mouth / Social Services / Health Centre or Other (please state)

- Q2 What type of information or advice did you require?
Benefits / Housing / Debt / Returning to Work / Seeking Employment or other (please state)

- Q3 Did you have to wait long before being seen by the information & advice worker?
YES (how long _____) or NO
- Q4 Did you find the worker to be understanding and friendly?
YES or NO
- Q5 Was the worker fully informative?
YES or NO
- Q6 Was the worker able to deal with your enquiry?
YES or NO
- Q7 Was you satisfied with the service you received?
YES (why _____) NO (why _____)
- Q8 Do you think there is a need for an information and advice service in this area?
YES NO
- Q9 Would you recommend this service to others?
YES NO
- Q10 Where would you prefer to have an appointment?
At home / At the advice centre / In a venue away from the area

Any other comments or suggestions _____

Appendix 3

Questionnaire Responses

Staff Responses

General	Totally Disagree	2	3	4	Totally Agree	DK	Total
I enjoy the work I do				7	7		14
I have a clear sense of my responsibilities			2	2	10		14
My health & well-being at work is taken seriously			3	5	6		14

Support	Totally Disagree	2	3	4	Totally Agree	DK	Total
I feel part of a team	1	1	3	2	7		14
I get good support from my line manager			3	4	5	1	13
I fully understand the roles & responsibilities of the Management Committee		1	1	8	4		14
I get good support from the Management Committee	1	2	1	5	4		13
I get good support from colleagues		1	1	8	4		14
I give good support to colleagues			1	7	6		14

Conditions	Totally Disagree	2	3	4	Totally Agree	DK	Total
I am satisfied with the hours I work		2	1	5	6		14
I feel I am under too much work pressure		4	5	3	2		14
I am satisfied with the pay I receive	1	3	1	6	3		14
I am satisfied with my other benefits (eg. A/L & TOIL entitlement, special leave, etc)		1		7	6		14
I am satisfied with my general working conditions			5	6	3		14
Morale amongst staff at GGCA is high		4	2	7	1		14

Communications	Totally Disagree	2	3	4	Totally Agree	DK	Total
Communications within the organisation are good		2	5	6	1		14
I know of and understand the future plans of the Association				3	11		14
I feel able to influence the decision-making of the organisation	1	4	3	5	1		14
I am proud to work for GGCA			1	6	7		14

I understand my role well within the Association				6	8		14
--	--	--	--	---	---	--	----

Training	< 5 days	5 - 10 days	10 - 20 days	> 20 days	Total
----------	----------	-------------	--------------	-----------	-------

Training received in the past 12 months	2	4	8		14
---	---	---	---	--	----

Totally Disagree	2	3	4	Totally Agree	DK	Total
------------------	---	---	---	---------------	----	-------

I am satisfied with the training received in the past year		2		3	8	13
I need more training to do my job	1	3	1	5	2	12

Volunteers	Totally Disagree	2	3	4	Totally Agree	DK	Total
------------	------------------	---	---	---	---------------	----	-------

Staff in GGCA invest enough time in helping volunteers			3	7	4		14
Volunteer tasks are appropriate to the activity being undertaken			2	7	3	2	14
Volunteers receive enough guidance in session			2	8	2	1	13
Volunteers play a key role in the organisation	1			3	10		14

Information & Advice Service

Are you aware of the issues covered with the service	Yes	13	No	1
Do you think the service is of benefit to				
a) the Association	Yes	14	No	
b) the Community	Yes	14	No	

Dis-satisfied	2	3	4	Satisfied	DK / NA	Total
---------------	---	---	---	-----------	---------	-------

If you have used the service, how satisfied were you with the Information & Advice given				2	12	14
How would rate the service overall (whether you've used it or not)			2	12		14
How approachable do you think the Information & Advice workers are			1	13		14

Social Accounts 2004

I read and understood the 2004 Accounts	Yes	6	No	7	DK	1
---	-----	---	----	---	----	---

I believe that GGCA should continue to produce Social Accounts on an annual basis
 I appreciate being involved in planning and implementing the social objectives of the company

