



ANNUAL REPORT 2020- 2021

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**SKILLS &
VOLUNTEERING
CYMRU (SVC)**

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COVID-19 UPDATE

Here at SVC, the academic year of 2019/20 started with a familiar busy pace. We launched a new project called the NHS Placement Scheme where 48 volunteers provided activities to beneficiaries across 14 wards. Our partnership with South Wales Police was blossoming with over 100 volunteers supporting the Police with community work and crime prevention across Cardiff, RCT, and Merthyr Tydfil. In total we had 31 projects running across Cardiff, the Vale of Glamorgan, and RCT. Our diverse and dedicated team of volunteers were busy providing hours of support to the local community.

In February 2020, both the SVC staff team, and the Board of Trustees, began discussing coronavirus, and planning for the eventuality of the virus spreading to South Wales. SVC are blessed to have so many volunteers with different skills and ideas, who paved the way for what would come.

On the 23rd March 2020, Boris Johnson ordered the UK to "stay at home", and by the 30th March, SVC were providing digital activities for several of our different beneficiary groups.

Throughout the pandemic, SVC has continued to support children and adults with disabilities, people experiencing homelessness, adults with mental health conditions, and young carers. Our key focus has been to bring some much-needed joy, laughter, and engagement to the SVC community, whilst striving to combat feelings of loneliness and isolation.

The different beneficiary groups SVC supports have each experienced different needs throughout the ongoing pandemic, and at SVC we aimed to respond to those various needs. Some of our beneficiaries were shielding due to their health, some did not see friends or family for months on end, some had been moved from sleeping on the streets into hotels to house the homeless community, some were shielding due to being a carer, some were no longer able to attend school – the way Covid-19 affected our community was vast and diverse.

COVID-19 UPDATE

By the end of April 2020, SVC was running numerous digital projects, including: a digital befriending service for adults with disabilities, a digital social club in partnership with the Huggard Homeless Centre, and digital groups for young carers and children with disabilities and a wide variety of digital activities for Innovate Trust service users such as; yoga, Zumba, quiz club, bingo and many more!

We updated our training, risk assessments, and Policies & Procedures, to ensure we kept our community safe online. One of the advantages of going online was that some of our beneficiaries, who had previously faced barriers to engaging with our community activities, started to engage with our online activities. They felt safe and secure in their own home, being able to access our activities with just a click of a button, which in turn helped to break down some of the barriers they may have previously faced.

The pandemic has undoubtedly been a difficult time; however, it has also allowed SVC to develop and grow in many new ways. We have made connections with numerous community members through the use of the newly founded Covid-19 Mutual Aid groups, and have supported a wide range of beneficiaries to grow in digital confidence. We have had the chance to form new partnerships, whilst also developing our long-standing relationships.

We are so very grateful for the support of all of our volunteers, beneficiaries and funders, as we continue to work together to "Give a little, and gain a lot".



CHAIR REPORT

On behalf of everyone at Skills & Volunteering Cymru (SVC), I would like to welcome you to this year's annual report. This report will reflect on the wonderful work undertaken by the charity throughout 2020/21 – times which have been exceedingly challenging times for most.



Following the government guidelines in March 2020, to "stay at home", the project delivery for SVC this year has been very different to previous years. Our main aim was to ensure we kept all of our beneficiaries, volunteers and staff safe – whilst also combatting feelings of loneliness and isolation.

Many of our beneficiaries were asked to shield due to their personal circumstances, and many have been unable to see family and friends over the past 12 months. Due to this it was paramount for SVC to adapt quickly, to ensure we could bring some support to the SVC community. With the help and skills of our incredible volunteers we established some digital alternatives to our projects, and by the end of March 2021 we were running several digital social clubs and a digital befriending service. Over the past 12 months our delivery has grown, and I am pleased to report that, where possible, every beneficiary group supported by SVC has been offered some form of digital companionship and support.

This year we have additionally been researching the history of SVC, and are excited to launch our findings in April, as part of our celebrations for our 50th year as a charity. I would like to thank everyone involved in this huge project, and am delighted by the progress made.

CHAIR REPORT

This year we have also focused on Equality, Diversity and Inclusion (EDI), and have taken responsibility to educate ourselves, and ensure we continue to be an inclusive charity, with a zero policy towards any form of discrimination. We have established an EDI committee, an EDI blog, an EDI Officer within the staff team, and ensured EDI is discussed at every board of trustees meeting. Additionally, we have been working with many knowledgeable organisations who have delivered training sessions for the SVC community – including Race Equality First, Stonewall and RNID.

I would like to take this opportunity to thank everyone involved with SVC over my first year in the role of SVC Chair. I would also like to welcome Amanda Coffey in her new role of SVC Patron, and additionally thank our long-standing Patron Baroness Finlay of Llandaff, for her ongoing support. This year has been such an honour to be part of, and I am so grateful for the welcoming and supportive nature of all the staff and board members. The team at SVC have worked tirelessly over the past 12 months to ensure we were able to help as many different beneficiaries as possible, and I am so very proud of all we have achieved.

The last, and biggest thank you I have is to our volunteers. Without your commitment, dedication, kindness and skills, we simply would not be able to do what we do. You are at the heart of everything SVC does, and thank you will never be enough. But it's a start, so on behalf of everyone in the SVC team – thank you! The spirit of communities to help and support each other, especially in such difficult circumstances, really is heart-warming and positively uplifting to witness –

As we say at SVC – “Give a little, gain a lot!”

I hope you and your loved ones remain safe.

Best wishes,
Sophie Smith (SVC Chair)

VISION, MISSION & VALUES

Our Vision

We want volunteering to be a part of everyday life in Cardiff and surrounding areas, where all members of our community have the opportunity to 'give a little, gain a lot'.

Our Mission

Our mission is to enhance the lives of disadvantaged and vulnerable members of the local community through volunteering.

Our Values

Accountability

We use our resources effectively by tackling identified needs and issues through our projects. We constantly monitor and evaluate our work and it is paramount to us that we are accountable to volunteers, beneficiaries, supporters and partners.

Collaboration

We work alongside a number of diverse partners to ensure we deliver the best and most comprehensive services to both our volunteers and beneficiaries.

Empowerment

Our projects are designed to empower vulnerable and disadvantaged individuals by supporting them to overcome identified barriers. We empower our volunteers by giving them real responsibility and ownership over their projects, enabling them to make lasting change to individual lives and gain valuable transferable skills.

Equality, Diversity & Inclusion

At SVC we are proud to provide inclusive services by offering opportunities to all, regardless of age, race, gender, disability, culture or religion.

Passion

We pride ourselves on the spirit of the SVC community - we're passionate about volunteering and the impact it has on people's lives.

EQUALITY, DIVERSITY & INCLUSION

Our Goals

Following the death of George Floyd and the Black Lives Matter protests in summer 2020, our staff and Board re-evaluated what it is that we can be doing to help improve Equality, Diversity and Inclusion (EDI) – focusing not only on working to eradicate racism but also to promote equality in any way we're able to.

You can read the full goals we initially outlined [here](#), but our main aim was to recognise that there was a problem within the charity sector and there was more we could be doing to combat it, and to implement structural changes to combat any issues. This included, but wasn't limited to, more training for our staff and trustees; promoting our commitment to EDI and anti-racism across our website; and discussing EDI at every single SVC Board meeting.

We want to be as open and transparent as possible in sharing all the work that we're doing, and plan to do, to meet our goals. Six months on, we wanted to review what we've done so far and to share what it is we have planned in the near future.

What have we been doing?

Karen, Nina and Henry from SVC's Board of Trustees came forward with interest in taking on an EDI role, managing the EDI work that we do. These trustees created an EDI working group along with Eleri, one of our SVC staff members, who meet regularly to discuss and make progress with the work we're doing. These trustees also report back at every Board meeting, keeping the Board fully informed and making sure that we stay on track with our goals.

EQUALITY, DIVERSITY & INCLUSION

Our staff uploaded our formal response to Black Lives Matter, with our goals remaining on the website so we can be held accountable to these. We've also been keeping track of our work through blog posts, making sure anyone who visits our website can easily find out what we've been doing. Staff have added EDI information to the 'Our Values' section of our website, explaining all about EDI, types of discrimination and protected characteristics. Our mission statement has also been updated to explicitly state that we're race and LGBTQ+ inclusive. For Black History Month, we put an article together explaining its history and why it is so important to celebrate.

