

Impact Report

2024-25







Helping Organisations; Improving People's Lives

Message from Clair Swales, PAVO CEO



I am delighted to introduce PAVO's Impact Report for 2024–25 - a year that once again showcases the incredible strength of Powys's voluntary and community sector in creating lasting change.

PAVO continues to be a catalyst, a voice, and a hub for voluntary action. Over the past year, we've supported hundreds of organisations, helped establish new services, and delivered activities that

strengthen governance, leadership, and community resilience.

We've also supported individuals with what matters most to them - reducing loneliness, tackling isolation, and improving wellbeing. Each achievement represents people coming together to make a difference: volunteers gaining skills, trustees building confidence, and communities taking action.

Through initiatives such as The Active Offer, Farming Fit, and our thematic and locality networks, collaboration has continued to thrive - improving wellbeing and amplifying community voices. Our partnerships across sectors ensure local insight directly shapes the design of services across Powys.

We've also embraced innovation - further developing our website and e-bulletins, and improving digital accessibility so that vital information and support reach everyone who needs them.

I am immensely proud of our dedicated staff, trustees, and volunteers whose commitment and compassion make this impact possible. Together, they demonstrate the very best of what Powys has to offer - resilient, resourceful, and community-driven.

Thank you to everyone who has contributed to this year's success - our funders, partners, and, above all, the people of Powys. Together, we are building a stronger, fairer, and more connected county where communities and individuals can truly thrive.

Message from Jamie Burt, PAVO Chair of Trustees

It gives me great pleasure to present PAVO's Impact Report for 2024/2025, particularly as my tenure as Chair of the organisation comes to an end after five years. The year has once again showcased the strength, resilience, and creativity of Powys' third sector. Guided by our Strategic Plan, we continue to fulfil our role as Catalyst, Voice, and Hub. We have supported collaboration and



innovation, ensured that community voices influence decision-making, and provided trusted advice and information to strengthen organisations across the County.

During this year, we also reached a remarkable milestone — distributing over £1.34 million in grants to community groups across Powys, the largest amount in PAVO's history. These funds have enabled organisations to improve wellbeing, modernise facilities, and deliver practical solutions to the cost-of-living and sustainability challenges facing our communities. I am incredibly proud of the diligence and professionalism with which the PAVO team has operated.

Our locality networks have continued to grow, connecting groups and fostering collaboration. At the same time, our development team has supported a rising number of organisations seeking to enhance their governance and long-term resilience. Together, these efforts aim to build a confident, well-connected voluntary sector.

I want to express my sincere thanks to our staff, trustees, and volunteers for their continued dedication and compassion. Their work embodies the values at the heart of PAVO—collaboration, integrity, and empowerment—and their efforts continue to make a real difference to the lives of people across Powys.

As we look ahead, our focus remains on supporting a voluntary sector that is resilient, influential, and inclusive—one that works hand in hand with communities and statutory partners to deliver positive change. I commend this report to you, not only as an account of our achievements but as a celebration of the shared purpose that drives the sector as a whole.

Thank you for your continued support and engagement.

PAVO is a CATALYST for voluntary action





The Active Offer Project bit.ly/3Wlfe5m

SPF Funded Digital Inclusion

Free training provided to volunteers in Knighton to use digital applications



1189 Activities delivered to support trustees

375 Occasions when support was provided to establish a new service or organisation

328 participants on training courses

669 organisations provided with advice and guidance



CATALYST: What did we do?

- 105 occasions when support provided to organisations to recruit and manage volunteers
- 459 interactions with organisations involved an element of volunteering
- 153 people involved in volunteering for Powys Befriending Service

CATALYST - What did we do?

"...About how brilliant PAVO has been with the Active Offer. They responded really quickly... and came up with some really good ideas".

Rachel Griffiths, Bethshan Nursing Home

"The opportunity to develop not only my skills, but also how the museum moves forward in our methods of engaging with the public could not have been done without the support of this grant. I would encourage anyone with an idea to go for it as it is a wonderful challenge and a great personal achievement to complete and see that idea turn into a reality."

Amanda Roseware, Royal Welsh Regimental Museum

1339

Interactions related to funding

£2,707,556

Funding awarded in PAVO grants

£61,995

Funding supported

Projects

Details

Outcome

Governance and funding fairs

The TSD Team ran funding and governance fairs.

Attendees able to access immediate support with enquiries and improve chances of successful bids. PAVO's profile raised in the local community

Rebuilding Community Foundations

£1.2 million grant distributed to community buildings

- 200+ application forms sent out.
- 110+ applications received
- Applications submitted totalling £4 million
- 4 panel meetings to administer funding
- 63 projects funded

CATALYST- in review

Case study



Lottie Cook - Youth Panel Volunteer

Being a grants panel member seemed like an interesting volunteering opportunity and different to what I've heard about volunteering before. I decided to get involved because I like discussing things. It sounded like a good opportunity to share opinions and hear what other people's opinions were as well.

It made me feel involved in decisions, and able to have a say in what happens. I felt good I was able to do something to help others. It helped the organisations who applied for funding to offer different services and events in the community to benefit families and young people.