Totally disagree	2	3	4	Totally Agree	DK	Total
			7	5	2	14
		3	4	6	1	14

Management Committee Responses

Purpose of the committee	Totally Disagree	2	3	4	Totally Agree	DK	Total
Responsible for day to day management		1	1	3	3		8
Support given to staff			1	4	3		8
Having ultimate legal responsibility for the organisation			1	1	6		8
Having ultimate responsibility for the financial good management			1		7		8
The remit of the Committee is clear				2	6		8
Feel part of the volunteer team		2	1		5		8

Way Committee works	Totally Disagree	2	3	4	Totally Agree	DK	Total
I receive enough information about the organisation to fulfil my duties			1	3	4		8
I find it easy to participate in the discussion at meetings				1	7		8
The Committee meets often to discharge its duties				4	4		8

Membership	Totally Disagree	2	3	4	Totally Agree	DK	Total
local and non-local people	1			4	3		8
gender				4	4		8
professionals and non-professionals			1	5	2		8
age		1	1	1	4		7
size of the Committee is just right.		1	3	2	2		8

Social Accounts 2004

I read and understood the 2004 Accounts

Yes 8

No

	Totally disagree	2	3	4	Totally Agree	DK	Total
I believe that GGCA should continue to produce Social Accounts on an annual basis				2	6		8
I appreciate being involved in planning and implementing the social objectives of the company				2	6		8

Information & Advice Service

Are you aware of the issues covered with the service

Yes 7 No

Do you think the service is of benefit to

a) the Association

Yes 8 No

b) the Community

Yes 8 No

	Dis-satisfied	2	3	4	Satisfied	DK / NA	Total
If you have used the service, how satisfied were you with the Information & Advice given				1	1	6	8
How would rate the service overall (whether you've used it or not)				4	4		8
How approachable do you think the Information & Advice workers are				1	7		8

Volunteer Responses

How long have you volunteered for GGCA	0-6ms	7-12ms	1-2yrs	2-3yrs	3+ yrs
	2		1		6

General Questions - % Response	Totally Disagree	2	3	4	Totally Agree	DK	Total
--------------------------------	------------------	---	---	---	---------------	----	-------

I enjoy my volunteering work	1			1	8		10
The work is interesting	1		2	1	6		10
I have a clear sesne of my responsibilities	1	1		1	6	1	10
My health & well-being is taken seriously whilst volunteering	1		1	1	7		10

Support Questions - % Response	Totally Disagree	2	3	4	Totally Agree	DK	Total
--------------------------------	------------------	---	---	---	---------------	----	-------

I feel part of a team	1		1		8		10
I get good support from the Volunteer Co-ordinator		1			9		10
I get good support from the other staff	1		2	1	6		10
I get good support from other volunteers	1		3	1	5		10
I give good support to other volunteers		1	1	2	6		10

Conditions Questions - % Response	Totally Disagree	2	3	4	Totally Agree	DK	Total
-----------------------------------	------------------	---	---	---	---------------	----	-------

I feel I am not under too much work pressure	1			3	6		10
I am satisfied with my working conditions	1			3	6		10
Relationship between volunteers and staff is good	1		2	2	5		10
Morale amongst volunteers at GGCA is high	1		1	3	4	1	10

Communication Questions - % Response	Totally Disagree	2	3	4	Totally Agree	DK	Total
--------------------------------------	------------------	---	---	---	---------------	----	-------

Communications within the organisation are good	1			1	8		10
I am proud to volunteer for GGCA	1				9		10
I understand my role well	1				9		10

Training Questions - % Response	less 5	5 - 10 days	10 - 20 days	> 20 days				Total
---------------------------------	--------	-------------	--------------	-----------	--	--	--	-------

Training received in the past 12 months	5			2				7
---	---	--	--	---	--	--	--	---

Totally Disagree	2	3	4	Totally Agree	DK	Total
------------------	---	---	---	---------------	----	-------

I need more training to do my volunteering	1	2	3		2	1	9
--	---	---	---	--	---	---	---

Volunteers Questions - % Response	Totally Disagree	2	3	4	Totally Agree	DK	Total
-----------------------------------	------------------	---	---	---	---------------	----	-------

Staff in GGCA invest enough time in helping volunteers	1		1	2	6		10
Do you feel that volunteer tasks are appropriate	1			3	6		10
Do you feel volunteers receive enough guidance in session	1				7	1	9
The volunteers are managed satisfactorily				3	7		10
Volunteers play a key role in the organisation				1	8		9