Our staff, Board, volunteers, beneficiaries and partners have also been to many training sessions – we've attended virtual training in First Steps to LGBT Inclusion and Introduction to Allyship led by Stonewall Cymru, and Racism, Discrimination and Hate Crime training led by Race Equality First. Beneficiaries from the Huggard Centre have also attended the Racism, Discrimination and Hate Crime training and SVC and Innovate Trust have worked in partnership with Race Equality First to adapt their training to make it accessible for adults with learning disabilities. The Racism, Discrimination and Hate Crime training took place in February 2021 and beneficiaries from Innovate Trust found the training to be very beneficial and engaging. Our staff members have attended a 'Ten Years of the Equality Act 2010' online panel discussion, Unconscious Bias training and a Race Alliance Wales Anti-Racism Workshop. We are looking forward to attend Deaf Awareness Training with the RNID in April 2021. SVC have also become members of the Global Equality Collective and we are eager to use the training and support to progress even further within our EDI work.

EQUALITY, DIVERSITY & INCLUSION

SVC staff have set up Beneficiary Advisory Groups, to make sure our beneficiaries voices are heard and provide beneficiaries with the opportunity to give us feedback and make suggestions about how we can improve our services. We've had sessions with beneficiaries from our Laugh Out Loud Friday's project for young people with Downs Syndrome and another session with Innovate Trust beneficiaries. We also held a session with parents and children from our Be Friends project for children with learning disabilities. This has been a really valuable opportunity to listen to the opinions and feedback of our beneficiaries and adapt our projects accordingly.

Our staff have also been promoting the Electoral Commission's "Welcome to your vote" campaign that welcomes the newly enfranchised to democracy in Wales. SVC have been providing links between our partners and the Electoral Commission and promoting accessible voting in order to encourage our volunteers and beneficiaries to engage in the 2021 Senedd election.

The SVC staff team have worked together to update the EDI sections of our application forms to become more inclusive. Other than age and gender, it isn't compulsory for us to ask these questions but we want to make sure that the SVC community is representative of the South Wales community, and make sure there are the appropriate options for everyone on our forms when applying. Our volunteers are now able to write down the pronunciation of their name, preferred name, sexuality, gender and if they have a trans history (using the same categories recommended by Stonewall). We also ask about ethnicity and religion (using categories recommended by Race Equality First). Additionally, we ask if they have caring responsibilities, whether they have a disability or any health conditions, and whether they can understand, speak or read Welsh.

EQUALITY, DIVERSITY & INCLUSION

The EDI group are currently agreeing on monitoring procedures for SVC's Zero Tolerance Policy to Racism policy. We are also in the process of adapting SVC's Equal Opportunities policy to become an Equality, Diversity and Inclusion policy. In the near future we will be working on other policies and procedures in line with an equality impact assessment.

The EDI group and SVC staff team have enjoyed looking into national awareness days and planning which days we would like to celebrate and promote via social media and our blog. In recent months we have created a spreadsheet of the national days, weeks and months that are of significant importance to SVC and each month we plan our social media posts carefully as a team. So far, we have celebrated various events such as Black History Month, LGBTQ+ History Month, Chinese New Year, and Accessible Voting Day.

SVC staff have started using inclusion nudges – these are reminders to be more inclusive and challenge any subconscious biases to improve our decision-making. Some of the ways these have been incorporated include encouraging on referral forms to encourage referrals of those from diverse backgrounds, adapting our project descriptions to be more inclusive and easier to read, and sharing interview questions with volunteers in advance so they can prepare. We want to get the best from our applicants, and want to find people with a genuine interest rather than just those with specific skills. We also want our informal interviews to be a two-way process and a way to get to know each other. So, by sharing the questions we hope that this gives our volunteers good practice with interview processes whilst still being an inclusive process.

EQUALITY, DIVERSITY & INCLUSION

Finally, the EDI working group are reviewing ways that we can make our website more accessible. Staff are currently planning to have Dyslexia font on our website, which is accessible for those with Dyslexia, and hope to work with a British Sign Language interpreter to interpret an 'About SVC' video. We're planning on using illustrations and graphics across the website, our social media channels and our promotional materials, including graphics of the nine protected characteristics. Finally, we want to organise for some of our beneficiaries to audit our website to make sure that it's accessible and easy to navigate.

- Lucie Mathison (Communications and Marketing Officer) and Eleri Cruchley-Jones (Project Coordinator)



Above: Race Equality First, SVC and Innovate Trust at Racism, Discrimination and Hate Crime Awareness Training.

Equality, Diversity and Inclusion



2020-21 TEAM

SVC IS RUN BY A DEDICATED TEAM OF FULL TIME STAFF,
VOLUNTEERS AND TRUSTEES

STAFF & TRUSTEES

Sophie Smith - Chairperson
 Jon Jones - Vice Chairperson
 Kieran Vass - Secretary
 Emma Board-Davies - Treasurer
 Kelly Fenton - Events & Fundraising Officer
 Arzu Rzayeva - Events & Fundraising Officer
 Lucie Mathison - Communications & Marketing Officer
 Karen Cooke - General Trustee
 Jessica Rumble - General Trustee
 Anj Ramani - General Trustee
 Nina Di Cara - General Trustee
 Henry Morris - General Trustee
 Ulvi Nasibli - General Trustee
 Natalie Holmes - Associate Trustee
 Rhian Perridge - Associate Trustee
 Erika Klapauskaite - Associate Trustee
 Gavin Hawkey - Associate Trustee
 Cerys Davies - Associate Trustee
 Adrienne Earls - SVC Manager
 Emma Dixon - Team Leader
 Dafydd Haine - Project Coordinator
 Eleri Cruchley-Jones - Project Coordinator
 Johnny Ling - Project Coordinator
 Kumba Sillah - Project Coordinator
 Grace Piddington - End User Support Officer

LEAD VOLUNTEERS

Yukta Deshmukh - Creative Writing Course
 Rosie Rapado - Creative Writing Course
 Hannah Martinson - Fantastic 4 Party Planners
 Ulvi Nasibili - Get There Together
 Jon Jones - Huggard Homeless Centre
 Rosie Rapado - Insight's Got Talent
 Mair Dunstone - LOL Fridays
 Caitlin Gonzalez - Netflix Club
 Henry Morris - LOL Fridays
 Jenny Laithwaite - Sewing Project
 Ellie Petrovits - Young Carers Digital Social Club
 Henry Morris - Young Carers Digital Social Club
 Izzy Squires - Young Carers Digital Social Club
 Kelly Fenton - Young Carers Digital Social Club

STATISTICS OVERVIEW

410

VOLUNTEER
OPPORTUNITIES

10,000

HOURS



6,000

BENEFICIARIES

33

PROJECTS



1869 FOLLOWERS



1375 FOLLOWERS



395 FOLLOWERS



87,200

ESTIMATED
VOLUNTEER VALUE



1668.34

GENERATED FROM
FUNDRAISING

TESTIMONIALS

"I have found the Young Carers Digital Social Club amazing, it is so much fun baking, doing arts and crafts, talking and just being with people through these tough times. It's nice to have someone to talk to and to do things you wouldn't get time to do. I hope I'm never too old to be on the project because they're really kind and helpful especially through the tough times."

- Emily, Young Carers Club Beneficiary

"I think Henry and Mair have done a really good job keeping us busy on LOL and it's really good fun."

Thank you both of you for the quiz and keeping us busy"

- Gareth, LOL Fridays beneficiary

The Be Friends sessions have been really good, I really look forward to them every week".

- Mackenzie, Be Friends Beneficiary

"I really look forward to my Be Friends sessions every Tuesday with Amy. She's really nice. We chat and I play different games with her online. I like playing Connect 4 and Pictionary online with her."

- Huw, Be Friends Beneficiary

"Thanks for all the fun, letting us choose what we'd like to do, and keeping me in touch with my friends when I haven't been able to meet them"

- Michael, LOL Fridays Beneficiary

"I love seeing everyone at laugh out loud all the people"

- Natasha, LOL Fridays Beneficiary

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Huggard Homeless Centre Social Club (Digital)

