



# NEWS ↔ LINK

*May 2010 Edition*

NHS PCT new requirements for quality

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Third Sector Board update

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ACEVO support to Alliance members

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**Please forward any items for the June edition by Friday 11 June 2010**

To: [info@allianceherefordshire.org.uk](mailto:info@allianceherefordshire.org.uk)





## Dates for the Diary

### Members' Meetings for 2010

All Members' meetings are held between 10:00 and 12:30 at The Rowing Club, 37 Greyfriars Avenue, Hereford.

If you would like to suggest guests or topics for future members' meetings, please let us know.

**NEXT MEETING CHANGED TO: Thursday, 15 July 2010**  
**Venue to be advised.**

### Future Meeting Dates for 2010

**Thursday, 15 July 2010**

Tuesday, 14 September 2010

Tuesday, 14 December 2010

**The Alliance AGM follows the members' meeting on Thursday, 15 July.**

## Interest Groups

### Older Persons' Interest Group (OPIG) and Disability Interest Group (DIG)

*(Secretariat provided by Age Concern, Leominster & District)*

All OPIG/DIG meetings are held between 14:00 and 16:00 at Vision Links, Widemarsh Street, Hereford.

*Colette Colman – Chair reports:*

The joint OPIG and DIG took place on Wednesday 12 May 2010. It was a full agenda with attendees having an update from Sharon Pugh in the Service re-design team who will be a regular attendee. We also had Rob Cunningham who is Directorate Manager - Specialist Services from the PCT who discussed the Provider Services Integration work. This is a topic to keep an eye on in the near future with opportunities for Third sector providers. The meeting also looked at representation at partnership meetings and had an update on the Learning Disability Partnership Board. The meeting concluded with members updates.

The next meeting will be on Wednesday 14 July 2010. If there is anything that you would like to add to the agenda for discussion at the meeting then please contact the secretariat [Holly.gough@aclid.org.uk](mailto:Holly.gough@aclid.org.uk)

**Next OPIG/DIG meeting: Wednesday, 14 July 2010**

### Future Meeting Dates:

Wednesday, 14 September 2010

Wednesday, 10 November 2010

### Children's Interest Group (CHIG)

*Helen Tank, CHIG Chair*

**All CHIG meetings are held between 12:30-14:30 at the Fred Bulmer Centre**

**Next CHIG meeting: Monday, 21 June 2010 2010**

### Future Meeting Dates:

Monday, 16 August 2010

Monday, 18 October 2010

Monday, 13 December 2010





## **Children's Workforce Development Officer**

This Children's Workforce Development Officer's post ceased on 31 March, as this was only a 3 year specific project from Every Child Matters.

See final report **attached**.

## **Strategic Planning and Commissioning**

### **Local**

#### **Health and Wellbeing Partnership Board (HWPB) meeting Wednesday 19 May 2010**

This is one of the six 'Policy and Delivery Groups' of Herefordshire Partnership and oversees the spending of the area based grant (ABG) for adult services amounting to £3,715,170. It also seeks to remove any barriers between partners so that joint working achieves its greatest potential, and will test innovative ideas when they are forthcoming. Its work is likely to be closely linked to the integrated Transition Board for health and social care.

(**NB.** The new Transition Board will be a 'multi-agency group' that will seek a more cost-effective way of delivering health and social care across Herefordshire – currently facing a £45million deficit over three years unless action is taken.

More information will be made available soon but The Alliance understands that transformational change is envisaged:

- Shifting treatment closer to home or at home where possible
- Localised – there will be locality teams covering four areas
- Preventative, responding rapidly, early diagnosis
- Making the district general hospital viable, particularly A&E and trauma which Herefordshire could not be without
- Involving the third sector.)

At its meeting the HWPB accepted that ABG-funded services should continue to be funded this year and that frontline services should be protected. That said further assessment is needed on how the 'flexible pot' allocation (£194,170) is to be spent. Furthermore, a comprehensive appraisal will be required for 2011 onwards with the prospect of cuts to public expenditure and the ABG in particular. The Alliance has urged that this work be done sooner than later this year and that

performing frontline services should be protected.

Finally, the HWPB recognises that delays in data collection are a cause for underperformance on some of the health and social care national indicators, e.g. smoking cessation and helping people to live independently. To some extent this relates to third sector providers which, as previously suggested in this newsletter, may wish to consider a single shared online solution to data collection and transfer.

### **Comprehensive Area Assessment (CAA)**

Across England, local services - such as hospitals, schools and the police - are monitored by separate watchdogs. Comprehensive Area Assessments bring the work of these watchdogs together, so that the whole picture for an area can be seen in one place.