Information & Advice Service

Are you aware of the issues covered with the service	Yes	5		No	2
Do you think the service is of benefit to					
a) the Association	Yes	6		No	2
b) the Community	Yes	6		No	2

Dis-satisfied	2	3	4	Satisfied	DK / NA	Total
---------------	---	---	---	-----------	---------	-------

If you have used the service, how satisfied were you with the Information & Advice given				4	6	10
How would rate the service overall (whether you've used it or not)			1	4	4	9
How approachable do you think the Information & Advice workers are				5	4	9

Information & Advice Stakeholder Responses

I/A Objective	1	2	3	4	5	DK	Total
			2		5		7
Info / Advice Service	3	Agree	Totally Agree	DK	Total		
I/A Service Provide Outreach surgeries	1	2	3	1	7		
I/A Service hold Information events		1	2	4	7		
I/A service run Drop-In facilities		2	4	1	7		
I/A service works in Partnership with the Health Centre		1	3	3	7		
I/A service operate Home Visit's		2	5		7		
I/A service run Open Access facility			3	4	7		
I/A service works in Partnership with GGCA		1	4	2	7		
I/A service Monitors & Evaluats itself		1	6		7		

Social Accounts Knowledge Responses

I read & Understood the 2004 Social Accounts	Yes	No	DK
Staff	6	7	1
MC	8		

I believe that GGCA should continue to produce Social Accounts on an annual basis						
	Total Disagree	2	3	4	Total Agree	DK
Staff				7	5	2
Management Committee				2	6	

I appreciate being involved in planning and implementing the social objectives of the company						
	Total Disagree	2	3	4	Total Agree	DK
Staff			3	4	6	1
Management Committee				2	6	

Client Evaluation Form Responses - Questions 1-8

Find out about service	Leaflet	Newsletter	WoM	Social Services	Health centre	Other
	0	0	26	5	3	5

Info / Advice required	Benefits	Housing	Debt	Returning to work	Seeking employment	Other
	27	7	1	0	0	9

Time to see I/A worker	Yes	No
	0	35

Worker understanding / friendly	Yes	No
	37	0

Worker fully informative	Yes	No
	37	0

Worker able to deal with enquiry	Yes	No
	37	0

Referral	Yes	No
	10	26

Service Provided	Yes	No
	0	35

Client Evaluation Form Responses - Questions 1-10

Find out about service	Leaflet	Newsletter	WoM	Social Services	Health centre	Other
	0	1	13	3	2	0

Info / Advice required	Benefits	Housing	Debt	Returning to work	Seeking employment	Other
	14	3	0	2	0	4

Time to see I/A worker	Yes	No
	0	19

Worker understanding / friendly	Yes	No
	18	1

Worker fully informative	Yes	No
	18	1

Worker able to deal with enquiry	Yes	No
	19	0

Service satisfaction	Yes	No
	19	

Need for service	Yes	No
	19	

Recommend to others	Yes	No
	19	

Where prefer to have an appointment	At home	Advice centre	Venue away from area
	12	5	

Appendix 4

Comments

External Stakeholders

All comments included

Client Comments

I found Mrs Kate O'Sullivan very helpful

Kate O'Sullivan is a very true professional and this is shown through not only in the manner how she does her job, but in the very professional manner how she looks after her clients

A good service

Kate worked relentlessly throughout my claim

Kate was very helpful and considerate, through the barriers of 'RED TAPE'

Very understanding and helped with everything we wanted, and such a pleasant person

I agree with my husband's views because she was extremely understanding and helped us with the forms we had to fill in and explained everything

Kate O'Sullivan was very friendly and informative, gave me all the information I needed. I feel Kate helped me to get the benefits I was entitled to. I was very impressed

I can't thank Kate enough and the services on offer. I was really ill. They pulled me through it and my treatment is doing me very good. They are really good. They help me when I was really down with all I had to go through.

