

Subject: Voluntary and Community Sector support services- delivery update
Report to: Housing and Neighbourhoods Committee

Report by: Holly Notcutt, Community Development Manager
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SUBJECT MATTER/RECOMMENDATIONS

To update the Housing and Neighbourhoods committee on the current activity and delivery through the Voluntary, Community and Social Enterprise sector commissioned services.

1. INTRODUCTION/BACKGROUND

- 1.1 For more than ten years the council has provided financial assistance in the form of core grants to a range of Voluntary and Community Sector (VCS) organisations to contribute to the delivery of their support services. Annual grants were awarded to the same organisations for several years without the need to re-apply, without definite criteria linked to the council's corporate priorities and with limited monitoring and performance management.
- 1.2 In 2013 the council implemented performance management processes, in the form of signed agreements, liaison meeting, project visits, and end of year monitoring forms, to better understand and monitor the impact of the spend.
- 1.3 In August 2015, internal audit recommended that the closed grants process be replaced by an open commissioning process to procure and deliver Support Services from the Voluntary, Community and Social Enterprise (VCSE) sector, aligned to Council priorities.
- 1.3 In October 2016 a new process was launched, replacing the previous grants function with a commissioning process, distinguishing service delivery commissioning from grant giving. This was specifically to enable the council to direct resources to current needs and demands and support the delivery of corporate priorities.
- 1.4 In January 2017, four VCSE organisations were awarded funds to deliver VCSE support services for the period of one year.

2. THE CURRENT LANDSCAPE

- 2.1 **The changing role of the VCSE sector:** With recent statutory public services required to undertake efficiency measures, the VCSE sector has

- been recognised as a critical service provider, transforming to deliver public services themselves through range of new and creative approaches.
- 2.2 **With changes to public policy, the sector has also felt a significant impact and an increase in demand** for their services, resulting in the need to provide higher levels of support to increasing volumes of people experiencing complex life challenges, most recently demonstrated through the roll-out of Universal Credit in Great Yarmouth.
- 2.3 **Since March 2016 a range of consultative opportunities were undertaken to identify the key challenges and support requirements for VCSE organisations in the borough.** Information was gathered from a series of in depth consultations, surveys, a voluntary sector workshop and dialogue opportunities developed across the sector to better determine trends, current priorities, opportunities and concerns, including impacts on services, and desired support requirements. This exercise concluded the following priorities for the VCSE sector; *1. Governance advice, 2. Trustee and Volunteer recruitment, 3. Income generation, 4. Effective Communications , 5. Strategic Partnerships.*
- 2.4 **It was identified that good quality, practical capacity building support would be necessary to support VCSE organisations** to develop in the current environment. GYBC have led this agenda for the locality, in recognition of the risk of duplicated efforts across public sector partners and an increasing reliance on the VCSE sector for front-line service delivery.
- 2.5 **GYBC has successfully secured committed resources through pooling budgets in partnership** with Public Health, Adult Social Care, Children's Services, and Great Yarmouth and Waveney Clinical Commissioning Group, developing on the historic VCS infrastructure support service agreement. Within this integrated arrangement, GYBC will steer the development work to ensure local complementarity and alignment.
- 2.6 **The partnership arrangements will have specific focus on small to medium sized local VCSE organisations, ensuring dedicated and practical support** enabling them to; make transitions to new funding and delivery environments, to align activity with the strategic agendas of the commissioning bodies, to maximise collaborative working arrangements between local public, private and VCSE organisations, and to integrate seamlessly with both strategic and grass roots Community Development arrangements in the borough. GYBC is overseeing a pooled Development Fund between NCC and health to provide bespoke training and development

to directly benefit new start -ups, fledgling and small VCSE organisations that may not be directly funded or commissioned through other sources. This fund also supports the provision of a role in Voluntary Norfolk to provide dedicate governance and fundraising and development support to voluntary organisations. Additionally, community development work is funded for grass roots level delivery, providing direct support to community groups. This includes support for accessing grants and fundraising. In the last 6 months (October 2016-March 2017), over £112,000.00 was received by community groups as a direct result of this support. Examples include £60,000 for Great Yarmouth and Gorleston Young Carers, £250 for Young at Heart Senior Citizen's Group, and £10,000 for the MESH Youth Group.