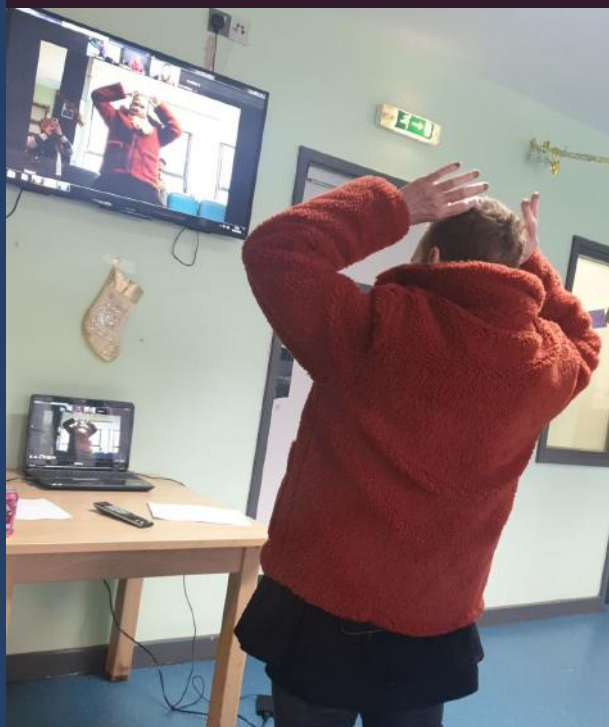
SVC have been running a volunteering project with Huggard for over 10 years (possibly even close to 20 years)! In previous years volunteers have attended the Huggard Centre to befriend beneficiaries and facilitate activities. Over the past year, we have been doing our best to continue offering social enrichment throughout the Covid-19 pandemic. Luckily, we were able to adapt the project and SVC set up a social club over Zoom in partnership with Huggard. The aim of this project is to help combat feelings of boredom, loneliness and isolation and we have succeeded with this aim in a digital setting. Funding and support from partners have allowed SVC to provide a laptop, webcam and microphone to run these sessions safely. Every Tuesday afternoon SVC volunteers have hosted a range of virtual activities including music bingo, quizzes, live music, singalongs and lots of other engaging games and entertainment. Most of the sessions have been with beneficiaries at the Huggard Centre, however we have also hosted some social club sessions with beneficiaries at the Huggard Hostel. The volunteers have been committed and eager to host and lead the sessions and as a result the beneficiaries look forward to the weekly activities. SVC have been able to send prizes to the winners of each activity which has been fantastic.

- Eleri Cruchley-Jones (Project Coordinator)

The digital social club has been impactful to all the participants involved. The clients are always enthusiastic about the sessions activity and regularly ask staff what's in store for the current week. It is a pleasure to see so many people enjoying the session, even the staff at the Huggard Centre join in. We are very lucky to have such enthusiastic volunteers on the project, that help deliver the session and develop ideas for new activities.

- Jon Jones (Huggard Lead Volunteer)

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS



Top: Volunteers, Huggard Clients & Shiny Happy People having a dance!

Bottom: A client at the Huggard taking part in charades

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Digital Befriending

Beneficiaries and volunteers have adapted well to the digital befriending project. Volunteers have continued befriending beneficiaries from Innovate Trust (adults with disabilities) despite of the numerous lockdowns and the social distancing measures during the Covid-19 pandemic. SVC pair a volunteer with a beneficiary based on shared interests. Volunteers and beneficiaries keep in contact weekly via phone call, video call, letter or a gaming website. Volunteers and beneficiaries have been very creative with their digital activities for example going on virtual tours of foreign countries, virtual aeroplane trips, arts and crafts, murder mysteries, films, cooking, karaoke and educational discussions. The aim of this project is to offer social and emotional enrichment to volunteers and beneficiaries through befriending and taking part in activities. Volunteers have provided compassionate support and amity, and have helped relieve feelings of boredom, loneliness and isolation for beneficiaries during the pandemic. Through engagement, beneficiaries have developed their social skills, gained confidence and achieved personal goals. This project is invaluable to volunteers and beneficiaries alike as befriending improves perceptions of well-being, reduces stress and increases self-esteem and empowerment. Seeing the progress volunteers and beneficiaries have made is wonderful!

- Eleri Cruchley-Jones (Project Coordinator)

Innovate
Trust



ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Delivery Drivers (Innovate Trust)

The Delivery Drivers project emerged during the first lockdown in spring 2020, as many vulnerable or self-isolating community members were required to shield at home. Working with our partner Innovate Trust, we recruited volunteers to help out with weekly food deliveries, taking parcels across the Cardiff area to support individuals in need. As the lockdown eased during the summer months, the immediate need for this project decreased, but we are immensely grateful for the help from our volunteers during those difficult first few months.

– Dafydd Haine (Project Coordinator)

Drama and Wellbeing with Izzy

As we looked to expand our range of digital activities during the early months of the pandemic, SVC also wanted to reach out to artists and creatives in the local community, whose work may have been impacted by the lockdown restrictions. One of the fantastic performers we connected with was Izzy Rabey, who created a weekly Drama & Wellbeing group for the adults with support through Innovate Trust. Sessions varied week by week, but some of the most popular activities included collaborative storytelling, character creation, show-and-tells, card games, and more! This project also evolved over the months, as the beneficiaries became more and more involved in suggesting themes and topics for future sessions, and there was no shortage of brilliant ideas! The project took a break during the early months of 2021, but – after popular demand – is fortunately returning on a monthly basis for the summer months!

– Dafydd Haine (Project Coordinator)

Project Overviews

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Netflix Club

Netflix Club is a weekly event held over Zoom in which beneficiaries can join to watch a show and have a fun chat afterwards. The session is mainly structured around the episode being shown, where beneficiaries can use the chat box to communicate parts they are enjoying and any interesting facts whilst watching. After this, the last 10-15 minutes is used to have a chat about the show, parts that were enjoyed, and anything in general. Essentially, it is a chilled evening activity for those who would like to kick back and relax at the end of the day!

Caitlin Gonzalez – Lead Volunteer

Quiz Club

Supported by our partners Innovate Trust, Quiz Club is a weekly online session for adults with disabilities and/or mental health problems, where we get together to enjoy a different theme each week, such as Pop Music, At the Movies, Sport, Around The World, Disney, Harry Potter, Superheroes, and more! The quizzes cover a mixture of pictures, trivia, puzzles, and music, and often tie-in with events and milestones in the calendar – such as Christmas, Halloween, St. David's Day, Burns Night – you name it, we've probably done it!

Originally run by SVC staff, over the past few months the project has welcomed some excellent volunteers, who help with everything from researching and planning the quizzes to co-hosting the sessions themselves. We've also had some of the beneficiaries getting involved in deciding quiz themes and topics, and helping to co-host too – something we're keen to develop further in the future!

Dafydd Haine – Project Coordinator

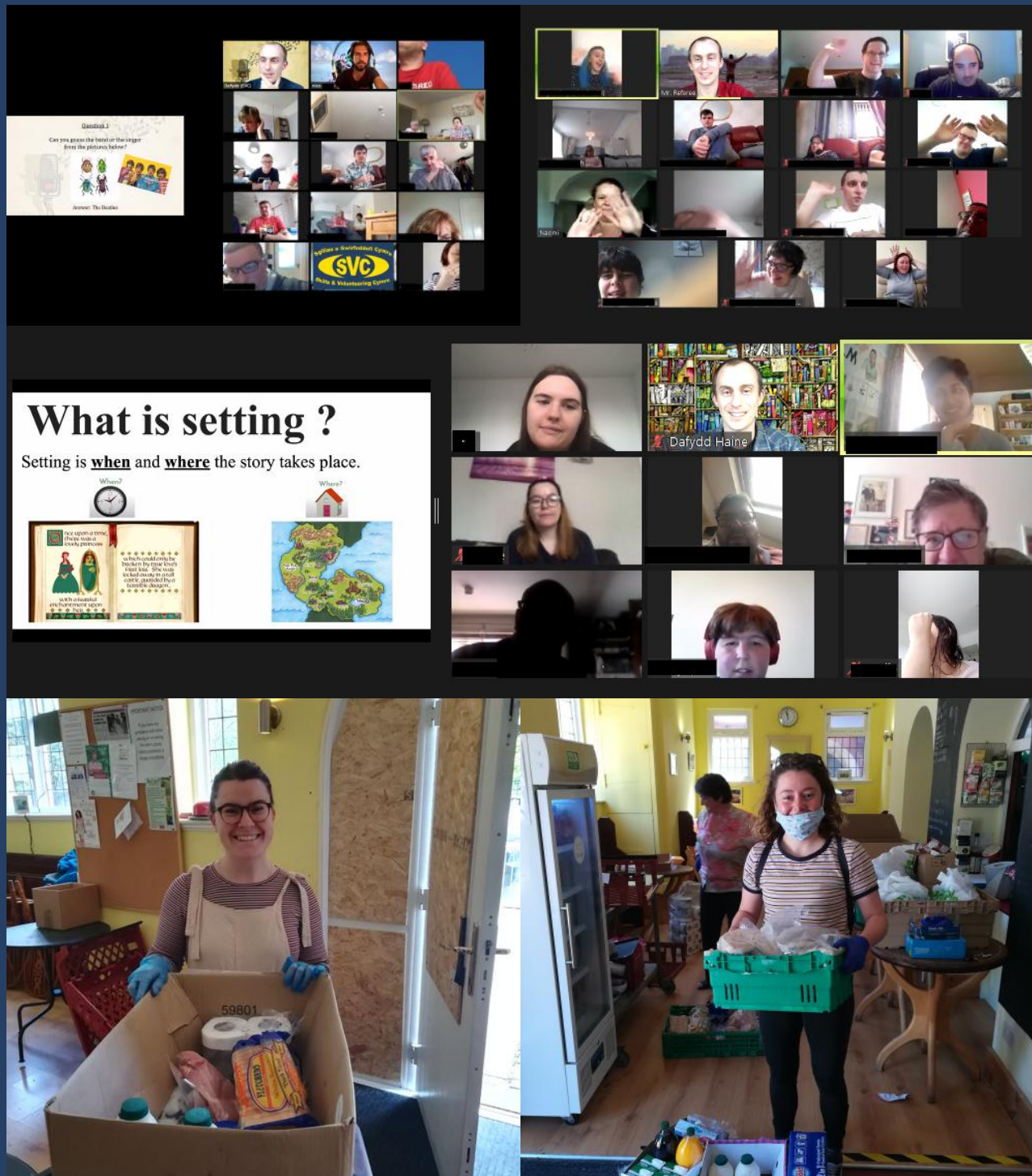
ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Creative Writing Course