I would recommend this excellent service to everyone

Very pleased with the service received. Helped out immensely. Thank you very much Kate

Thank you for your help. Keep up the good work understanding and availability

I think that the information & advice service is an important part of our community (G. Goch) as it is somewhere you can go locally for information and advice on filling in forms that you do not understand and for any other help or advice that you may need

My father and myself found Kate O'Sullivan very helpful and understanding and friendly

The above service proved in my opinion a "life Line" at that time – friendly, genuine, warmth and empathy, reassuring, expertise, experienced in all relevant sections. This service is an essential one and should at all costs continue to be funded (*name & address left*)

The worker was very easy to talk to and explained exactly what I was entitled to in an easy and informative manner

Very good

Very very good

We found the help we received to be of great assistance and Ms O'Sullivan handled our case with tact and professionalism

More comfortable talking face to face rather than be put on hold on the telephone passed from one to another. About time we had someone in the community that's very helpful and pleasant (something we don't want taken away from our valley)

This is an asset to this community as people are not aware of what they are entitled to

This service is very good and is needed in Gilfach Goch. Needs more advertising

The staff were very helpful and friendly

I was very satisfied with the help I received of Kate O'Sullivan who was very polite and very knowledgeable and discreet a very nice person

First I must say how helpful Kate was to me and I found Kate very helpful. If need be I would go back to her again. It is nice to know we got this service in the valley. Thank you kate
(name & address left)

I found Kate very friendly helpful and understanding

I was very pleased with the excellent way that Kate up on all information and she is so understanding without her I would not have sorted anything out. I would say Kate is valuable in her job

Kate was very nice and helpful to me she made me feel at ease

The service is an asset to the centre

Keep the service for the people of Gilfach Goch

At the time my wife had died and I could not think for myself. Kate O'Sullivan done a very good job

I think its very good that sometimes house calls were needed and Kate was able to help

I first filled in my son's DLA forms and they were not passed. If it had not been for the help of these services my son would not have the help he has today and also registered disabled. I did not answer questions properly and was not experienced enough. I can't thank this service enough for their help and understanding. It helps me to know they are there to help us in the future. Many thanks again

Staff Comments

Support

Management Committee – who are they!!!

Came from outside and found support is excellent

Good support from stand-in line manager – last 2 months

Good team @ work

Very supportive environment @ work

A couple of colleagues not supportive, most are though

Some staff supportive – some feathering their own nest

Conditions

GGCA is growing – staff need to be aware of this context

Pressure question – self induced pressure

New Senior staff integrated recently

Work externally (out of office)

More A/L required

Training

Only in past 4 months

Job requires constant training of rules & regulations

Continuing professional development important and on-going

Lots of useful training required this year

Training needs to be identified and arranged

1 day / week in college

Volunteers

Expectations of volunteers may not always be clear

Don't attend or observe session to see if volunteers get guidance

Variable level of support to vols from staff

Information & Advice Service

Number of clients & money gained is fantastic

Still developing as a service

Heard of good comments about advice service

Very successful in bringing income 4 residents

Service well thought of in community

Social Accounts

Recommendations have been acted on from 2004

Arts project to be included in next set of accounts please

Additional

Route taken is good one

Review and renew policy and procedure – have sub-committees for this now, e.g recruitment & confidentiality

Community Action Plan – C1st – will set out clear objectives for GGCA and how it can help / what it can do

Volunteer capacity building is a focus for GGCA

Arts to be looked at next time please in Social Accounts

Sub-groups in place to review policies regularly – big step since last accounts

Organisation is at full stretch

GGCA is taking a lot of projects on right now – exciting

GGCA works hard to be open & transparent

Management Committee Comments

Additional

A range of sub-committees is now in place. These should keep the organisation to avoid “nasty surprises”

Due to ill health I feel I have had to limit my involvement of late, but I try to keep up to date with developments

Sub committees include staff members = working better than before

Everyone who works here does a great job

Volunteer Comments

General

Nothing inventive happening – unless it involves drinking – not everyone are big drinkers

Mental health and well being is totally overlooked. Again the intimidation + bullying by certain volunteers is allowed to happen on a regular basis

I enjoy my volunteering every time I do

Support

Support from VC – none at all from XXXX – she was afraid to stand up to the volunteers.

XXXX is not far behind her

Give support – I used to but its thrown back in your face. The bullies don't want you to be part of a team

Rachel supports us all the way

Team work – only when it suits the project manager / association

Conditions

working conditions – not at all – it is not a pleasure place to be anymore

morale - only certain volunteers – which is then rubbed in the faces of the other volunteers – the ones not part of the click

Staff / vol relationships – only when it suits the project manager / staff / association

Communications

What communication? The bullies, VIP committee tell you what they want to do. We don't get a chance to give our ideas – especially if they do not involve drink & the rugby club

Training

Project manager needs to “wake up “and” live in the real world” and stop ignoring these people. They put her where she is today – and it should not be forgotten – by her or anyone else there. But everyone dances to one tune – HERS

Volunteers

Time investment – only when it suits them, to support events, very false

Tasks appropriate – no. the whole idea of what we are supposed to be about has gone out of the window

Vols play key role – ONLY WHEN IT SUITS GGCA

Information & Advice Service

Kate is down to earth you can talk to her

X is not so friendly

Additional

Some of the volunteers there behave over and above an acceptable level and they are allowed to get away with it.

