

Steering Group 25 January 2017

Fielder Centre, Hatfield Business Park, Hatfield AL10 9TP; 10 – 1pm

Minutes

1. Welcome and introductions

Present

Christine Wyard (Ascend), Helen Mutio (Community Action Dacorum, rep CVS), Jayne O'Sullivan (Pohwer), Jacquie Hime (#TeamHerts volunteering), Liz Gore (District Councils), Amanda McIntyre (Herts CEO network), Caroline Langdell (Herts Funders Forum), Reynold Rosenberg (Herts Interfaith Forum), Kate Belinis (CDA Herts), David Neilan (Herts CC), Paul Kelly, Maddy Thomson, Susan Jessop (Resolving Chaos), Lynda Tarpey (Hasca Ltd)

Apologies

Paul Standbrook, Jeremy Keeley, Mohammed Alam, Daniel Marshall, Carolyn Gale, Mekhola Ray, Sally Marlow, Tracy Marshall, Julie Manser, Lynne Misner.

2. Working group reports and discussion

Note – It was agreed that paper copies of reports will not need to be supplied for future Steering group meetings

2.1 Survey + needs analysis



Paul Kelly gave a summary of the needs analysis (see report above) and thanked the working group researchers for their success in encouraging a broad range of organisations to respond within a tight timescale. In particular, forums and networks e.g. Village Halls, NH Minority Ethnic Forum, Social Inclusion Partnership, Stevenage Older People's Network, Herts Citizens Advice Service, actively contributed to the findings. Data from other recent surveys was also incorporated into the analysis. The large number of free text comments with responses was particularly informative.

Researchers were Anne Taylor (NH CVS), Nazma Malik (NH Minority Ethnic Forum), and Kate Belinis (CDA Herts).

The key challenges highlighted (see report pp10) were: Fundraising and sustainability, demonstrating your impact, recruiting and managing volunteers + trustees, developing / expanding trading activities.

Discussion points:

- How to promote awareness of what's on offer and get it to the right people
- Noted that *Influencing policy* is fairly low in the listing, but needs greater emphasis if we are to progress in the current climate
- Governance and compliance has been raised as an issue in one area with the concern that it's likely to be a more widespread problem.
- A suggestion to analyse the results of large and small organisations separately to see whether the priorities vary with the size of organisation
- Training – don't ignore lower priority areas in the survey e.g. influencing, which are becoming seen as more significant in working group discussions
- Training – discussion on exploring the well regarded HCF model for capacity building and whether / how it could be extended to non-social care organisations
- District councils do a lot of partnership modelling and story telling
- There is recognition of the value of accreditation / service standards

2.2 Support Pathway



Support Pathway
report Jan 2017.pdf



Pathway research
spreadsheet data 20.

Lynda Tarpey summarised the report - The initial research, taking a sample of umbrella organisations and tabulating their services, posed questions – What information is needed? Where the information should be kept? Which organisations should be responsible? How to maximise the use of services available?

Discussion

- We're simplifying the journey but do the support organisations have the capacity to keep up if demand increases?
- Do we really want organisations to access via digital channel instead of going to individual support organisations? Some people find relevant services though wider browsing.
- Simpler access pathway is intended as a shared resource to support infrastructure organisations both to seek expert support and to promote their own services
- As well as systems analysis we need trust and partnership in the marketplace
- Role of Herts Help and Hertfordshire Directory needs to be included in working group scope.

- Support can be seen as available in 3 tiers – e.g. first stage information, more detailed advice, one to one support.
- District councils refer their enquiries to the local CVS
- An experienced VCS organisation CEO should be willing to offer to buddy or give an hour to help another group where they can.

Next steps

- Working group will convene to define the criteria and create the specification for an access portal to the support services available, both free and priced.
- Other non-digital areas will also be explored to overcome barriers to accessing support:
 - Promotion of forums and networks (including in the new Marketplace)
 - Link to the work presented at the VCS conference on networks and local community welcome hubs
 - Mentoring and one to one support – explore the possibility of extending training + capacity building programmes to increase the range of expert support available

2.3 Social Value



Social Value Report -
Jan 2017 v2.pdf

Working group members talked through key features of the work to date. (see above) Following this, David Neilan said the current work on social value may help influence the HCC voluntary sector commissioning strategy processes, and could change the ways of working. There are already 5 councils with joint Council / VCS working. Tackling issues such as how to encourage smaller scale bidding e.g. possibility of smaller Lots.

Discussion points

- Relate the social value work to the Herts Compact and align it
- Paul Drake HCC – commissioning and procurement workshop
- Awareness of the political, financial and legal constraints
- Awareness of and need to analyse the existing examples of the Dacorum process, the national CAB SV toolkit, and other best practice examples of Herts VCS work e.g. HILS.
- There are many metrics and methods of calculating SV benefits but we need a Hertfordshire view.
- Go with what we've got and develop it – can't wait for all to be perfect before we

start

Next steps

- David Neilan will forward a background paper for information
- The next social value working group will be 10th Feb.

3. Year 1 - review and achievements



25 Jan 2017 Steering
Grp.pptx

Susan Jessop gave a review of the project's progress to date. (see ppt above)

- Connect Hertfordshire offers a Hertfordshire community hub, events, and initiatives on priority areas of development, co-produced with VCS members and statutory partners.
- The working groups' research and progress reports on 1) the survey and needs analysis,
2) developing the support pathway and 3) social value are included in 2 above.
- In addition, through a new initiative, we are contacting recently registered charities & CICs. Welcome events are offered out of hours to attract people who can't come to more mainstream daytime activities. The aim is to provide an opportunity to meet and network, provide an introduction to Connect Hertfordshire, link in the charity to local support networks, find out about their ambitions, plus listen and respond to issues and questions.
- Project performance targets for year 1 have been achieved
- The Working Groups have created new energy with
 - 30 people from different organisations working together...
 - Working wider than individual boundaries
 - New approaches with creative thinking
 - First hand local knowledge + common understanding of needs and issues
 - Ability to move between the operational and the bigger picture
 - Constructive approach - looking at ways of overcoming obstacles
 - Sharing information and shared sense of purpose
 - Taking the initiative to make a difference

4. Working lunch - Year 2 priorities and action plan

Questions

- What is our vision now?
- What are the values for collaboration that support the vision?
- How do we engage stakeholders to achieve greater representation?

Group A

Sharing, not 'being' the expert

Not duplicating

Influencing up not down

Social value – unlocking what we all mean and saving the energy by focusing how we demonstrate it.

Asking strategic questions about mixed messages e.g. reforming the marketplace getting new providers

More visible so groups can look to us

Transparent and open

Willingness to listen and change

Being heard

Identify areas of common interest

Tackle broad issues others cannot tackle alone

Got vision of council with VCS and create opportunities to influence it

Glossary to help communication so many words mean different things to different organisations

Group B

Shared values, ethos, principles

Flexible

Working from shared understanding

Openness

Linking of operational issues and local knowledge with the bigger picture

'Open house' with progress communicated to all

Wider communication about the work C.H. is doing

More powerful voice for the VCS at county level

Representative voice / opportunity to participate

Representative and inclusive

Powerful voice

Keep members of working groups included

Listening to our fears, aspirations, challenges

Collaboration, common purpose + goals

5. **AOB** None

6. **Next meeting** Tuesday 4th April