2.7 **Quarterly monitoring will be overseen led by the Integrated Commissioning Group** (comprising of funding partner leads) and associated bodies as appropriate, and will take place to monitor and inform the work of the development support service, ensuring it is kept up to date with new and emerging priorities within the locality. Outcomes from Neighbourhoods that Work delivery will also be viewed alongside this monitoring, promoting the integrated approach to supporting the sector and the Stronger Communities agenda.

2.8 **Alignment and joint commissioning:** Currently Norfolk County Council is leading on work to explore the opportunities for alignment and the potential for a County-wide approach to commissioning and resourcing Norfolk-wide Advice Services. This has been reinforced by the ongoing work of the Great Yarmouth Locality board, plus the work identified through the NHS Sustainability and Transformation Plan, in mapping advice and support services, localised pressure points and potential or expected impacts. This work has also informed recent discussions about the future of Adult Social Care provision in the borough, where there is currently a proactive exploration of opportunities to develop the way services are delivered in the borough, through direct local alignment and local investment. There is a strong and growing desire from partners to work differently, to localise their approaches and to align resources for maximum benefit. Conditions are therefore prime to be exploring alignment and joint commissioning with our partners, to ensure any newly developed work and delivery does not duplicate or undermine wider plans or arrangements.

3. **VCSE Support Services: 2017-18 Delivery**

3.1 **The commissioned organisations will be delivering on the priorities of Advice and Guidance, Crisis Support, and Employment and Skills.** The

commissioned organisations and their associated delivery areas are featured in Table 1.

- 3.2 **All delivery is aligned with GYBC's corporate plan for 2015-2020,** enabling the council to ensure this commissioned service delivery undertaken by VCSE partners and the subsequent outcomes are complementary to the council's strategic vision for the borough. Alignment with GYBC services will ensure complementary delivery and subsequently impact, alleviating demands placed on council services, providing added value.
- 3.3 **Services have been contracted to ensure their delivery is engaged with GYBC's Neighbourhoods that Work programme (Big Lottery funded),** adding value to the delivery and strengthening the transformational agenda, creating more sustainable outcomes for residents and communities of the borough.

Table 1: Commissioned VCSE support services 2017-18			
Organisation	VCSE SS delivery	Themes	Funds
<p>Citizen's Advice Norfolk:</p> <p>Charity providing accredited Advice and Guidance across the county, with a dedicated office in Great Yarmouth.</p>	<p>The service will:</p> <p>Deliver a generalist advice and information service, primarily covering welfare benefits, debt, finance, housing, energy, employment, immigration, consumer and family matters.</p> <p>Provide escalated emergency access to people with immediate need, alongside standard support to deal with issues. Support will also be provided to increase the resilience of people experiencing crises, e.g. Supporting them with budgeting skills, increasing confidence and improving their employability.</p> <p>Recruit and train volunteers, giving them increased confidence, evidenced skills and an enhanced CV to aid job hunting.</p> <p>Services will be accessible will be open to all residents of the borough, accessed through through the following channels;</p> <ul style="list-style-type: none"> • 4 day a week (weekdays) drop-in and appointment services at CAB Great Yarmouth office • Adviceline telephone advice service • Email advice • Online advice service 	<p>Advice and Guidance</p> <p>Crisis Support</p> <p>Employment and Skills</p>	<p>£33,000</p>
<p>DIAL Great Yarmouth:</p> <p>Independent Great Yarmouth based charity, providing</p>	<p>The service will:</p> <p>Deliver an outreach focussed Advice and Guidance service across the Great Yarmouth Borough, providing face to face support outside of normal working hours. Priority advice will include budgeting, housing, and maximisation of income to ensure that households are in receipt of full entitlement.</p> <p>Recruit and train volunteers from within local communities, who will be supported to work alongside the Advisors, to provide basic advice and guidance in community settings,</p>	<p>Advice and Guidance</p>	<p>£ 21,284</p>