The Creative Writing Project uses literacy/ literature based activities as a means to develop social and communication skills amongst our beneficiaries in an informal digital environment. Volunteers collaborated with one another to tailor resources and activities for the beneficiaries. There are two sessions on each of the following genres: Prose, Poetry, and Screen Writing. Volunteers are welcome to add extra sessions such as introductory sessions, (literacy) activity sessions, and recap sessions, as they see fit and applicable. The project also deeply encourages sharing and engaging with creative work amongst volunteers and beneficiaries such as reading together, sharing books/films enjoyed between sessions, and reading aloud any writing written by the beneficiaries, usually, but not necessarily, inspired by the weekly prompts given at the end of each session and posted on the Insight App. Performance is also an aspect encouraged by the Creative Writing Project and, providing there is demand for it, performance skills can also be an added activity/ session/ end of course performance reading for the beneficiaries to share their writing with the group. We have found that the course brings in participants of varying literacy skills and interests in literature and volunteers are encouraged to tailor the course to specific interests and skill levels in the group to ensure all participants are included.

- Yukta Deshmukh (Creative Writing Course Lead Volunteer)

Project Overviews



Top Left: Quiz Club
 Top Right: Drama & Wellbeing with Izzy
 Middle: Creative Writing Course
 Bottom Left & Right: Delivery Drivers

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Insight's Got Talent

Insight's Got Talent is an incredible opportunity for anyone who uses the insight app (created by Innovate Trust as a safe social media app for adults with disabilities and/or mental health conditions) to showcase their talent in a safe and supportive environment.

The aim of the show is to encourage beneficiaries to have fun and showcase whatever talents they have. We saw various people with different talents, like singing, acting, dancing, comedy, and a bit of tai-chi!

The best parts for me was watching all the beneficiaries light up when they were performing. Even those who were a bit nervous gave it everything they had and didn't show their nerves. That's what this project was all about! A place for everyone to have fun and support each other. After each performance, we allowed everyone to turn their mics on and give applause and words of encouragement.

– Rosie Rapado (Insight's Got Talent Lead Volunteer)

Karaoke Club

Up until March 2020 we were running our Karaoke Club for adults with disabilities and/or mental health conditions face to face. However, due to the pandemic we have adapted this project to become a digital activity. Every Friday volunteers get together to run a karaoke session over zoom where beneficiaries' requests songs to sing, sing as a group and have a dance. It's fun for all involved and we love that we can still carry on this project digitally. We are also planning on doing themed sessions with an 80's night coming up soon!

– Kumba Sillah (Project Coordinator)

Project Overviews

ADULTS: DISABILITIES, MENTAL HEALTH & HOMELESSNESS

Beginners Bingo with Bex and Kumba

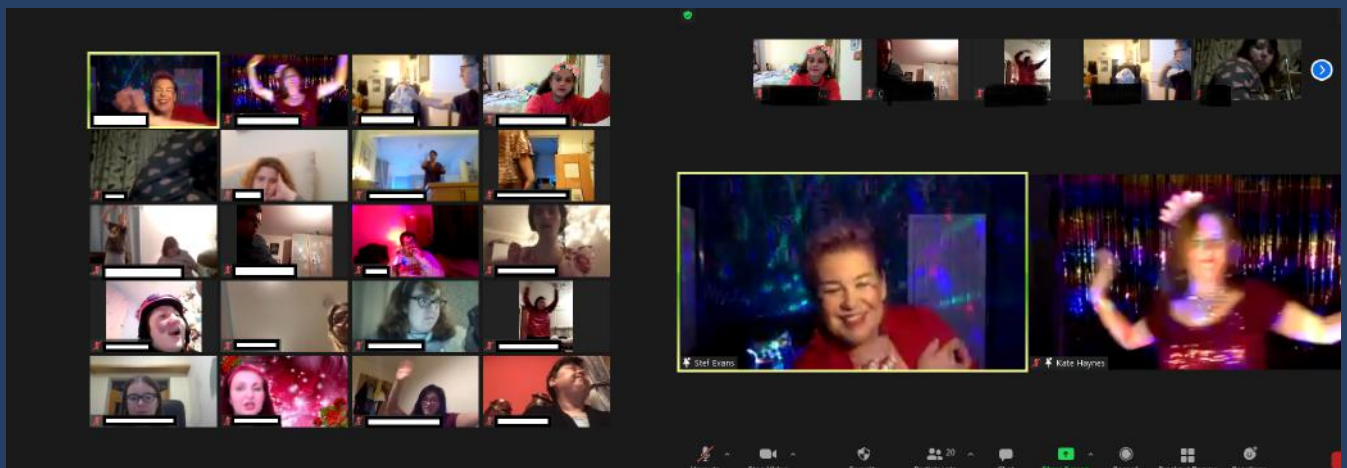
Bingo was really popular at our project Tea and Company, pre-pandemic, and so Bex (former SVC staff member) and Kumba decided to set up a bingo session over Zoom. The sessions have been great fun, with regulars coming back each week to win prizes. The project is currently being run by volunteers with lots of new faces joining the activity.

- Kumba Sillah (Project Coordinator)

Fantastic 4

Our Fantastic 4 party, which is 4 parties spread out across the year for adults with disabilities and/or mental health conditions, has been adapted due to the pandemic to a digital format. That hasn't stopped volunteers from running fun and engaging parties for the people we support. From magicians, to scavenger hunts and live music performances there has been a whole host of fun activities organised by volunteers for the parties. Although we look forward to having our parties face to face, we've loved still being able to come together over Zoom.

- Kumba Sillah (Project Coordinator)



Above: Shiny Happy People performing at a Fantastic 4 Party

CHILDREN & YOUNG PEOPLE

Be Friends (Digital)

Our Be Friends project is a befriending project where volunteers work in pairs to support children and young people with a variety of physical and/or learning disabilities, through weekly sessions with them either in the home or out and about in Cardiff doing various activities. Due to the pandemic, we set up our Be Friends (Digital) project which instead involved volunteers supporting the young people on a one to one basis over video call, having chats, doing activities and playing games together once a week.

Our volunteers this year have been highly creative and have undertaken a range of activities over video call with the young people, such as baking, arts and crafts, online escape rooms, virtual zoo tours, online games tournaments, dancing and puppet shows, amongst many more! The project aims to help the young people develop social skills, increase independence and gain access to various fun activities as well as providing valuable respite for the families.

As a result of continuing our relationship with Cardiff University School of Medicine and Cardiff Metropolitan University Psychology we have been able to provide placement opportunities for large amounts of students, and this along with numerous general volunteers has meant we have been able to support large numbers of beneficiaries. The young people on the project have adapted really impressively to doing the sessions on video call, and as a result Be Friends (Digital) has been highly successful, with it being fantastic to see the project giving a weekly positive boost to the young people during this difficult time.

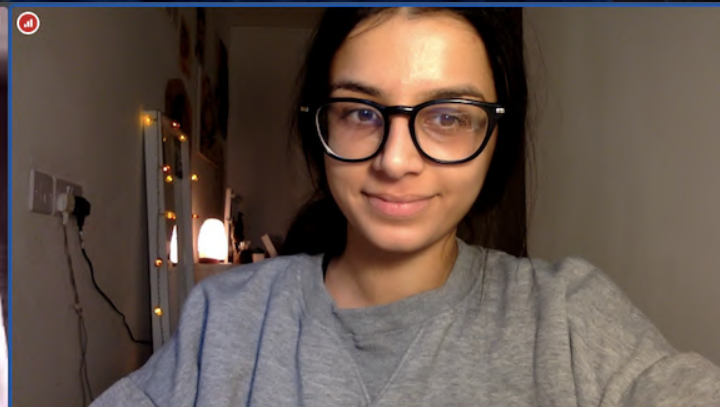
– Johnny Ling (Project Coordinator)

Right: Volunteer & Beneficiary on our
Be Friends Project



Project Overviews

CHILDREN & YOUNG PEOPLE



Volunteers & Beneficiaries on
our Be Friends Project

CHILDREN & YOUNG PEOPLE

Young Carers Digital Befriending

In order to provide extra support to our young carers during the pandemic, we set up our Young Carers Digital Befriending project: a one to one digital befriending project, similar in structure to Be Friends (Digital). Volunteers have been matched with young carers on a one to one basis, and have been contacting them once a week over video call in order to chat, do activities and play games together. It has been brilliant to be able to set up this new project for our young carers, and has been fantastic to see the positive effects of the project in reducing loneliness, boredom and the general frustrations of lockdown.