Assessments are published each year, and are available from [Oneplace](#), the Comprehensive Area Assessment website. The site gives a clear review of all the public services in each area - from rubbish collection to fighting crime

The CAA inspector, Mary-Anne Bruce, presented an outline of this year's inspection plan to the Third Sector Board. This will focus





on how the Herefordshire Partnership has made an identifiable difference to services. Potential 'Green Flags' for Herefordshire (i.e. recognition of good practice for others to follow) are thought to be:

- Multi-agency tasking
- Domestic violence initiatives
- Care Farming
- South Wye Partnership
- The setting of minimum standards for anti-social behaviour.

'Red Flags' (i.e. areas for significant improvement) are not anticipated.

In respect of health and social care, the inspection is likely to focus on mental health and older people. It was proposed that a group of relevant third sector providers meet with the inspector to highlight successes and challenges – information sharing with HPS could be an example of the latter with the possible solution of a single universal online reporting system.

### **Representation**

An essential part of the work of the Alliance is to organise representation on behalf of Alliance members for relevant partnership boards or groups. The purpose is to influence the planning, design and delivery of health,

care and support public services for adults, children and young people in Herefordshire.

Representation is acting or speaking on behalf of others. Therefore a representative should, where possible, be selected or approved by those being represented. This gives the representative authority on behalf of others but also makes them accountable.

In supporting Alliance representatives this financial year, Alliance staff will seek to raise the issue at Interest Groups and Members' Meetings by:

1. Reviewing and updating the lists of representatives
2. Clarifying or reconfirming which group/s representatives are accountable to and re-establish formal approval and selection procedures as stated in The Alliance's new Representation Policy
3. Asking representatives to reflect on their experiences at Interest Groups or Members' Meetings and agree ongoing feedback protocols and support required from the Alliance.

This is a good opportunity for representatives to feed into this process – to share their experiences and views so that the Alliance can support continuous improvement of representation arrangements and respond to changing circumstances where required.

### **Herefordshire PCT Quality Schedule**

The Alliance is aware that one third sector provider has been asked by Herefordshire PCT to comply with a new quality schedule that includes headings on patient experience, patient safety, and effectiveness – headings used in the Darzi Report 'High Quality Care for All', 2008.

(This may, therefore, be linked to the national DH initiative 'Quality Accounts', i.e. the proposal that all providers of NHS healthcare services should produce a Quality Account: an annual report to the public about the quality of services delivered. The Health Act 2009 places this requirement onto a statutory footing. The new Government may decide otherwise however.)

Further local context can be found at:

<http://councillors.herefordshire.gov.uk/ielistDocuments.aspx?CId=294&MId=3364&Ver=4&J=2&zTS=undefined>

At this site are papers that were presented to Herefordshire Council's Health Scrutiny Committee meeting 1 March 2010. One paper includes this statement (our emphasis):





'The outcome is that all commissioned and contracted services will provide the highest quality of service. It is intended that all contracts and service level agreements will include a quality schedule based on the framework, to include service specific quality performance indicators, which will be monitored as part of the contract monitoring process.'

### **ACEVO support to Alliance Members**

As reported previously, The Alliance has bid successfully for free consultancy time from ACEVO, see the **attached** 'Introductory Powerpoint' presentation.

The purpose of ACEVO's involvement is to develop third sector competitiveness, e.g. tender writing. The Alliance bid focused on a possible third sector consortium and the ACEVO consultant would be pleased to provide independent facilitation to help develop collaborative working and consortia tenders.

Alliance staff will be prompting members to take up this support in the coming months.

### **Provider services review (Hereford Hospital, PCT provider and Council Adult Social Care)**

The pre-consultation about this was included in a previous Alliance newsletter. The full public consultation may start as soon as June and current thinking on the care pathways, that are critical to the proposal, is **attached**. Alliance members should note the prospect of increased investment to community-based rapid response services aimed at preventing future hospital admission.

### **Children & Young People**

#### **Children's Trust (CT) Board meeting, Monday 10 May 2010**

Andrew Strong represented the Children's Interest Group (CHIG) at this meeting. A 'Communications Strategy' was presented with the aim of clarifying the CT's purpose to stakeholders and its independence from the Children and Young People's Directorate (CYPD) – accepting that the Directorate runs it and is considered the majority partner.

