



The Alliance

Working collaboratively for improved health and social care services in Herefordshire

The Alliance Herefordshire:

- Provides structured third sector input into the strategic planning and joint commissioning of services
- Maintains the Register of Approved Providers (RAP) of services in the third sector
- Develops the Compact in health and social care and its associated Codes of Good Practice

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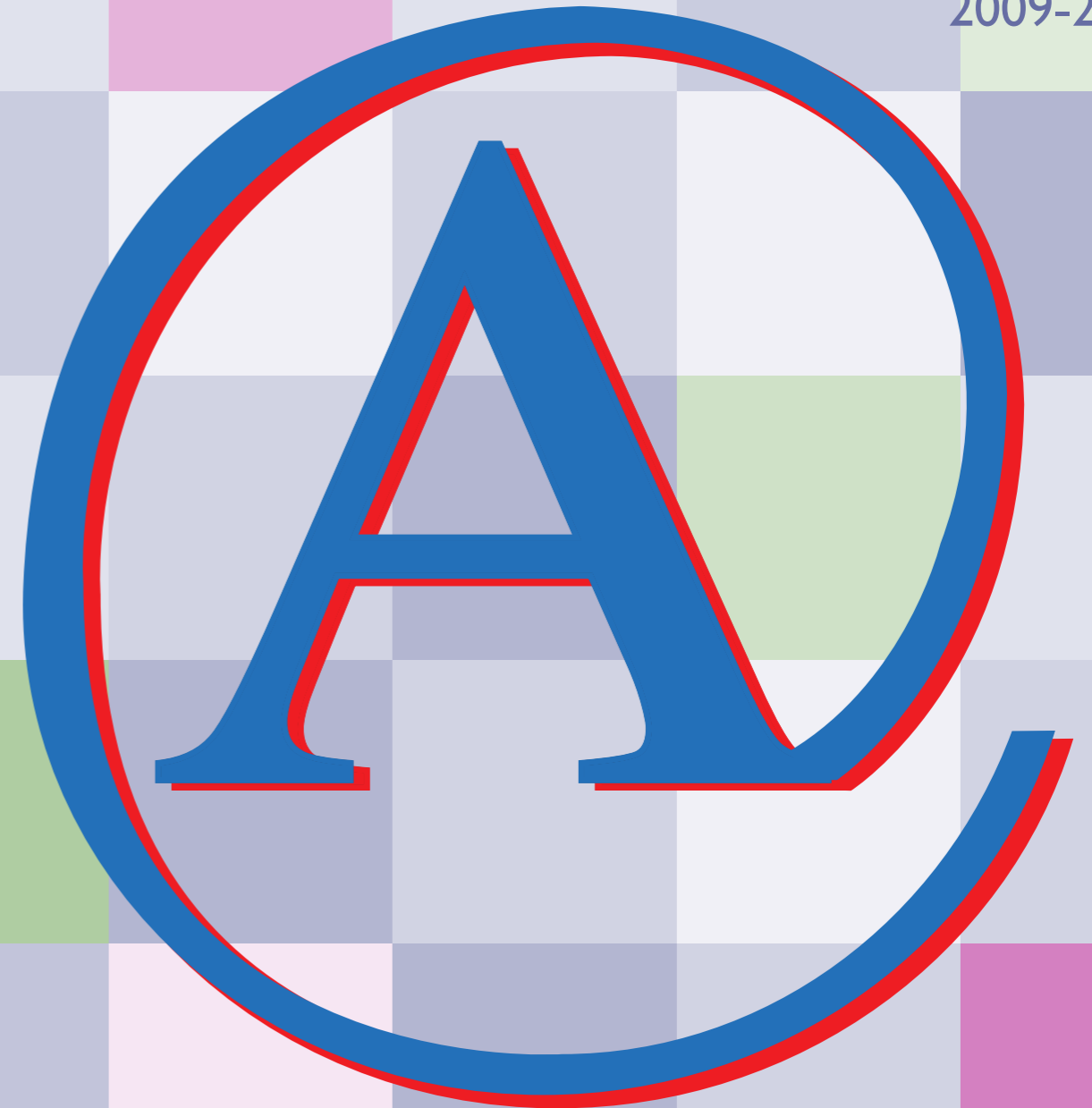
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The Alliance is affiliated to NCVO, NAVCA, ACEVO, Community First Herefordshire and Worcestershire
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Foreword



During a very uncertain year, we have sought to build on the achievements recognised in the external review, to see the third sector in health and social care raise its profile and increase its impact, in what is an increasingly complex, shifting environment.