– Johnny Ling (Project Coordinator)

Young Carers Digital Social Club

Providing a variety of sessions for the young carers this year has been a wonderful experience. The project has been very beneficial to the young carers as it provides a safe space and an opportunity to engage with activities they may not otherwise not have. Since September we have covered a variety of activities, these have included: online escape room, baking gingerbread biscuits, Christmas take away and film, baking brownies, card making for the NHS, games tournaments, making pizza, and card making for Mother's Day. We are also going to put on a virtual Easter Egg hunt activity, where chocolate will be involved – yay! Highlights have definitely been the baking and cooking activities, due to the fact that parents will often get involved, making it a special family activity. For the same reason, I believe the kids and teens really enjoyed the film and takeaway sessions too. The card making activities have been really fun, as these sessions have a relaxed atmosphere where we all have a chat while making our cards. I believe this project is very valuable and I am proud to be part of it.

– Ellie Petrovits (Young Carers Club Lead Volunteer)

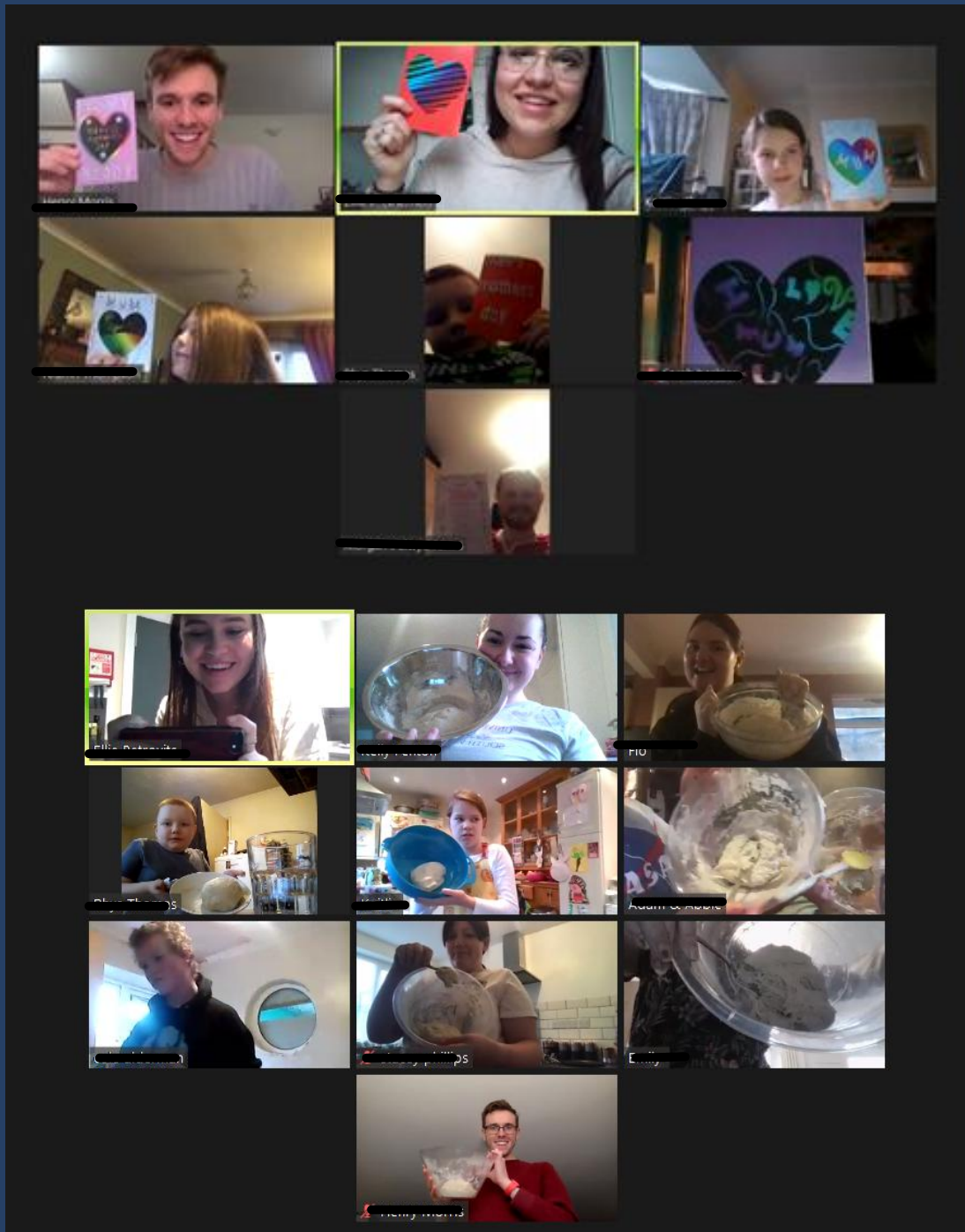
CHILDREN & YOUNG PEOPLE

Biscuit Making with our Young Carers Club beneficiaries



Project Overviews

CHILDREN & YOUNG PEOPLE



Card Making (Top) and Pizza Making (Bottom) with our volunteers & beneficiaries on the Young Carers Club Project

CHILDREN & YOUNG PEOPLE

EYST

SVC has worked in partnership with EYST (Ethnic Minorities & Youth Support Team) to provide additional academic support to BME children. EYST was set up in 2005 by a group of ethnic minority young people aiming to fill a gap in provision for young people from Black Asian and Minority Ethnic backgrounds aged 11-25 by providing a targeted, culturally sensitive and holistic support service to meet their needs.

Outside of Covid-19, EYST run a Tuition Club to support young people from Black Asian and Minority Ethnic backgrounds undertaking their GCSEs and A Levels. In this club, volunteers are matched with a young person based on their specialised subject and the young person's need, to provide weekly one to one support. During the pandemic, EYST set up a digital version of this project, and SVC has worked with them to provide and support volunteers to tutor children and young people online. This has hugely benefitted the children and young people involved, as volunteers have been able to offer both academic and English language support in the subject areas and topics that they most struggle with. Likewise, this has also helped bring different communities together, which in turn helps challenge and counter negative stereotypes and improve community cohesion.

- Johnny Ling (Project Coordinator)



**Ethnic Minorities
& Youth Support
Team Wales**

**Tîm Cymorth
Lleiafrifoedd Ethnig
& Ieuenctid Cymru**

Project Overviews

CHILDREN & YOUNG PEOPLE

Laugh Out Loud Friday's

Our Laugh Out Loud Friday's project has been adapted to a digital format, as a response to the pandemic. The sessions have continued on a Friday evening every fortnight and the volunteers have been organising and leading many fun new activities. It's been great fun for all involved and activities have included Zumba, cook along, Shiny Happy People and many more!

- Kumba Sillah (Project Coordinator)



Above: Christmas Party with Shiny Happy People at our Laugh Out Loud Friday's project

COMMUNITY

Police Volunteer Project (Mid Glamorgan)

The Police Volunteer Project (Mid Glamorgan) started 2020 with a new cohort of over 20 volunteers joining the team, and a variety of opportunities available across different Police departments. 2020 also saw the expansion of the range of the project, now covering Bridgend and Porthcawl as well as RCT & Merthyr Tydfil. However, with the lockdown measures introduced in March 2020, the project was forced to suspend all in-person opportunities, for the safety of volunteers, Police staff, and the wider community.

Throughout the spring and summer months, there was a small amount of digital opportunities available – such as online training, wellbeing sessions, and mental health awareness workshops – but this was a very different landscape to what would usually be available. Fortunately, from late summer 2020 there was once again the opportunity for volunteers to be active in the local community, as South Wales Police secured Home Office funding for the national ‘Safer Streets’ campaign. These duties were focussed in the Merthyr area, with volunteers assisting with street surveys, anti-burglary kits, and awareness raising in the community.

Over the course of the year, many volunteers on the project also took the initiative to organise and develop their own duties, including mental health workshops, administrative roles, and assisting with recruitment, and the project will hopefully be welcoming a new cohort in spring 2021!

– Dafydd Haine (Project Coordinator)



Project Overviews

COMMUNITY

Police Volunteering Project (Cardiff & the Vale)

The Police Volunteering Project like most of our projects has seen significant disruption and change to it's day-to-day running, with the project on hold during the first National Lockdown.