Think long and hard about what you are doing because I can't see you being there much longer if you don't.

There are too many chiefs and not enough Indians.

People should be proud of the centre not suspicious

GGCA needs to go back to how it used to be a few years ago. Spirits were high and loads happening – what exactly are you doing for the community? Everything seems to be for GGCA to get some glory.

Go and look at what other places are doing to see if they can give you some ideas.

There is nothing for the children and youth, nothing up the valley and nothing in Hendreforgan other than GGCA 'poking its noses in' the project to go the estate.

Communication should be better

Please make sure this questionnaire is not conveniently lost or not included in your report

Appendix 5

Training Courses - Numbers Attending

Name of Course	Number of Staff Members attending	Number of volunteers attending	Number of Management Committee Members attending	Number of SMART Team members attending
Credit Union training	1	8	1	
Assertiveness training	8	2		
Conflict Management training	7		1	
Confidentiality training	3		1	
Genealogy training	1 to facilitate	4 +3 non volunteers		3
Costume Making Course training	1 to facilitate	6	1	1
Risk Assessment training	8	3	1	
Team Building training	10	1		
Welsh Awareness training	2	1		2
Partnership training	7	2		
Confidentiality training	6	2	3	3
Strategic Planning	6			1
Marketing training	8			
Presentation Skills training	2	4 + 1 non volunteer	3	
Equal Opportunities training	7	1		
Public Speaking training	3	1	1	2
Evaluation techniques	10	1		
Fire Extinguisher training	2	10		3
Disability equality training	10	7		3

Training

Course (April 2005)	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Welsh Awareness training		6							
Partnership training		7		no training					
Confidentiality training			14						
Strategic Planning training			10						
Marketing training			8						
Presentation Skills training	10	5	4						
Equal Opportunities training		8							
Partnership training	12								
Public Speaking training			8						
Disability Equality training	19								
Evaluation Techniques training	11								
Team Building training	13								
Questionnaire training					7				
Confidentiality skills							4		
Conflict management training							10		
Assertiveness skills training								10	
Anger management training									6
Sign Language training						31	24	20	11
Costume Design training						16	17	7	7
Credit Union training								1	
Supervision training									
Total numbers attending	65	26	44	0	7	47	55	38	24

Appendix 6

Supervision

&

Appraisal Form

Supervision / Appraisal Form

(NB: Copy of all supervision / appraisal notes to be given to supervisee immediately after the session)

Name:

Date:

SUPERVISEE'S AGENDA	SUPERVISOR'S AGENDA
<ul style="list-style-type: none">••••••	<ul style="list-style-type: none">••••••

TOIL/ANNUAL LEAVE UPDATE:
A/L =
TOIL =

TRAINING/DEVELOPMENT:

POLICIES/PROCEDURES:

HEALTH & SAFETY:

MATTERS ARISING:	ACTION:
-------------------------	----------------

AGENDA.	ACTION:
----------------	----------------

PTO – Agenda continued: YES NO

DATE & TIME OF NEXT MEETING:

Signed by Supervisee:Signed By Supervisor:

**PREPARATION FOR NEXT SUPERVISION / APPRAISAL IS ESSENTIAL PRIOR TO
 SESSION**

Appendix 7

Client Charter

Client Charter

The Information Advice Service is a free, impartial and confidential service. It is available to any person living or working in Gilfach Goch and the surrounding area.

Any potential client contacting the service should expect to receive a response from the service within 24 hours to establish initial contact. If this is not possible then the client should be given an expected time when they will be contacted.

Every potential client contacting the service will be treated with equally, with respect and in accordance with the Gilfach Goch Community Association Equal Opportunities Policy. Full attention will be given to their particular issue/s. No issue will be regarded as less important than another.