**(NB.** The CT Board (not the CYPD) now has a statutory obligation to prepare, publish, implement and monitor the Children and Young People's Plan. Statutory partners now have a 'duty to cooperate' whilst non-statutory partners, such as The Alliance, do not.)

Following a lengthy discussion, the purpose of the strategy was approved with further work to do on branding, in particular, the logo.

There was an update on locality working plans. It was proposed and accepted that a 'two-area model', rather than three, would be more effective and a better fit with other locality work. Therefore locality working for children, young people and their families will be developed across two areas.

A protocol between the CT Board and Safeguarding Board was approved. This was not an easy task as Government guidance is not clear about the distinction between the two. The protocol also reminded the CT of the role of the Stay Safe Outcome Group (distinct from the Safeguarding Board) which is to ensure 'specific action is carried out across trust partners in relation to safeguarding and welfare of children and young people'.

Finally a Commissioning Framework was presented which Andrew Strong has requested should also be presented at the next CHIG by a commissioner. This paper sets out governance arrangements, the commissioning process (cycle), shaping the market intentions as well as commissioning priorities, i.e. teenage parents, substance misuse, counselling services, children with





disability, CAMHs, parenting and family support, bullying and engaging children, young people, parents and carers.

## **National**

### **Helping local people run their own services**

In the last days of the last government, John Denham continued pushing the case for local voluntary groups to be involved in public service delivery and able to compete for council contracts. He has written to councils setting out steps they can take to ensure the expertise of the third sector is not frozen out. These could be:

- Providing leadership: promote Councillor Commissioning Champions, who are able to understand the complexities around third sector commissioning and willing to champion the third sector's contribution to the design and delivery of public services
- Tackling inflexibility and lack of proportionality: busting the myths around some of the legal/procurement

assumptions commissioners make, and simplifying procedures such as accreditation and rules on consortium bidding, and building capacity on both sides of the relationship; and

- Strengthening partnership working: promoting outcome-based, partnership commissioning.  
<http://www.communities.gov.uk/news/corporate/1532376>

### **Personal Care at Home Bill**

This received Royal Assent on 8 April. It will still have to get the approval of both Houses of Parliament before being implemented in April 2011

### **Co-operative and Community Benefit Societies and Credit Union Bill 2009-10**

The Co-operative and Community Benefit Societies and Credit Unions Bill, a Private Members' Bill, has received Royal Assent. Key areas include:

- Requires new industrial and provident societies (other than credit unions) to be registered as co-operative or community benefit societies
- Applies the Company Directors Disqualification Act 1986 to industrial and provident societies
- Gives the Treasury powers to make provisions for credit unions corresponding to any provisions applying to building societies
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### **New duty to tackle child poverty**

The Child Poverty Act, which commits this and future governments to eradicating child poverty by 2020, has received Royal Assent. The Act places new duties on local authorities, and named partner authorities, to co-operate with a view to reducing, and mitigating the effects of, child poverty in their local areas. That co-operation must lead to the production of local child poverty needs assessments, which in turn inform local child





poverty strategies. A consultation on the Statutory Guidance for Local Duties on Child Poverty (Child Poverty Act 2010) has begun <http://tinyurl.com/yae9aj8> or go to [www.dcsf.gov.uk](http://www.dcsf.gov.uk) and search under consultations.

**Compact**  
working together better together

## Compact

### National

#### Compact Voice Briefing

##### 'Make procurement work for you – by using your Compact'

This covers what procurement is, EU procurement regulations, and the need for fairness, transparency and non-discrimination. It points out that applying Compact principles is crucial to ensure flexibility and proportionality in an application and tender process, a focus on outcomes, and to make sure enough information is

presented. Problems often arise when local authorities apply rules of fairness and non-discrimination too cautiously. Voluntary organisations can be involved in policy development and planning in line with the Compact without EU regulations being breached. <http://tinyurl.com/37n3tfg> or search on [www.compactvoice.org.uk](http://www.compactvoice.org.uk)

#### Righting Public Law Wrongs: Challenge Unfairness

Although the Compact is a voluntary agreement and its commitments aren't legally binding in the same way contracts are, public bodies that sign up to the Compact commit themselves to following its principles. Breaching Compact principles may mean that the decision taken has also breached public law principles. This briefing considers an aspect of public law which covers both unfairness and maladministration – legitimate expectation. Expectation comes about when organisations agree to the commitments within the Compact document, eg concerning the way funding applications are handled, how consultation will be carried out, etc. <http://tinyurl.com/37ypvwt> or search on [www.compactvoice.org.uk](http://www.compactvoice.org.uk)

## Third Sector

### Local

#### The Third Sector Board (TSB)

This met for the third time on Friday 7 May 2010 and included three main items on the agenda:

1. Role and mandate
2. Common Area Assessment (CAA)
3. Funding.

It is likely that the TSB will concentrate on the Compact, Representation and scrutiny of the Third Sector Support Services Review (TSSSR) proposals over the next 12 months, alongside arranging another Third Sector Forum (TSF) late this calendar year or early next. An important role for the TSF will be to formally approve the TSB's role and members thereby giving the Board a formal mandate.