accredited Advice and Guidance to vulnerable people in the borough.	<p>informed by issues facing residents within their own communities.</p> <p>Services will be delivered 5 days per week (including alternate Saturdays) at various locations across the Borough. Delivery locations will be in a range of safe, community based settings. Local communities will be supported to host drop in sessions across the Borough.</p>		
<p>FirstMove Furnishaid: Independent Great Yarmouth based charity, providing information, support and assistance to people who are unemployed, unwaged or on low incomes.</p>	<p>The service will;</p> <p>Deliver education, learning and employability sessions, in partnership with Norfolk Community Learning Services and Great Yarmouth College.</p> <p>This will include;</p> <ul style="list-style-type: none"> a) Training and learning activities b) One to one and group employment training c) CV writing support d) Job search and job application support e) Volunteering support and training through specific packages, including mentorship f) The development of a weekly multi-agency support services drop-in, including local business networks and community based partnerships <p>Services will be delivered 5 days per week from the town centre premises.</p>	Employment and Skills	£15,000
<p>Foodbank Plus:</p>	<p>The service will;</p> <p>Develop community hubs: providing people in need or experiencing crises (eg. people</p>	Crisis support	£8,483

<p>A collective Community Based Organisation, from Foodbank origins, directly supporting the progression of beneficiaries of the Foodbanks and the drop-ins through practical and emotional assistance.</p>	<p>who: are homeless, have low or no incomes, have unmanaged health conditions, etc) with regular and direct access to a wide range of statutory and VCS services, within one location (e.g. Herbie's) in addition to providing hot meals, emergency food and hosting the foodbanks.</p> <p>Provide crisis support information: Helpful resources will be developed, providing simple and up to date information for people needing help.</p> <p>Train Foodbank Plus volunteers: people trained to give one to one sign posting and additional support to vulnerable people, ensuring the safe running of all Foodbank Plus support service delivery.</p> <p>Recruit and train Community volunteers: Local residents who use the services will be supported by volunteers to access entry level volunteering opportunities within the hubs.</p> <p>Pilot a 'Fuel Bank': This new area of delivery will be explored, with the aim to help struggling households on prepayment meters to receive a voucher enabling them to reconnect power to their homes during times of crisis.</p> <p>Deliver community learning and social networking opportunities: through a range of activities designed to be educational and social, e.g. eating on a budget, family learning activities.</p> <p>Services will be delivered 5 days per week across Gorleston and Great Yarmouth.</p>		
TOTAL £77, 767			

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications beyond the opportunity to explore joint commissioning possibilities for Norfolk-wide Advice Services.

5. RISK IMPLICATIONS

- 5.1 Risks will be managed accordingly. All commissioned delivery has been agreed through specific SLAs. Delivery will be monitored through scheduled liaison meetings, plus an end of year report.

6. CONCLUSIONS

- 6.1 Organisations commissioned to deliver services, in line with corporate priorities, have allowed the council to provide additional resource within the borough whilst also accommodating the changing needs within communities. The outcomes from the first complete year of delivery will be presented to the relevant GYBC committee. The additional development support will enable small to medium sized VCSE organisations to receive the support they need to grow, develop and transform, increasing their capacity to deliver their projects and services going forward.

7. RECOMMENDATIONS

- 7.1 The committee are asked to note the contents of this report

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	None
Section 151 Officer Consultation:	None
Existing Council Policies:	Corporate Plan
Financial Implications:	As above
Legal Implications (including	None identified

human rights):	
Risk Implications:	As above
Equality Issues/EQIA assessment:	Development support will be offered to all small-medium VCSE organisations, plus those commissioned to provide the support services.
Crime & Disorder:	The scheme is designed to have a positive effect on crime and disorder through creating stronger communities.
Every Child Matters:	The scheme is designed to have a positive effect on the life chances of priority households, including families