

Notes of the Wandsworth Voluntary Sector Forum

22nd June 2016 1-2.30pm

276 Magdalen Rd, London SW18 3NY

Lauren Ashley-Boyall (LAB) was welcomed to the Forum. She explained she came into post just two weeks ago to manage the Voluntary Sector Co-ordination Project.

This project has been funded by the CCG ([Wandsworth Clinical Commissioning Group](#)) as a two year pilot to:

- Facilitate development of the voluntary sector to be stronger and better connected, and act as an intermediary between the sector and the CCG
- Help evidence impact of the voluntary sector, particularly against priorities of the CCG and Public health
- Help the CCG identify where best they may deploy their resources in the voluntary sector - in projects which have the same or shared priorities and objectives with the CCG and Public health
- Identify and share good practice across the sector and with the CCG, maximising opportunities for effective services to be scaled up or replicated in other areas in the borough
- Facilitate partnerships where appropriate or identify opportunities for integrated commissioning – ie. where vol orgs and clinical services are delivering services together

The CCG are developing their internal structures to ensure the voluntary sector are included as key partners in both identifying commissioning needs and providing solutions. The 'Promoting Good Health Clinical Reference Group', a new Clinical Reference Group, which will lead on all non-clinical commissioning by the CCG is being created. It will be made up of Clinicians, Public Health, Social Services, Patient Representatives, The CCG's Patient and Public Involvement Team, Healthwatch and Lauren Ashley-Boyall, as the representative of the voluntary sector.

The intention is for the Voluntary Sector Co-ordination Project to be supported by an Advisory Group. It is envisaged the group will be made up of Voluntary Sector Representatives, and CCG members. The CCG will be able to consult the advisory group on specific issues or challenges, and the advisory group will be able to raise specific issues with the CCG, through the CRG. It is envisaged that members of the group will act as an enabler for the project to both create and strengthen partnerships and collaborative initiatives across the sector. We expect that the

project's advisory group would work with the CCG to develop and agree ways of measuring the third sector's impact.

The objectives for the afternoon's group discussions were outlined as ascertaining from Voluntary Organisations:

- what they think the project needs to work on
- how they think their organisation might benefit
- how they think we might be able to overcome the challenges together

LAB stated the importance of all voluntary organisations and groups to be involved as equal partners, and that the project aims to be open, inclusive and transparent. LAB stated the project serves the voluntary sector and the CCG equally and therefore must remain neutral. LAB stated that as this is still the very early stages of the project much further and wider consultation still needs to take place.

Please refer to the attached table which summarises the group discussions that took place.

Questions from the Audience

Q. Will you have a workplan and will you share it with us?

A. After we have consulted more widely with the voluntary sector we will draft a workplan and would like to bring it back to the Voluntary Sector Forum for your feedback.

Q. Will you share your reports?

A. Yes, we will share our reports and need to consider the best way how to do this.

Q. How will you capture the views and experiences of users of voluntary services?

A. We hope to engage with staff and volunteers of voluntary organisations to capture their views, which will be informed by the users of their services.

LAB stated she is keen to speak to groups not represented on this occasion so requested her contact details are shared among networks. After further consultation with Voluntary and Community Groups, LAB will draw up a draft work plan which defines our objectives. This will be presented for feedback and comments at the next Voluntary Sector Forum. The next Voluntary Sector Forum will be in September and an invite will be circulated in due course.

All attendees were thanked for their contributions and the meeting closed at 2.30pm.

