

Venue Hertsmere Civic Offices, Elstree Way, Borehamwood, WD6 1WA

Minutes

	Action
<p>1. Welcome and introductions</p> <p>Present Pam Cousins (in lieu Liz Gore), Ruth Horne, Jane Shewring, Kat Shepherdson (in lieu Jacquie Hime), Carolyn Gale, Lynda Tarpey, Maddy Thomson, Susan Jessop</p> <p>Apologies Kate Belinis, Jeremy Keeley, Tracy Marshall, Daniel Marshall, Christine Wyard, Lynne Misner, Mekhola Ray, Reynold Rosenberg, Chantal Lommel, Paul Standbrook, Mohammed Alam, Liz Gore, Jacquie Hime</p>	
<p>2. Minutes and matters arising from previous meeting on 4 April 2017</p> <p> Steering group minutes 4 April 2017.pdf</p> <p>Agreed. No issues raised.</p>	
<p>3. Report of Small Charity Week (SCW)19 – 24 June.</p> <p><u>See attached summary</u></p> <p> SCW 20170705.pptx</p> <p>SJ gave an overview of the Small Charity Week campaign. As requested by the previous steering group, the campaign focused on communicating through Facebook.</p> <p>There were three areas of promotion -</p> <ul style="list-style-type: none"> (i) <u>Community engagement activities</u> – attended 4 events linking with the SCW daily themes (ii) <u>Films on Facebook.</u> 5 film clips – 1 x Facebook Live and 4 recorded stories of I love my charity because... _ Total views are 2,400 to date (iii) <u>Facebook photos</u> - 40 photos either taken by us or sent to us, following our Newsletter and Facebook promotion. They've been viewed 700 times and liked 70 times. <p><u>Impact</u></p> <ul style="list-style-type: none"> • <i>Small charity... Big impact</i> message Hertfordshire wide and national and showed the broad and inclusive nature of small charities work and their volunteers. 	

- Campaign was a catalyst for increasing the profile of Connect Hertfordshire and the use of our Facebook page.
- Community engagement - The page now has 207 followers / page likes and >3000 views of film clips and photos, way beyond our initial expectations.
- 25 new organisations joined as members of Connect Hertfordshire
- People enjoyed the opportunity to promote their own charity with a personal message – created an upbeat atmosphere – and the positive engagement has forged new links.

Sue thanked the steering group members who had contributed photos of their staff from Ascend, Herts Help, CDA Herts, North Herts CVS and Team Herts Volunteering.

Going forward.

- Archive of voices and images for our website and publicity.
- New partnerships and relationships
- Facebook brings engagement with a different audience. Build on feedback from individual visitors, plus business insight will help inform us in planning future work
- Next year – build on this year’s success with larger scale event and stronger link with national promotion

4. Social Value

There are two elements – How social value is used and how it is measured. David Neilan (DN) from HCC is producing a Hertfordshire version of the Brighton and Hove model to be considered by Herts CC Corporate Services and referred back to the working group.

Maddy reported that she had visited Dacorum Council at the request of the working group who have piloted a social value engine, a measurement tool, from the East Riding of Yorkshire Council. It would cost £2k pa to adopt. They are also creating their own and will then decide which one to use.

They are interested in joining up these two pieces of work so that there is some synergy between County and District Council if possible, particularly in language and explanations

Action

- Pam to check whether there is any similar work in any of the other District Councils

Ruth acknowledged there are many different ways of measuring and asked how we’d get to adopting one way. Maddy said social value would be measured at each stage. How we measure is a different piece of work.

Action

- Carolyn suggested a meeting with MT and DN to move this forward.

Pam
to check other DCs

Carolyn
Organise meeting with CG and DN
✓

Maddy

<p>Ruth Harrington has requested that the model is not too tight, but has flexibility to allow for innovation</p> <p>Action</p> <ul style="list-style-type: none"> ➤ MT work towards a launch at the Voluntary Sector Conference, 9th October at the Fielder Centre subject to HCC progress 	<p>Prepare to launch at Vol Sec Conf 3 Oct.</p> <p>Update: No launch yet.</p>
<p>5. Pathway : Improve and simplify access for VCS organisations to get support</p> <div style="text-align: center;">  <p>Pathway 28 June 2017.pdf</p> <p><u>See update paper attached</u></p> </div> <p>(i) Digital. There are two elements of development</p> <ul style="list-style-type: none"> • Herts Help infrastructure - it is agreed that this will provide a new bespoke VCS Group support button. • Hertfordshire Directory is being reviewed. Connect Hertfordshire have accepted an invitation to join the steering group, which will enable views and feedback from VCS potential user groups to be input into the process. <p>Ruth explained there is a 6 month information update cycle. There would be additional work to configure the set up – this will probably be by the webteam</p> <p>Action</p> <ul style="list-style-type: none"> ➤ CG offered to organise a discussion with relevant IT officers to scope and clarify the developments, role and responsibilities. ➤ SJ will produce a spec of user requirements <p>Categories for the search buttons – the feedback was that the categories were mainly what is needed, and it was agreed to use jargon free layman’s terms as far as possible, e.g. running your organisation, volunteers etc.</p> <p>Action</p> <ul style="list-style-type: none"> ➤ SJ Deadline 7th July for submission of categories to Herts IT <p>Suggestions for initial trial pilot Herts Sports Partnership; Community Hertsmere Stephen Craker; 1 X District Council; CDA Herts; Pro Action</p> <p>Action</p> <ul style="list-style-type: none"> ➤ SJ to contact for agreement <p>(ii) Telephone navigation support</p>	<p>CG To organise meeting w Herts IT re roles + responsibilities By end July ✓</p> <p>Sue Produce service specification By end July ✓</p> <p>Sue Deadline for categories 7.7.17 ✓</p> <p>Sue To confirm pilot organisations for trial ✓</p>