However, during the summer break from lockdown, our volunteers were back out in force around the City Centre, supporting vulnerable individuals who had been out enjoying the night time economy, to a place of safety on our safety bus, and providing crime prevention advice during our Fresher's Walkabouts.

This year has also seen support from our volunteers requested by Cardiff Crown Court, with volunteers assisting Monday-Friday's as Court Marshalls, supporting court ushers, jurors and the public around the court.

We are very much looking forward to getting the project back up and running at full steam – Covid-19 hit just as we were gearing up for our expansion of the project into the Vale of Glamorgan, so we're very much looking forward to expanding as soon as it's safe to do so!

Additionally, this time has given us a chance to think of some exciting new opportunities for the police volunteers, and we can't wait for our volunteers to get back out and about supporting the local community in the fantastic way that they do!

– Emma Dixon (Team Leader)



Clockwise from top left: Safety bus, Crown Court, Crime Prevention Walkabouts

COVID-19 PROJECTS (NHS & COMMUNITY)

Meet and Greet – Vaccination Centres

SVC, in partnership with Cardiff and Vale University Health Board are currently supporting Meet and Greet volunteers at the local Vaccination Centres – University Hospital Wales, University Hospital Llandough, Pentwyn Mass Vaccination Centre, Splott Mass Vaccination Centre and Holm View (Barry) Mass Vaccination Centre. The purpose of the UK vaccination programme is to help stop the spread of Covid-19. The Meet and Greet volunteer role is to provide a welcoming presence at the entrance to the Vaccination Centres and assisting those who may feel anxious or apprehensive. Volunteers also provide information, reminding visitors to maintain compliance with all Covid-19 safety measures and to undertake a screening questionnaire at the start of their visit and feedback at the end.

Additionally, SVC volunteers welcome staff and visitors to the Vaccination Centres and advise of the process for entering the sites. They direct visitors to the location as required or through the appropriate pathway. They also undertake a screening questionnaire with all visitors on entry and undertake a feedback questionnaire with all visitors on exit. Furthermore, volunteers escalate identified issues or questions to the appropriate support, remind visitors of wearing masks, social distancing and hand hygiene procedures while on the site/in waiting areas, and support with refreshments in the waiting areas.

COVID-19 PROJECTS (NHS & COMMUNITY)

SVC are delighted to be able to support the national vaccination programme by recruiting, vetting and supporting Meet and Greet volunteers at the Vaccination Centres. We have had a lot of interest from volunteers who are eager to help in any way they can during the pandemic. The Meet and Greet volunteers have been enjoying the volunteering opportunity so far, even though it is a little different to the usual mental health opportunities SVC provide in partnership with Cardiff and Vale University Health Board. This project is due to run for the foreseeable future.

- Eleri Cruchley-Jones (Project Coordinator)



COVID-19 PROJECTS (NHS & COMMUNITY)

Get There Together

Get There Together is a national project that is creating digital stories (videos) for people living with dementia, their family, carers and members of other vulnerable groups who are fearful about going back out into the community due to the impact of Covid-19. SVC volunteers have started creating some digital stories of popular outdoor spaces in Cardiff such as Roath Park and Bute Park with the hope of getting people out into the community safely.



The Get There Together resources capture digital stories of locally identified priority areas, settings, venues, and places of interest. People have expressed feelings of worry and fear about accessing healthcare services as well as community shops and support groups. Furthermore, people have reported that they have lost skills and confidence during their time shielding or in isolation. The Get There Together resource demonstrates through the making of focused digital stories on particular safety measures that are being supported in the community. The project aims to encourage citizens across the communities of Wales to connect, build awareness, and empower inclusion and reduce isolation. It also aims to encourage people to return to places that they previously used on a regular basis by giving them an idea of what to expect and the opportunity to rehearse beforehand, practice skills, and lessening anxiety.

The resource is hosted on the Dewis Cymru website with the video-audio (clips) stored on YouTube. The resource also has a function to print off hard copies of information if the digital resource is not appropriate or transferable. The resource is developed to be user friendly – simple and clear in its information.

– Eleri Cruchley-Jones (Project Coordinator)

COVID-19 PROJECTS (NHS & COMMUNITY)

Sewing

As a response to the pandemic, we set up a Sewing project making face covers for adults with disabilities and/or mental health conditions for our partner Innovate Trust. We have been providing volunteers with all the materials they need to make the face covers, all they need is a sewing machine. Our amazing volunteers have made almost 700 face covers since June 2020 including making face covers as a one-off for NHS patients on mental health wards and the YMCA Cardiff.

- Kumba Sillah (Project Coordinator)



Above: Masks made by our fantastic sewing volunteers

PARTNERSHIP PROJECTS

We also work with several organisations to assist with their volunteer recruitment, these include:

- Age Cymru

<https://www.ageuk.org.uk/cymru/>

- Bluebirds Ability

<https://www.cardiffcityfcfoundation.org.uk/pages/category/bluebirds-ability>

- Cardiff Women's Aid

<https://cardiffwomensaid.org.uk/>

- Cerebral Palsy Cymru

<https://www.cerebralpalsycymru.org/>

- Environmental Champions

<https://www.cardiffdigs.co.uk/recycling-waste/lovewhenyouleave/volunteer-with-us/>

- Field Days Organic

<https://www.innovate-trust.org.uk/our-work/field-days-organic>

- Food for Life

<https://tykrishna.cymru/ffl/>

- Headway

<https://www.headway.org.uk/>

- Race Equality First

<https://raceequalityfirst.org/>

- South Wales Fire & Rescue Service

<https://www.southwales-fire.gov.uk/working-with-us/volunteer-scheme/>

- Ty Hafan

<https://www.tyhafan.org/volunteer/>

One-off Events

WINTER GIVING WEEK

Winter Giving Week is our annual series of one-off events in early December. This is a great opportunity for new volunteers to get involved and try something different, and give back to the community as we head towards the Christmas break.

Donations

During Winter Giving Week we received lots of donations of essential items for Cardiff Food Bank and Huggard Homeless Centre. We are so grateful for all of the donations!

Cards for NHS Patients

Volunteers and beneficiaries across many of our projects took part in making Christmas cards to donate to NHS Patients in hospital over the festive period.

We held a card making session with adults with disabilities supported by Innovate Trust, and young people from our Young Carer's Club, Be Friends & LOL Fridays also had card making sessions.

Additionally, we had lots of cards donated by volunteers and members of the public.

In total, 185 cards were donated to NHS Patients through SVC!

Huggard Christmas Party

On the 1st December 2020, we organised a digital Christmas party for beneficiaries at the Huggard Centre. We had a game of Christmas Music Bingo and staff at the Huggard kitchen prepared some delicious food. We also sent over some Christmas decorations to make the centre look festive. Everyone had a great time and enjoyed getting into the festive spirit.

Right: Christmas Cards made and donated by volunteers & beneficiaries



One-off Events

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Fantastic 4

We celebrated International Day of People with Disabilities on the 3rd of December by throwing a Fantastic 4 Christmas party for adults with disabilities and/or mental health conditions which included a sing-along, magician and a DJ! We had a great turn out and despite it not being face to face both the beneficiaries and volunteers had a great time.

Sewing face covers for NHS Mental Health Patients

As a one-off opportunity as part of Winter giving week we recruited volunteers to join our Sewing project for a one-off, to make festive face covers for NHS mental health patients being discharged over Christmas, to bring some Christmas cheer.



Top Right & Left: Donations to Cardiff Food Bank & Huggard Homeless Centre
Bottom Right & Left: Christmas Party & Music Bingo with clients at the Huggard Homeless Centre

One-off Events

STUDENT VOLUNTEERING WEEK

Student Volunteering Week is a national event that encourages students to participate in one-off volunteering events.

Donations

During Student Volunteering week we asked the SVC community if they could donate some items to some wonderful local organisations. The organisations were delighted to receive the donations!

Fantastic 4

We also threw a Valentine's party for our partner Innovate Trust, a supported living charity supporting adults with disabilities and/or mental health conditions. Two fantastic volunteers planned the party including the entertainment and activities for the night. We had almost 40 beneficiaries joining us for a scavenger hunt, live performance, quiz and the fabulous Shiny Happy People.

Sewing face covers for the YMCA

A great one-off opportunity we had during Student Volunteering Week was our one-off sewing opportunity where we recruited volunteers to make face covers for beneficiaries at the YMCA. Volunteers were sent materials to make the face covers and almost 50 face covers were made by our fantastic volunteers.



Clockwise from Top Left:
Clothing Donations to Space 4 U
- supporting Asylum seekers & refugees.

Food Donations to Rainbow of Hope - a food bank for local residents.