The Comprehensive Area Assessment (CAA) inspector, Mary-Anne Bruce, presented an outline of this year's inspection plan focusing on how the partnership has made an identifiable difference to services (reported elsewhere in this newsletter).





Finally, a paper titled 'Herefordshire Third Sector Forum and Strategic Board - Activities and Resources for 2010/11' was presented by Richard Quallington, Community First. It was a request for £14,000 from the public sector (plus a proposed contribution of £6,000 from the third sector) to assist the TSB's development this financial year pending a more permanent solution that is thought to lie with the TSSSR. This paper was approved by the TSB and subsequently presented to the Herefordshire Partnership Management Group on 14 May where it was also approved. The TSB, therefore, will have resources to continue its development this year which is good news.

### **Third Sector National**

#### **Total Place: a whole new approach to public services**

The Total Place programme is about transforming the way public services are delivered with a strong focus on the experience of the individual who is on the receiving end. Services should be more centred on people and outcomes in the local

area, and less on organisational boundaries and national targets.

Under the Total Place approach all local spending by local agencies is taken as a whole to see how it can be better used to meet need-breaking down silos, reducing duplication, increasing collaboration, achieving savings. This could result in the agency best placed to do so, actually delivering the service, or the involvement of a wide range of organisations 'wrapping' services around the individual. This primarily relates to public sector spending, but third sector budgets can be aligned and taken into account too. The Total Place approach has been piloted in 13 areas, and depending on the future government, could be the direction of travel. Whatever the future administration, all parties are advocating devolution of power to local areas and more freedom from central targets, and this approach certainly chimes with that agenda.

A report published alongside the Budget states that evidence from the pilots shows that preventative services can significantly improve outcomes and save public money, adding: "The third sector can play a key role in developing preventative services and releasing the full benefits of early

intervention." It also makes clear that the third sector can have a key role in service redesign, and that areas that practise early engagement with the sector are likely to gain the most benefit from its contribution. Total Place demands a change of culture and strong leadership, with leaders who are not only able to work across organisational boundaries, but who "engage effectively with peers, communities, the third sector and with local democratic representatives". [www.hm-treasury.gov.uk/psr\\_total\\_place.htm](http://www.hm-treasury.gov.uk/psr_total_place.htm)

The Office of the Third Sector has also published case studies showing how the third sector has contributed to the Total Place pilots. <http://tinyurl.com/y42rjkm> or search at [http://www.cabinetoffice.gov.uk/third\\_sector](http://www.cabinetoffice.gov.uk/third_sector)

#### **Guidance for implementing the Vetting and Barring Scheme**

The Vetting and Barring Scheme is designed to help stop people who are a risk to children and vulnerable adults from working with them. The Home Office has published guidance to help your organisation implement the new scheme including who is covered, how the process works and the implementation





timetable. It is all on the Directgov website at <http://www.direct.gov.uk/en/campaigns/vetting/index.htm> where there is also a link to full guidance on the ISA website.

### **Positive Activities: good practice guidance**

The past three years have seen efforts, under the *Aiming high for young people* initiative, to ensure that all young people have access to high quality, positive leisure-time activities. This guidance sets out a number of case studies that demonstrate where strong partnership working is helping to meet expectations. It demonstrates the benefits of a partnership approach, and shows that working this way can help local authorities meet statutory duty; support the delivery of the five hour sport offer; and enrich local youth offers through the inclusion of a diverse range of arts, culture and sport activities-particularly on Friday and Saturday nights. Go to <http://publications.everychildmatters.gov.uk> and click on 'Participation of Children and young people'

### **Charities Commission Contact Centre**

The Commission has revised its Contact Centre opening hours to 8am-6pm, Monday to Friday. This is because although the centre has been operating extended hours since 2007, it has been receiving only a very small number of calls outside of normal office hours. To contact the Charity Commission, go to [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk) to send an email, or call the Contact Centre on 0845 3000 218.