All information provided to the service will be treated as confidential and permission will always be sought from the client to share information where appropriate. Without permission, no information will be disclosed at any time unless it involves Child Protection issues or a risk of harm to either the client or others. This will be in line with the Gilfach Goch Community Association Confidentiality Policy.

When attending a consultation with the Service a client will receive an appropriate welcome. The client can expect a secure and confidential environment in order to disclose their issue/s. When carrying out any work on behalf of the client the Service will ensure that no information is overheard or seen by any unauthorised person/s.

All information/Advice given will be given in good faith and all efforts will be made to ensure that the information/advice is correct at the time of consultation. It is the responsibility of the worker to ensure they keep up to date with changes and legislation.

Clients will be provided with the appropriate information/advice. Any work carried out by the Information/Advice worker will be client led and at the client's request. The Service will carry out all actions as agreed during a consultation and will endeavor to keep the client up to date at all times. All actions and decisions will ultimately remain the responsibility of the client.

Any information held on a client will be given to the client within 28 days of their written request in compliance with the Freedom of Information Act 2000.

Once the issue has been successfully dealt with or the client feels they would like their case closed, the client file is then fully updated. The client may decide whether they would prefer to retain their manual file or whether to leave the file with the Service for archiving.



**Gilfach Goch
Community
Association**

Kate O'Sullivan
Information/Advice Service

Gilfach Goch
Community &
Recreation Centre,
Cambrian Avenue,
Gilfach Goch
RCT, CF39 8TG

T 01443 675004
F 01443 675666
E kate@ggca.co.uk

www.ggca.co.uk



Charity No. 1070802
Company No. 3233495

Appendix 8

Information

&

Advice

Service

Leaflet

INFORMATION & ADVICE

FREE & CONFIDENTIAL

An information & advice service is available for all members of the community. We are based in the **Gilfach Goch Community Association** in Cambrian Avenue. We also have outreach surgeries in **Evanstown, High Street, Hendreforgan** and the **Health Centre**. In addition, **Home Visits** can be arranged. The service offers a wide range of information on issues including **housing & council tax benefits, Disability Living & Attendance Allowances, Money/Debt problems, employment issues, job searches, help with forms, education** etc...

IF YOU WOULD LIKE HELP IN ANY MATTER PLEASE CONTACT **KATE O'SULLIVAN 01443 675004**

Appendix 9

CHARITIES COMMISSION SUMMARY REPORT

SUMMARY OF MAIN ISSUES DISCUSSED DURING VISIT

The charity's representatives met with officers from the Charity Commission in the context of the Commission's Review Visit Programme. In advance of the visit the charity was provided with a copy of CC60 – Hallmarks of an Effective Charity, which formed the basis of the visit agenda. The charity provided a range of information prior to the visit which informed the discussions at the visit itself.

The Commission would like to record our thanks to the charity for their co-operation in the Review Visit Programme.

Focus on Impact and Outcomes

The charity was established to serve the community of Gilfach Goch, and this is achieved through the provision of a community centre offering a wide range of services and activities to anyone who wishes to use the centre. The centre's reputation has spread by word of mouth and has brought in users from outside the Gilfach Goch area. This is felt to be beneficial to the charity as it makes more activities viable, but the trustees recognise that it requires them to interpret the area of benefit liberally. The review visit officers discussed with the trustees the possibility of widening the area of benefit to reflect more accurately the use of the centre. Included in the report is a legal requirement for this issue to be addressed over the coming year.

The trustees advised that they do not undertake activities until they have researched and conclusively identified that there is a need for them to be provided. To this end the trustees have developed several means of gathering this information and commissioned a Social Audit in 2003, (the first charity in Wales to do so), which is published on the charity's website. A community Consultation Day was held in February of this year. The trustees had also fully considered the findings of a Social Enterprise Development Feasibility Study as part of their considerative process in deciding which activities would be best deployed in the area of benefit. The trustees confirmed that the performance and value of activities of the charity are continually monitored through beneficiary feedback.

Until 2004 the charity had a strategic plan but this is temporarily suspended **until the Community Action Plan is drawn. Community Projects Centre (a local charity) has been commissioned to carry out this work on behalf of the Association. The Plan will address each of the thematic elements of the Communities First Initiative. The Charities future planning will evolve from this plan.** The trustees advised that Social Enterprise funding requires a strategic approach to be undertaken at a higher level and therefore the charity has agreed that the bid will be co-ordinated by the local authority, Rhondda Cynon Taf, with input from the charity. The charity's future strategic planning will evolve from the outcome of this bid.