Food Donations to Ronald McDonald House
- for families in Heath Hospital.
Toiletries to Cardiff Women's Aid
- For women in crisis in Cardiff.

STUDENT VOLUNTEERING WEEK

Student Volunteering Week is a national event that encourages students to participate in one-off volunteering events.

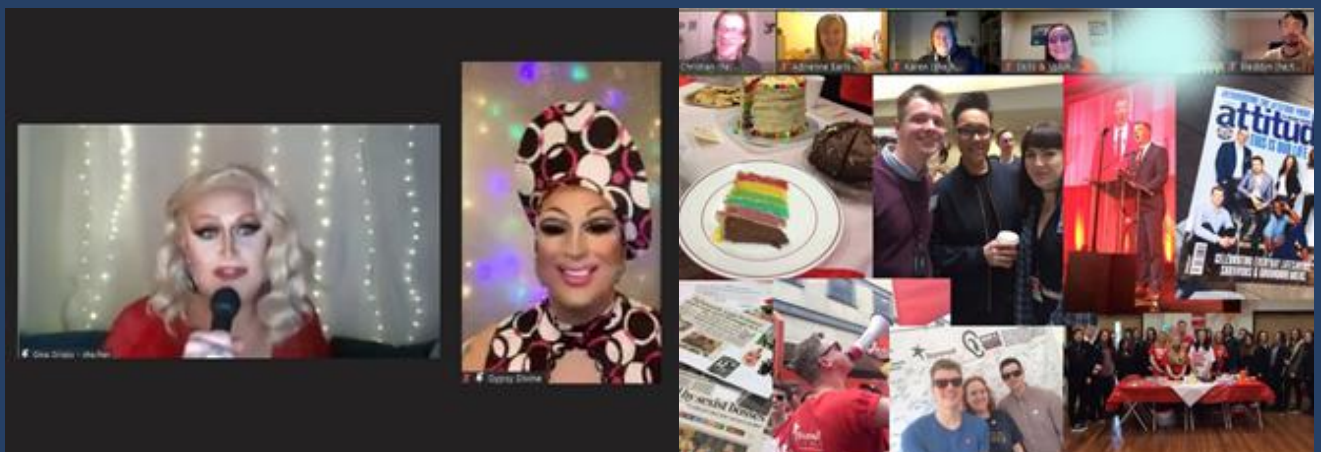
LGBTQ+ Event – Celebration of LGBTQ+ History Month

During Student Volunteering Week, SVC held a virtual event in partnership with Cardiff University to celebrate LGBTQ+ History Month. This took place on the evening of 9th February 2021.

Firstly, we heard from three speakers. Christian Webb, who works for Stonewall Cymru, discussed his volunteering history and how this helped him with his career progression. Next, Karen Harvey-Cooke, also a member of our Board of Trustees, spoke about her experiences growing up during a period where there was a lot of discrimination for being gay, particularly in the 80s, and the effect this had on her. Finally, Bleddyn Harris spoke about his experiences following coming out, and co-organising the first Welsh virtual Pride last year.

After the talks, we had some fantastic entertainment from Gina Grigio and Gypsy Divine, who are local drag performers. They did an absolutely brilliant job getting everyone dancing along to their renditions of ABBA, Disney, Florence and the Machine and many more.

- Lucie Mathison (Communications and Marketing Officer)



One-off Events

CAREERS WEEK

During the week spanning between Monday 23rd – Friday 27th November, SVC hosted several virtual presentations by our partner organizations. The motivation for the event was to promote the different volunteering opportunities that are available, shedding light on the people that run the projects and to bring our community together in these strange times. In addition, SVC normally attend career's fayre events at local universities. This online version provided a suitable alternative to physically attending any functions.

We approached all, if not the majority of our partner organisations i.e. organisations that we run projects with or have made connections to in the past. Due to the complexities of scheduling an event around peoples jobs, we offered presenters the opportunity to either present live or send a pre-recorded video. We were very fortunate to host 10 live events and 5 recorded events. This a good mix of the majority of the projects SVC organise.

The event was a great way for stakeholders to learn about presenters' career paths, especially if they were interested in following the same career path/industry. Several of the presentations highlighted the benefits of volunteering and how it had affected their lives, and how it had helped them gain employment. Furthermore, there were several tips to help viewers, whether that's people to follow on social media, websites to visit or individuals to contact.

Two of the sessions (Alex Congreve and Ben Morris) were very interactive with the audience, where discussions and scenarios were presented, fortunately the audience were very receptive to this approach and contributed to the conversation. Approximately 20 people joined the talks throughout the week.

Overall the week was a success! Thank you to all the Presenters, SVC staff and Board members who helped organise, promote and of course volunteered their time to present for SVC.

- Jon Jones (Vice Chairperson)

One-off Events

FUNDRAISING

Raffle

As a part of February 2021's Student Volunteering Week, SVC put on a digital raffle in order to raise money for the continuation of our digital projects. It was amazing to see lots of the SVC community as well as their family and friends get involved in buying tickets in order to support the fundraiser. As a result, we sold an incredible 263 raffle tickets and raised the raffle raised £190, which will be used to continue to support our beneficiaries through our digital projects. Our prizes included a £30 cash prize for 1st place, a £20 amazon voucher for 2nd place and a £10 love to shop voucher for 3rd place.

- Johnny Ling (Project Coordinator) & Kelly Fenton (Events & Fundraising Officer)

'Name the duck'

In June 2020 we ran our first digital fundraiser via Facebook. We made our annual duck race an online fundraiser and instead of racing the ducks, we guessed the name of our duck. Our name the duck fundraiser had 100 names to choose from, and after selling all 100 names we raised a total amount of £196. And the winning duck name was Evie!

- Kelly Fenton (Events & Fundraising Officer)



We would like to extend our thanks to all those who took part in these two fundraisers for their continued support in raising funds for our projects!

WHAT OUR VOLUNTEERS SAY...

"Sewing face covers was a lovely opportunity because it allowed using my almost dormant creative skills for the greater good. I have made probably over 50 face covers using fabrics sent to me by a well-organised and friendly project coordinator. I cannot express how rewarding this volunteering project is. Not only did I rekindle my joy for sewing I was also able to create comfortable and beautiful face masks!".

- Karolina, Sewing Volunteer

"I have loved being a part of the digital befriending project! It has been absolutely amazing to get to befriend a beneficiary and complete weekly sessions that we both really enjoy, like watching films or playing picture bingo. The project has developed my confidence without me even realising. It is such a worthwhile experience."

- Digital Befriending Volunteer

"It's given me the chance to make a difference to someone's life, a life that has been negatively impacted through no fault of their own. This has made me realise just how fortunate I have been and am now committed to helping those less fortunate than me whenever possible. The Be Friends Project has truly changed who I am as a person, through helping others."

- Richard, Be Friends Volunteer

"I've really enjoyed the experience of volunteering with SVC's face covering project as it's been a chance to use my skills to help in a way that's hands on and practical, but works around my other commitments. It's reignited my interest in sewing too"

- Jenny, Sewing Volunteer

"Clients (beneficiaries), volunteers and staff all enjoy the weekly social club.

There has been some intense competition over who's going to win the next quiz but we always end up having fun. The clients have a vast general knowledge mindset and are particularly good at TV and Film questions."

- Jon Jones, Huggard Lead Volunteer

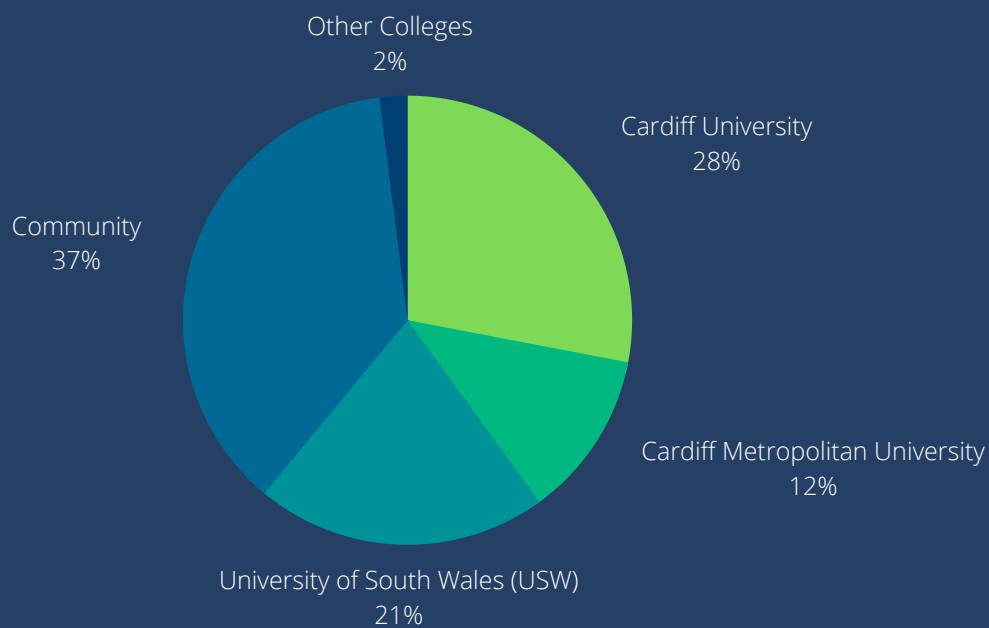
"Thanks to SVC, Insight, Innovate trust, and Dafydd for allowing this to happen and a huge thanks to the beneficiaries who continue to inspire me every day. I am so excited for the next IGT show!"