### **The tell-tale signs that an organisation needs to innovate**

nfpSynergy, charity think-tank, says that there are clear tell-tale signs of an organisation that isn't innovating, which include:

- People do things because that's the way they have always been done
- The organisation is out of step with what other organisations are doing in terms of best practice
- Directors and trustees say things like 'I have seen all these new ideas and none of them will ever work' or just say 'it wont work' without helping find ways round the obstacles

- Energetic staff with lots of ideas get new jobs or put all of their energy into their activities outside work

*How to make your organisation more innovative – the 10 minute primer* says that innovation matters because it helps your organisation do a better job, adding that non-profits in particular should love innovation because it often isn't about spending lots of money but changing working practices or changing old habits or using existing budgets better. It includes tips on how to encourage innovation. Go to <http://tinyurl.com/37qin71>

### **VCS services not a soft option for cuts**

The crucial nature of services delivered by voluntary organisations means they should not be seen as a 'soft target' for public sector spending cuts, the NCVO has warned. The warning came after comprehensive new data published by NCVO in its UK Civil Society Almanac 2010 showed the voluntary sector's earned income from delivering statutory contracts has increased to £9.1bn, up 128% since 2000/01. Government spending on the voluntary sector accounts for the 2% of the overall national budget.





Charities provide essential public services, such as meals on wheels and refuges for victims of domestic violence through to sports activities for disadvantaged children and support and advice for people looking for work.

Stuart Etherington, NCVO's chief executive, said "We know there will be severe cuts in public spending in the coming months. But we should not be seen as a cheap or fluffy addition to core public services".

"Our work is with some of the most vulnerable and disadvantaged people and communities in the country, and they stand to lose the most if vital services are cut."

Organisations that provide employment and training opportunities receive the largest proportion of their income from government, receiving nearly three-quarters (70%) of their funding from statutory sources. Larger charities are also more likely to receive a greater proportion of their income from statutory sources.

By contrast, micro charities-those with an income of less than £10,000, which represent 53.2% of the sector-receive just 5% of their income from government. <http://www.ncvo-vol.org.uk/news/civil-society/voluntary-sector-services-not-soft-option-cuts>

## Grants and Funding

### Independent evaluation of Futurebuilders

The Futurebuilders programme provided loans (mainly) and grants (some) for third sector organisations to help them to win public service contracts. The results of an independent evaluation, undertaken by Sheffield Hallam University, have now been published, and its finds are largely positive. It found that:

- Flexible finance and patient capital can be a key driver in supporting third sector organisations to expand their public service delivery
- Futurebuilders has successfully addressed a market failure

- Futurebuilders investments generate financial and social returns, and public cost savings

Another bonus was that the level of default was less than 5% meaning that capital repayments and interest enabled a recycling of money, allowing reinvestment in the future. The report also said that the services delivered by investees were found to be addressing largely unmet needs of providing innovation in service delivery. This report adds to claims that there is an appetite for loan finance, and that loan finance has shown itself to be successful.

<http://tinyurl.com/ya6xfup> or search at [www.cabinetoffice.gov.uk/third\\_sector](http://www.cabinetoffice.gov.uk/third_sector)

### Funding for home adaptations for disabled people

At the end of March government allocated over £165m under the Disabled Facilities Grant programme to help local councils pay for adaptations that will enable disabled people to live comfortably and independently in their own homes. The money allocated to local authorities is ringfenced and you can





find out how much each council has been given at

<http://www.communities.gov.uk/documents/housing/xls/1527188.xls>

## Events

### Advantage West Midlands Consultation Event

### Disability Equality and the Public Sector

Royal National College for the Blind, Venns Lane, Hereford on Tuesday 22<sup>nd</sup> June 2010  
Telephone: 01432 353397

See leaflet **attached**

Email: [vickyg@s4il.co.uk](mailto:vickyg@s4il.co.uk)

*Acknowledgement: Extracts have been taken from  
Community Action Hampshire's 'Action News Update'*





*The Alliance of Third Sector Organisations working collaboratively for improved health and social care services in Herefordshire*

*The Alliance exists to be a point of contact, forum and voice for the sector on health and social care matters, to lead change in introducing standards in sector organisations providing health and social care services and to provide effective mechanisms for the sector to work with public authorities constructively over health and social care matters.*

*The strength of The Alliance is in its diverse and vibrant membership. This increased voice for the third sector is vital if the sector is to influence the design, commissioning, delivery and development of health and social care services for adults, young people and children in Herefordshire.*

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The Alliance of Voluntary Sector Organisations in Health and Social Care  
*Working collaboratively for improved health and care services in Herefordshire*