A Community Action Plan drawn up by the Communities First Partnership Board will be in place by the end of 2005 which will encompass the activities undertaken by the charity and for which funding will be granted. The charity is represented on the Board and is contributing to the Plan. The trustees have considered the scope of the bid and are confident that the final CAP will fit within the charity's objects.

A development plan is established annually for each of the charity's projects, with Project Managers having control of their individual budgets from then on. Although it was noted that the Association Manager monitors projects through regular meetings and performance reports, the trustees are only updated twice yearly. The review visit officers discussed with the charity the advisability of more frequent briefings for the trustees, and it was confirmed that this was to be undertaken as a result of the Social Audit. The Finance Officer confirmed that monthly management figures are prepared which monitor project performance and provide information required by the funders. A Finance Sub – Committee has also been established and meet on a quarterly basis.

Fit for Purpose

The charity is governed by a Memorandum and Articles of Association, originally incorporated 2 August 1996 but amended since that date. Some of the amendments are subject to the prior written consent of the Commission but this was not sought. Consequently these amendments are ineffective. The review visit officers advised the trustees to review the whole governing document and apply to the Commission for consent in those areas where this was necessary. This could be done in conjunction with the proposed widening of the area of benefit. A legal requirement and guidance has been included in this report.

The charity undertakes individual activity risk assessments and is beginning a process of wider risk assessment. The review visit officers provided the Commission's published guidance in this area to assist the trustees in the process.

The charity does not make regular use of professional services, although advice is sought if required. It was recommended that the charity consider reference to voluntary advisory bodies, such the NCVO or WCVA, to ensure that they are aware of issues which may have an impact on the charity. The trustees were also referred to the Commission's website which provides regular updates on charity matters.

The charity employs sixteen staff, who each have job descriptions and contracts of employment. All staff are advised of their terms and conditions at induction and receive a programme of supervision based on their job description and development plans. The review visit officers discussed with the trustees the extent to which this process is formalised, and it was felt that training records would help the charity identify potential areas of staff development, as well as demonstrating that the charity had met its obligations in areas such as Health and Safety.

The trustee minutes provided in advance of the visit indicated that the charity had some difficulty in persuading staff and volunteers to adhere to Health and Safety procedures. The charity now has a designated Health and Safety Officer who makes spot checks to remind staff of their obligations in this area. The Officer also ensures that safety issues in the ground floor of the building, which is not under the charity's control, are brought to the attention of the owner, Rhondda Cynon Taf.

The trustees advised that the charity targets all age groups within their community and can currently call upon the services of over seventy volunteers, some of which fall within the 14 to 18 age range. The charity noted that these young volunteers are very active in the charity and benefit significantly from the training and development attached to their role. All volunteers are inducted and CRB checked, with young volunteers being supervised at all times. The trustees confirmed their awareness of the principles of employment legislation when engaging volunteers under 18 and confirmed that supervision and insurance issues were included in the charity's risk assessment.

Sound Governance

The charity is served by thirteen trustees, with some dating from when the charity was formed. The chair noted that they have evolved a gentle and gradual process to encourage people onto the board and consequently do not have difficulty in filling vacancies. The trustees consider areas where skills are needed and, should the trustee body be short in particular skills, the capacity exists to appoint up to two advisers in a non-voting capacity to inform the decision making process.

There is an induction process for new trustees, and a pack is provided containing all of the charity's key documents and procedures. Trustee eligibility is not checked although CRB checks are being considered. The trustees welcomed guidance on a suitable form of declaration for new trustees to complete.

The trustees noted a good relationship with its funders, particularly RCT with whom the charity is negotiating to take over the whole building (discussed later under 'Maximises Potential'). The trustees confirmed that they have not experienced pressure which might compromise their independence. The charity does not currently have a conflict of interest policy and has not noted any difficulties in this area. The potential for conflicts of interests was discussed and guidance produced by the Commission was provided to the trustees. A recommendation is made in this report that a conflicts of interest policy be introduced.