- Rosie, Insight's Got Talent Lead Volunteer

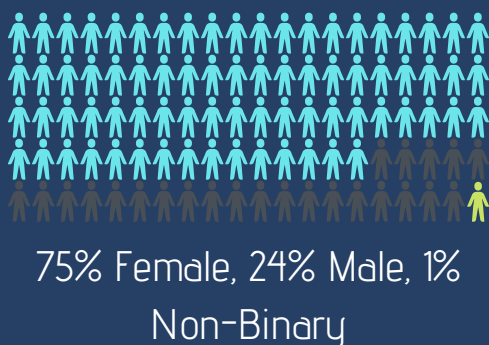
VOLUNTEER DEMOGRAPHICS

NB: The following demographics represent the information voluntarily provided by SVC's volunteers. Volunteers who registered with SVC during the pandemic were not asked to provide equal opportunity information, therefore these demographics may not fully represent our current volunteers.

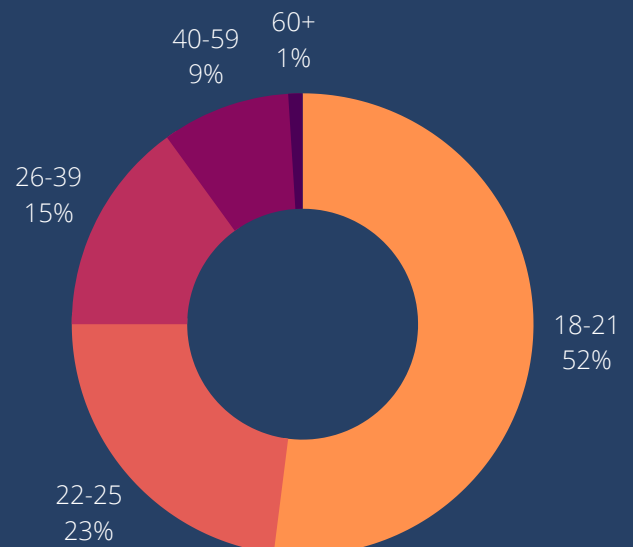
University/Community



Gender



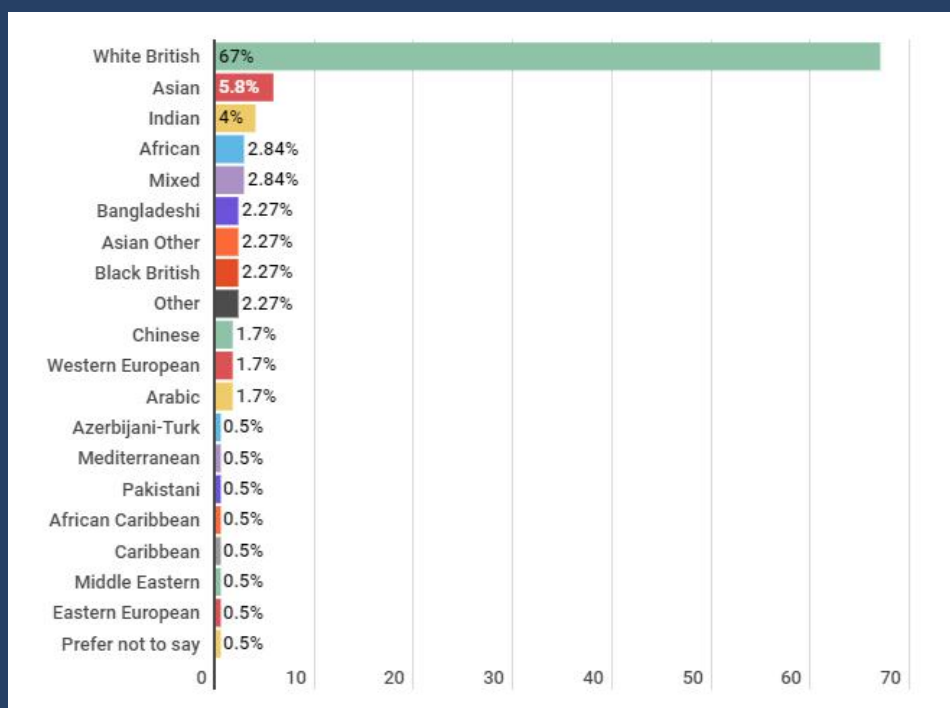
Age



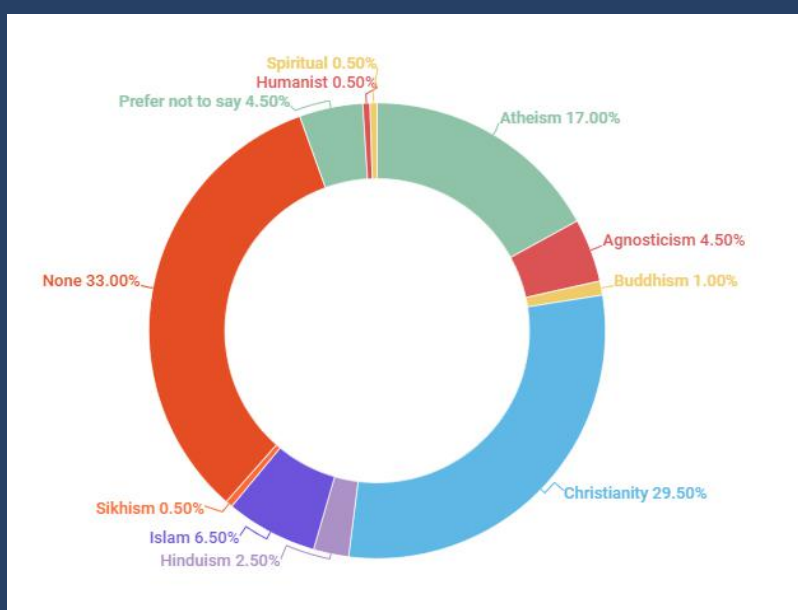
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Ethnicity



Religion



PARTNERS & SUPPORTERS

Admiral Insurance

Aneurin Bevan University Health Board

BBC Children in Need

Boshier - Hinton Foundation

Cardiff Bay Rotary Club

Cardiff Council

- Cardiff Social Services
- Child Health & Disability Team
- Neighbourhood Partnerships
- Parks, Sport and Harbour Authority Service
- Waste Minimisation & Strategy

Cardiff DIGS

Cardiff Metropolitan University

Cardiff Met Students' Union Volunteering

Cardiff Round Table

Cardiff University

- Cardiff Award
- School of Medicine
- Security & Portering Services
- Student Support and Wellbeing
- Student's Unions
- Widening Access

Cardiff Riding School

Cardiff & Vale University Health Board

Cardiff Volunteering (CV)

Chris Kelly

Critical Arc

Cardiff Third Sector Council (C3SC) - Youth Led Grant

Cardiff Women's Aid

Colin and Anna Frizzell Charitable Trust

Down's Syndrome Association

Eliana Keen

Ethnic Minorities & Youth Support Team (EYST)

Field Days Organic

FOR Cardiff

Food For Life/Tŷ Krishna Cymru

Glamorgan Voluntary Services

Growing Space

PARTNERS & SUPPORTERS

The Hodge Foundation
Headway
The Huggard Centre
Innovate Trust
Investing in Volunteers (IiV)
ISARR
Keep Wales Tidy
Llandough Hospital
Magic Little Grants
NUS Wales
Park Road Rehabilitation Unit
People's Postcode Trust
Race Equality First
Rhondda Cynon Taf Council
Safezone
Shiny Happy People
Skills Development Service (Cardiff University SU)
South Wales Fire and Rescue Service
South Wales Police
St Cadoc's Hospital, Newport
Take Charge
Track 2000 Legacy Fund
Tesco Bags of Help
The Moon
The Virgin Money Foundation - Heart of the Community Fund
Unite Students
University of South Wales
Viridor
Voluntary Sector Emergency Fund (WCVA)
Glamorgan Voluntary Services (GVS)
Welsh Water
Welsh Assembly Government
Wesleyan