In a climate of reviews, restructuring, and retrenchment, making progress with some of our plans has been difficult and slower than we would have wished, a frustration for Directors, staff and members alike.

The future is equally unclear. We are making a robust and positive contribution to discussions about how support for third sector organisations should be organised. While believing that change and streamlining are needed, we are committed to ensuring that dedicated support continues for health, social care and support organisations. Strengthening and harnessing our combined knowledge, skills and experience in this specialist area, will help to see the right services at the right price in place.

A close and effective working relationship with our public sector colleagues is essential in meeting the demands and priorities of our shared agenda. We look forward to reaffirming these partnerships and forging fresh alliances as the separation of the planning of services from their delivery takes full effect.

Despite these challenges, the third sector continues to make a vibrant and diverse contribution, with its intrinsic motivation to plan and deliver better person-centred services for individuals and communities across Herefordshire. This is what unites The Alliance first and foremost.

A handwritten signature in black ink, appearing to read 'Richard Kelly'.

Richard Kelly
Director

Future Support and Development

A certain level of infrastructure support is necessary if providers are to survive and thrive and front line services are to be protected. We are working constructively with others to devise appropriate arrangements for the future. Collectively, we have an important part to play in planning future support services, based on our sound track record and positive evaluation.



Helen Horton, Chief Executive

We are taking a prominent role in the Third Sector Support Services Review Working Group. Collaborating with other third sector support organisations and colleagues in Herefordshire Public Services, we will plan and deliver coherent and cost effective support services which are sustainable over the next period.

Our starting point has been the recommendations of the external review and, as a membership organisation, we want our members to inform the developments to take these forward. Directors and staff are gathering views and are also in negotiation with funders.

Members' perspective will influence and shape plans for:

- **Business support**, providing help in areas such as tendering for contracts and sharing backroom services
- **Commissioning support**, providing policy and information briefings and back-up for representatives on planning groups and strategic partnerships
- **Performance improvement**, focussing on quality assurance, opportunities for learning and development, and achieving accreditation

Any or all of these could be extended beyond help, care and support as part of wider arrangements for supporting third sector organisations. The trustees will be pro-active in working to ensure that the organisation and its services are determined by the end of 2010/11, with any new arrangements taking effect from 01 April 2011.

Service Planning and Provision



Colette Colman, Chair of Older People's Interest Group

Mainly through the Interest Groups (Children, Older People, Disability), we have provided representatives for up to 20 partnership groups or boards, including the newly established Health and Wellbeing Board, to enable the third sector to play its essential role in decision making and in disseminating information to members.

The revised Representation Policy, which sets out clear role descriptions, and how we can provide support to representatives, will also be implemented. We continue to work to see

the Compact principles and commitments adhered to and for the Funding Code of Good Practice to be updated so that it is relevant and useful in the emerging commissioning environment.

The contribution of Alliance Members to the proposed transformation of health and social care around care pathways and in localities, led by Herefordshire Public Services (HPS) and Hereford Hospital Trust (HHT) will be increasingly important, both in the planning and the delivery of services that will help to maintain people's independence.

The Alliance is keen to promote joint learning, so in February member organisations addressed the importance of personalisation. They have also been encouraged to consider how they can become more competitive and we have been able to arrange access to bespoke consultancy support from ACEVO and NAVCA on building consortia and tender writing.

All organisations are now faced with having to reduce costs if they are to preserve front-line services and continue to offer value for money. We will continue to provide learning and development opportunities in preparing for personalisation, and will also enable members to explore further the possible advantages of outsourcing back office or support functions.



Helen Tank, Chair of Children's Interest Group

acquA



Susie Knight, Chair of acquA Panel

The second edition of the standards, which raises the bar for accreditation, was introduced and a number of organisations embarked on re-accreditation. At 31 March 2010, 48 organisations were on the Register of Providers, of which 39 organisations were acquA accredited and 9 were exempt.

While continuing to be valued by many as a useful tool of assurance and for improving performance, it has become increasingly challenging to implement the standards in such an uncertain operating

environment. Organisations have rightly questioned the value of acquA accreditation when it appears that it has not reduced the overall administrative burden on them, been applied consistently as a requirement by commissioners, nor put them in a more advantageous position in winning contracts for service, all original objectives of the scheme.

We want acquA to make a real difference for organisations as a robust and affordable kite-mark which assures fitness for purpose for service users and commissioners. This means a jointly agreed and owned way forward which delivers more integrated and streamlined processes and that eliminates duplication of work and costs for both third sector organisations and Herefordshire Public Services.