The chair raised with the review visit officers the extent to which delegation to sub-committees might be appropriate. The trustees noted that where the charity has set up sub-committees, there is always a trustee on the committee who can require any decision to be referred back to the trustees for ratification. Terms of reference have been drawn up for each of the charity's sub-groups. The review visit officers acknowledged the trustees' actions to date and clarified that these terms of reference should clearly state limits of authority and at what point the committees are required to refer to the full trustee body.

It was noted that the records held by Companies House in respect of the charity's directors were not consistent with those provided by the charity. Although evidence shown by the charity suggested the error could have been with Companies House, the trustees are advised to check that these records are accurate, as they may otherwise be liable for a fine.

Maximises Potential

The trustees explained that the building which houses the centre was built in 1996 with the benefit of Welsh Office funding. Technical complications arose during the building process which took the project over budget and beyond the resources of the charity. The building was only completed with the help of RCT who made up the shortfall and took over running costs. The land and the building is currently in the ownership of RCT who occupy the ground floor, with a 28 year lease granted to the charity to occupy the first floor. The running costs of £60,000 continue to be met by RCT. The charity is considering taking over the whole building and is in negotiations with RCT, who welcome the move. The charity is seeking to retain the £60,000 annual funding which it considers represents the value of the service provided to the community which RCT would otherwise have to find. The trustees are aware of the need to cost fully the implications of taking over the building, and to ensure that funding agreements with RCT are secure in the long term. The trustees confirmed that all current arrangements with RCT are regulated by formal agreements. It was noted that the charity is not fulfilling any statutory obligations which should properly fall upon RCT but is instead enhancing provision. The Commission would expect the charity to ensure that it receives a benefit commensurate with the money it has expended on the building, and that its legal interest should reflect this.

The trustees explained that the charity operates a community café under the auspices of a Healthy Living pilot programme with the aim of bringing members of the community into the building to use its services and so that they can have exposure to the range of courses and services offered by the charity. The café promotes healthy eating and operates on a non-profit basis (currently operating at a loss but in its early days). The trustees advised that this trading is ancillary and raises the profile of the charity.

The trustees have commissioned and undertaken a feasibility study in partnership with the PMR Trust (Healthy Living Worker). That study has recommended the establishment of a Social Enterprise Investment (SEI) funded "Lifestyle Suite". The visit officers discussed with the trustees the need to consider the criteria for membership of such a suite, and whether this activity fell within the charity's objects or was to be undertaken as a trading activity. It was recommended that the trustees consult the Commission's guidance on charities and trading and also the Inland Revenue's guidance, both of which were provided at the visit. The trustees have already considered whether it may be necessary to establish a subsidiary trading company.

The trustees advised that they currently have an ERDF bid submitted and are awaiting the outcome. A recent bid to the Esmee Fairbairn Foundation had been unsuccessful but feedback from EFF has enabled the charity to identify in what area to improve their application. Funding has been applied for totalling £619K from Objective 1, £500K from the Local Regeneration Fund, and a bid was being re-submitted to CFAP for £300K having received guidance from CFAP on where the initial bid had failed. The charity has secured Arts Council of Wales funding and is currently working on the "Creative Communities" bid co-ordinated by RCT and monitored by the charity. The trustees are aware of the strategic nature of the bid and are confident that the best interests of the charity are being, and will be, protected.

Accountable and Transparent

The charity's accounts for the year ended 31 March 2004 were reviewed by the Commission accountants prior to the visit. A small number of technical points related to the Accounting and Reporting by Charities Statement of Recommended Practice (SORP) were provided to the trustees to be raised with the charity's auditors.

It was noted that the accounts showed a fund transfer from restricted funds to unrestricted funds of £60,098. The trustees confirmed that this had been on the advice of their auditors, the agreement of the donor having been obtained. It was recommended that a note to this effect be included in the accounts to clarify that the classification was correct.

Wider issues identified:

- The trustees advised that the range of funders is reducing (as over time funders are amalgamating). There are less agencies for the charity to approach and therefore the scope for increasing the diversity of income streams is reducing accordingly. This is an issue of concern for the trustees.

Conversely, when the charity was submitting a wide range of separate bids, the administrative burden was greatly increased, not just in submitting the bid but in producing the required monitoring information for a variety of funders.

- The question was raised about the accessibility of Commission publications in formats other than the written word, since it was noted that some guidance, but not all, is produced on audio tape. The point was made that trustees might appreciate guidance in audio or video format and that this could be more actively promoted on the Commission's website.