"Volunteering is a rewarding experience that helps communities and people within communities"

Case study



The Llangasty village hall committee was applying for CIO status and trying to obtain a lease - without it there was limited access to funding.

The hall successfully applied for SPF funds for community buildings - gaining a lease was a condition of the funding.

With PAVO support, CIO status was granted allowing the hall to hold a lease. The trustees engaged with a range of local groups through the process and a lease with peppercorn rent was secured.

The project helped:

- focus minds of the trustees on the challenges they needed to overcome, this resulting in success gaining CIO status and a 25-year lease
- show the community that the hall is being looked after and will be for the next 100 years

PAVO articulates a legitimate VOICE on behalf of Powys' communities and third sector





CEO meets

David Chadwick MP

Older People's Forum at Ystradgynlais



1386 interactions involved the theme of influence & engagement

106 opportunities created for service user participation

280 occasions where the voice of people or organisations was used to inform service planning



VOICE: What did we do?

- We supported understanding and shaping co-production of services on 353 occasions
- 133 issues were identified through community, service user or carer participation

Voice - What did we do?

'A big thank you to PAVO for the events over the last few weeks, which have enabled me to make some important connections with key individuals – particularly within the health board'

Rachael Owen, Agency Manager, Care & Repair Powys





Projects

Details

Focused network - Mental Health Providers

We facilitated quarterly networks for the commissioned PTHB Mental Health providers.

93

Third sector networking events organised

1,341

Attendees at PAVO facilitated networks

576

Participants involved in engagement and participation activities

Outcome

- Increased knowledge of Trauma Informed work following presentation by Trauma Informed Wales
- Improved working relationship with CAMHS crisis care Sanctuary Service

Mental Health Participation

Facilitated a monthly patient's council on Felindre Ward, Bronllys Hospital Mental Health Reps at Partnership Meetings and consultations

- Improved communication between staff and patients
- Liaised with ward staff over issues for patients resulting in improved experience

Voice- in review



Case study

What – Citizen Reps were supported to attend Welsh Government's 'Towards an Integrated Community Care System for Wales' event in Cardiff. They were supported with booking arrangements ensuring access due to visual impairment, travel arrangements ncluding guide dog, understanding of the aim of the event and during the event.

Outcomes – Service User and Carer Reps felt fully supported to attend the event and during the session. Learning inputted to and gathered on the creation of Hubs where multiple services can be accessed in one place from across Wales.



Feedback - Service User Reps reported they would bring the learning they gathered at the event back to Powys and use their learning to influence future Powys service design.



Lindsay Cordery-Bruce, WCVA Chief Executive, visits the Farming Fit stand at the RWAS 2024

Highlight - Farming Fit

Over 1000 citizens engaged via 'Farming Fit', a partnership approach, taking health & wellbeing conversations and checks to the agricultural community.

Pooling partners resources including staff time and budgets ensured greater impact and delivery. Building trust with the sector takes time.

https://www.pavo.org.uk/news/far ming-fit/

PAVO is a HUB of essential information





Press coverage of PAVO

Hay Pride Mental Health Engagement



- 4409 interactions recorded on TSSW CRM
- 286 individuals accessed Powys Befriending Service
- 2,226 individuals accessed the Community Connector Service



HUB: What did we do?

- 873 organisations are members of PAVO
- 122,000 views on PAVO websites
- 1,087 occasions when joint working facilitated to improve services
- Regular PAVO general and themed e-bulletins circulated

HUB - What did we do?

"On behalf of the Infantry Battle School, I wish to extend my heartfelt thank you for participating and tremendously supporting the Brecon Military Show"

314

Community events attended

Maj Babindra Gurung RGR Officer Commanding

7,206

Occasions when information provided to people, communities and organisations



93

Third sector networking events organised

Projects Details

Outcome

PAVO Website New website was commissioned and live from just before the start of the new year.

- Site has been commissioned
- Welsh translation improved
- Staff profiles updated

E-bulletin

The E-bulletin function was not in place when website went live

- Worked with developer to identify suitable software
- Trialled various platforms
- New bulletins in circulation

Social media

Changes in social media algorithms impacted use of platforms

- Decision to cease use of X platform
- Rationalisation of PAVO FB accounts
- Introduction of social media management tool

Hub- in review



Case study



What – PAVO supported a community drop in event in a local community hub in Machynlleth during Dementia Action week.

PAVO Community Connectors, Powys Befriending Service and the Alzheimer's Society along with representatives from the community hub were present. Outcomes – Supportive conversations were held with a large number of individuals with lived experience and members of the community.

A large number of information leaflets given out, referrals gained for further support and individuals reported they felt they had learnt what was available in

their community to support them.

Feedback: "I met a lady a year ago and emailed her some information around Dementia support. I never had a response to the email and didn't have her address or phone number so wasn't able to check if she'd received the information. She came in to the event and fed back that she had received the information and that it was a good starting point to a carer like her who was new to the area, helping her to work out who to contact for support".

Men's Mental Health Engagement



Highlight - Arranged a partnership event to support Male focussed group leaders confidently undertake mental health conversation with their participants

Learning and Development -

Participants listened to real-life stories, offered peer support, and engaged in discussions on the impact of male suicide, mental health, and where to access support.