Development of the infrastructure to support the kite-mark continued, with training days for assessors and panel members, preparation for the formal accreditation of assessors, and further links made with other regulators, in the context of exploring whether acquA could become more independent from The Alliance.

As resources tighten, holding accreditation and demonstrating relevance, resilience and responsiveness, will become ever more important to organisations as they strive to meet the demand for their services.



Membership

Full Members

2XL Youth Projects Ltd	Herefordshire People's Advocacy Network
Action for Children	Herefordshire Riding For The Disabled
Advance Housing and Support Ltd	Herefordshire Vision Links
Age Concern Hereford (City & Rural)	Herefordshire Voluntary Action (HVA)
Age Concern Herefordshire & Worcestershire	Home-Start Herefordshire
Age Concern Ledbury & District	Jumpstart Kidz Ltd
Age Concern Leominster & District	Kemble Housing/SHYPP
Alzheimer's Society (Herefordshire Branch)	Livability
Aspire Choices Living	Marches Family Network
Barnardo's Herefordshire Short Breaks & Fostering	Marches Housing Association
British Red Cross	Mediation Herefordshire
CLD Youth Counselling Trust	Midland Heart Herefordshire (Focus Futures)
Cruse Bereavement Care Herefordshire	Noah's Ark Trust
Deaf Direct	NSPCC
Echo for Extra Choices in Herefordshire	Royal Mencap Society
Elgar Housing	Salter's Hill Charity Ltd
H.O.P.E. for Children and their Families	Scope First Key
Hereford Arts in Action T/A The Music Pool	Services for Independent Living
Herefordshire Carers Support Ltd	Shaw Trust
Herefordshire Council for Voluntary Youth Services	Shelter
Herefordshire Headway	St Michael's Hospice
Herefordshire Heartstart	West Mercia Women's Aid
Herefordshire Lifestyles	WRVS
Herefordshire Mind	Youth Support Services

Associate Members

Acorns Children's Hospice Trust	Halo Leisure Services Limited
Affinity Trust (formerly Score/TACT UK Ltd)	Hereford Access for All
Age Concern Bromyard & District	Herefordshire Citizens Advice Bureaux
Breast Cancer Haven	Herefordshire Nature Trust
Close House Projects	Ledbury Youth First
Community First	Marie Curie Cancer Care
Community Voluntary Action Ledbury	Megan Baker House
East Radnorshire Day Centre	Small Woods Association
Enviroability	Stroke Association
Friends of the Elderly	Teme Valley Youth Project

Statement of Financial Activities

for the year ended 31 March 2010

	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Incoming resources				
<i>Incoming resources from generated funds:</i>				
Investment income: interest receivable	302	-	302	2,937
<i>Incoming resources from charitable activities:</i>				
Grants and subscriptions	159,933	155,967	315,900	256,452
Other incoming resources	1,000	-	1,000	250
Total incoming resources	161,235	155,967	317,202	259,639
Resources expended				
<i>Charitable activities</i>	(123,111)	(121,423)	(244,534)	(241,383)
<i>Governance costs</i>	(20,876)	-	(20,876)	(13,917)
Total resources expended	(143,987)	(121,423)	(265,410)	(255,300)
Net incoming resources for the year	17,248	34,544	51,792	4,339
Reconciliation of funds				
Total funds at beginning of year	25,939	53,673	79,612	75,273
Total funds at end of year	43,187	88,217	131,404	79,612

The Alliance wishes to thank the following funders: Herefordshire Primary Care Trust and Herefordshire Council.

Directors and Staff

Directors: Paul Arnold (resigned 20 January 2010); Jacqui Bremner (appointed 15 September 2009); Colette Colman; Janet Fellows; Jan Frances; Paul Hayden (appointed 15 September 2009); John Jarvis (appointed 15 September 2009); Richard Kelly; Roger Painter; Samuel Pratley; Helen Tank; Marion Tweed-Rycroft (resigned 14 January 2010); David Williams (appointed 15 September 2009, resigned 12 November 2009); Diane Williams (appointed 14 July 2009, resigned 14 January 2010)

Chief Executive and Company Secretary: Helen Horton

Staff: Dawn Bannerman, Finance Officer; Tracey Chamberlain, Temporary Administrator (to 12.06.09); Angela Higgleton, acquA Administrator; Sandie Maddison, General Manager; Julian Reeves, Third Sector Service Development Officer (from 07.06.10); Andrew Strong, Third Sector Commissioning Manager (to 04.06.10)