<p>Where do you hope the project to be in 2 years time? What benefits to your organisation or the wider sector do you hope to see? How do you think we might get there? What role do you see yourself or your organisation having?</p>	<p>Do you have any concerns? What do you think the challenges or risks might be and how can we work together towards mitigating them?</p>	<p>From your or your organisations perspective, what do you think the immediate priorities of the project should be?</p>	<p>How can we ensure that the Voluntary Sector Co-ordination Project is inclusive, open and transparent?</p>
<ul style="list-style-type: none"> • The Voluntary Sector to communicate better with each other. Possibly more forums or opportunities to get together – physically or virtually. • Voluntary Sector to be able to respond to CCG identified problems and commissioning intentions as a collective. • The Voluntary Sector is more flexible and adaptive than statutory – we need to take full advantage of this to allow us to make the most out of opportunities available to us. • Voluntary Sector to come up with their own tangible ideas on how to address local issues. • Improved Health Education • Have identified some common goals between VSC and CCG • More of the younger generation working with older people • Shared leaflets • Easier to get involved • Circulation of information improved, including to clinicians • Useful to be part of a bigger body for 	<ul style="list-style-type: none"> • We are not all speaking the same ‘language’ – not only does the CCG and the Voluntary Sector face a communication barrier, but different groups and organisations within the sector are on different wave lengths. • We need to be able to understand the difference in relationship between a.) The voluntary sector and their beneficiaries and b.) The voluntary sector and the CCG • How to demonstrate the impact of what we are doing • Having the right people at the table, are we talking to the right people, are we including everyone, are the right people stepping up to the table? • The risk is that the VSC will feel that the CCG is investing minimal amounts into the sector, simply as a tick box exercise • The CCG never listen. Money should be spent on patient services. • Availability of voluntary sector staff • Raise awareness • Tendering processes are too slow • CCG needs to communicate better with communities • There needs to be commitment on behalf of 	<ul style="list-style-type: none"> • Advertise • Work with carers groups • Information and education sharing • Identify gaps in the borough • Develop a way of sharing information across the sector • There is a lack of access to services due to cuts • There is a lack of awareness of what’s going on in the community/borough • Service users being able to access information (to address current problem of being unable to access information due to lack of support and loss of benefits) • Isolated people • Housing – lack of housing/cost of housing • Clearer information on 	<p>What other values do we need to embed into the project?</p> <p>How do you want us to communicate with you?</p> <p>What do you want to use this meeting for?</p> <p>How do you think we should engage with the voluntary sector and community groups?</p> <p>How will we reach ‘hard to reach’ groups?</p> <ul style="list-style-type: none"> • Support • Tell people honestly what we can do • Meetings • Make people comfortable and keep information confidential • Get people’s trust • Feedback – get

<p>support, information awareness</p> <ul style="list-style-type: none"> • Opportunity for networking, sharing experiences • A 'hotline' to the CCG, improved business processes and access to funding • Identify duplication of work – share resources, work together when appropriate • Increased GP awareness of services • Reduce replication • Opportunities for training of volunteers • Improved understanding of the CCG • Working together, consortiums, brokering • Networking opportunities • Database of who's who (develop organisational memory) • Forum to air unmet needs and identify gaps • In demonstrating impact qualitative complementing quantitative targets • Sharing information • Improved public/patient voice 	<p>the CCG</p> <ul style="list-style-type: none"> • Good advertising of events • Existing services should be advertised and supported • The VSC and CCG/Statutory have different priorities – this could be mitigated by VSC taking ownership of projects and negotiating of priorities • VSC to take ownership of providing solutions for identified priorities • Difficulties keeping up with organisational changes, and to work in partnership in light of these changes • There is a risk of this new project undermining the existing channels between CCG and organisations – this may fragment groups • Duplication of work is a serious problem • Voluntary organisations are competitors • Data protection • Structure and nature of the advisory group – and how can voice of Voluntary sector be heard in this 	<p>how to access services (discounted or free) if you are on benefits</p> <ul style="list-style-type: none"> • Accessibility (for wheelchairs) to restaurants and shops • Study the CCG set up and understand existing relationships and channels of communication • Mental Health including alternative therapies/groups • Consistent support and training to groups • Two way process of feedback between voluntary organisations and CCG • Identify gaps in service provision and how voluntary organisations can contribute • Mapping • Governance • Ensuring the advisory group is fully informed 	<p>back to people who are providing their time</p> <ul style="list-style-type: none"> • Help groups to be more transparent and accountable • Ensure that everything is done with consideration of people with learning disabilities and older people • Ensure that people understand what the voluntary sector is and what the voluntary sector does • Needs to be a broad range
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