<p>The options are to see whether Herts Help could provide a bespoke service to VCS groups for group support. The second option is to commission hours in a range of VCS organisations. It was acknowledged that Herts Help, as the county's key telephone support service, already has the infrastructure to be able to develop such a service.</p> <p>Action</p> <ul style="list-style-type: none"> ➤ RH will produce a customer journey map for potential group enquiries. SJ will provide possible case studies. <p>(iii) One to one support</p> <p>HCF has suggested a managed peer support / mentoring system Connect Hertfordshire has been looking at a more informal buddying system District Councils do offer support which varies from council to council Possibility of a Facebook group Q and A – people who had done this found that there were plenty of questions but there were few answers provided.</p> <p>Action</p> <ul style="list-style-type: none"> ➤ LT / MT Map the provision of existing one to one support for VCS groups 	<p>Ruth Customer journey map "as is" By 14.7.17 ✓</p> <p>Sue to provide case studies Update – not needed at this stage</p> <p>Maddy / Lynda By end July</p> <p>Update: Share and Learn ✓</p>
<p>6. Funding Fair</p> <p>A budget for a fair has been identified from Connect Hertfordshire and the All Age Personalisation Project (AAPP). The working group is Sarah Elliott (HCF), Helen Mutio (Community Action Dacorum), Susan Jessop, Lynda Tarpey, and Jo Reeder (AAPP) The proposed date in Friday 15th September 10 – 2pm at University of Hertfordshire, depending on confirmation of availability.</p> <p>This year's Funding Fair aims to help provide an understanding of funding changes and to help people reshape their outlook on their services:</p> <ul style="list-style-type: none"> • Provide an opportunity for organisations to engage directly with funders and also look at wider issues around sustainability • Inform organisations how changes in government and local policy provide opportunities for the VCS • Look at examples of different funding models used by organisations in the county • Explain the concept of social value • Help organisations to make the case for financial investment – what are funders looking for? • Support organisations to grow earned income and become more enterprising <p>Based on last year's positive feedback, the fair will include speakers, stands, workshops and one to one advice.</p>	<p>Lynda Sue</p> <p>Liaise with partners to prepare and deliver Fair on 15th Sept</p> <p>✓</p>
<p>7. Partnership</p>	

<p>(i) Hertfordshire Compact</p> <p>44 case studies from the High Sheriff awards will be made available and promoted.</p> <p>4 case studies have been selected to promote the Compact – Building Better Opportunities, Watford Community Navigators, Mediation Hertfordshire and Welwyn Hatfield Domestic Abuse Forum. Action Maddy</p> <p>Using the 44, we'll schedule one a week on Facebook through the year, and showcase one a month in the Newsletter. They'll also be available to look at on the Connect Hertfordshire website</p> <p>Action</p> <ul style="list-style-type: none"> ➤ SJ – ensure available on website, then newsletter and Facebook. ➤ MT – write short version for Compact <p>Compact representation: The CEO network will work to manage the process, and Connect Hertfordshire will promote it.</p> <p>(ii) All Age Personalisation Project</p> <p>National initiative. NHS England has targets to increase take up. There is a move from personal budgets to Integrated budgets. The voluntary sector will have a higher profile role in promoting the change.</p> <p>The area being covers is the St Albans and Lee Valley corridor. The theme is the big shift to selling services, a focus on "customer" rather than "service user".</p>	<p>Maddy To write short versions for the Compact doc and submit to Kate Brierly ✓</p> <p>Sue liaise with webteam 7.7.17 ✓</p>
<p>8. AOB</p> <p>Hertfordshire directory development – we have been invited to feed back our views to help the development. Could the steering group please fill in the survey. It's worth particularly thinking about how you see the directory as providing access to help for VCS groups to get support, as currently the directory is geared to individual residents, not groups.</p> <p>Action</p> <ul style="list-style-type: none"> ➤ ALL - please fill in survey asap. <p>Request from police investigating trafficking of foreign nationals, to offer "How to keep safe" training free, plus advice on identifying people linked to trafficking.</p> <p>Action</p> <ul style="list-style-type: none"> ➤ Sue / Pam – refer the request to the Community Safety Partnership. 	<p>ALL Fill in survey ✓</p> <p>Pam / Sue Refer to Community safety p'ship ✓</p>

9. Next meetings

Tuesday 3rd October

Wednesday 10th Jan 2018

Both meetings are 10am – 12.