

Minutes of steering group meeting Tuesday 4th April 2017

The Castle, Hertford SG14 1HR

1. Welcome and introductions

Present: Carolyn Gale (Herts CC), Anne Priest (Pohwer / Herts Help), Jacquie Hime (#TeamHerts volunteering), Caroline Langdell (Herts Funders Forum), Reynold Rosenberg (Herts Interfaith Forum), Kate Belinis and Robert (CDA Herts), Paul Standbrook (St Albans CVS), Rebecca Young (Hertmere District Council), Maddy Thomson, Lynda Tarpey, Susan Jessop (Connect Hertfordshire),

Apologies: Jeremy Keeley, Mohammed Alam, Daniel Marshall, Mekhola Ray, Sally Marlow, Tracy Marshall, Lynne Misner, Liz Gore (Rebecca Young in lieu) Christine Wyard (Ascend), Amanda McIntyre (Herts CEO network), Chantal Lommel (HAFLS),

Minutes of 25.1.17 meeting - no matters arising

2. Progress update

Representation and inclusion

The aim is to continue to widen membership of the steering group to ensure an increasingly inclusive county wide representation. We currently don't have representation from young people, sport, education / academic, business, specialist networks etc.

Steering group suggestions were to invite Dave Green from Pro Action, John O'Callaghan from Herts Sports Partnership, WENTA, Herts Young Homeless.

Action

- **New representatives will be invited to join the steering group. People will also be invited on an ad hoc basis to contribute on specific issues.**

Role of representatives

In response to how information from the steering group is communicated:

Liz Gore circulates info and updates for District Councils – Maddy invited to LSP, Caroline attends Funder network quarterly and circulates / asks for feedback – also in HCF circulates reports and Hertfordshire Matters to incorporate some information from our survey.

Anne Priest confirmed she'd received feedback from Jayne O'Sullivan for Herts Help and that they are an advocate of Connect Hertfordshire

Discussion took place about considering when to survey and suggesting members consult others to be clear about what we are to get feedback on and avoid over bothering groups unnecessarily.

Kate Belinis fed back about **CEO network learning event** – 30 attended, Amanda McIntyre briefed on the Social Value work we are doing.

Action: A report of the discussions will be circulated.

Funding

Maddy reported that the Crowdfunding schedule has been put back, and will be considered by the HCC board in September. Consequently the Innovation Fund will be launched again, and will be supported by Connect Hertfordshire.

Social Value

The working group assessed six different practices and toolkits and are now exploring the Brighton & Hove model. The revised report updated by Amanda will be completed next week once other Working Group members have commented and David Neilan is taking this to an internal meeting at HCC for discussion on 24th April. Maddy has approached Brighton and Hove Council representative about a potential meeting with a group of representatives to share their approach and how it is working since its launch last year which has been welcomed.

Susan fed back about the **Social Enterprise Fair** on 3rd April.

Survey

Linking priorities to provision - Maddy reported on a meeting with Sarah Elliott HCF in relation to the survey feedback on training priorities and there was wide support and encouragement for Connect Hertfordshire and HCF training to work together. Sarah had considered these outcomes and once she has news re Herts CC Funding, another discussion will take place about any useful extension of the programme by Connect Hertfordshire. An offer around Social Value had been discussed.

The point was made that releasing people for training courses can add pressure on already stretched resources and that it would help if a more varied package of support were planned, including webinars. This is something Connect Hertfordshire could facilitate.

3. Pathway to getting support

The next working group meeting is with Ruth Harrington on 19 April to discuss the digital option

One to one support, mentoring, buddying

What can we do to enhance this other than an electronic solution?

Discussion points

- Use more marketing to increase awareness of the support that already exists e.g. content on our website.
- Kate shared experience with the Village Halls network and is hoping to broaden this work using a DEFRA grant.
- Reynold - organisations do have different needs. For instance the Inter Faith Group is comprised of all volunteers. He raised the question of how can small organisations get practical help to discuss and tackle important issues like hate crime, anti-Semitism, islamophobia etc as this was currently difficult to address effectively.
- Creative discussion on a proposal to support people to find and use the right information– a telephone help line like a Herts Help service but for the VCS. A lot of people need an intermediary to help them access and use the existing resources.
There is frustration that not only is there less resource to go round, but also that funding is increasingly directed at new initiatives.
There is a lot of support available but it needs joining up by a person who can be available to facilitate, answer questions, provide information, signpost to advice and expertise.
- New model needed - one virtual place to find what you need
- It may need significant capital to make it work. Make an argument that can be funded. Scope it quickly and then work with partners to consider suitable place to access investment. The general feedback is that we've learned good information but we now need to produce quicker tangible access.
- District Councils said they could receive the proposal and consider if they could support in any way etc.
- Overall it needs 1-1 support accessible from one place with training and resource back up. Connect Hertfordshire is neutral with no bias – use facts / resources that are available but the general view that there is not sufficient current resource in Connect Hertfordshire to deliver what is needed. An option could be a model with a variety of people covering at different times.

HCF / Sarah Elliot paper re Peer Support distributed. We need to consider this in the overall scoping where HCF fit and can offer support.

Action:

- **Produce an options paper setting out how we could make better use of existing expertise and how we can add value. Write a business case with costs, benefits, and risks which can be used to identify the resource gap. Distribute to steering group for review and revision**

Small Charities week

Small Charities week is 19th – 24th June and in particular we'd like to support the Big Advice day on the 20th June.

The approach agreed is to use a social media campaign, creating a varied programme with webinars, Facebook, skype etc. Different experts could present or host discussions at different times. Google chrome could provide feedback, contacts, ratings.

Suggestion to have one session on the Herts Compact and one linked to the trustee resource pack (see below). CVS offered helpline support for half a day. Jacqui offered experience from Kat about the recent campaign held for Team Herts

An additional benefit is that this could feed into the preliminary work for the 1-1 support model in that it could demonstrate a stage 1 trial.

Action

- **Proposal for the campaign will circulate to steering group by 28 April**

4. Trustees

Team Herts is producing a resource pack for Trustees and a campaign is coming soon. HCF has contributed and it is being incorporated into the HCF training plan. Planning meeting taking place with HCF on 25th April. It could be promoted during Volunteers week, in newsletter, on website.

5. Vision and values

A summary of the feedback from the previous steering group workshop was presented. A comparison was made between the values and behaviours expressed here and those articulated in the Hertfordshire Compact

Open and sharing

- Sharing, not 'being' the expert
- Not duplicating
- Shared values, ethos, principles
- Flexible
- Working from shared understanding
- Openness
- More powerful voice for the VCS at county level
- Powerful voice
- Transparent and open
- 'Open house' with progress communicated to all

Inclusive and listening

- More visible so groups can look to us
- Willingness to listen and change
- Being heard
- Glossary to help communication as so many words mean different things to different organisations
- Representative voice / opportunity to participate
- Representative and inclusive
- Keep members of working groups included
- Listening to our fears, aspirations, challenges

Working together

- Influencing up not down
- Identify areas of common interest
- Tackle broad issues others cannot tackle alone
- Got vision of council with VCS and create opportunities to influence it
- Linking of operational issues and local knowledge with the bigger picture
- Wider communication about the work C.H. is doing
- Collaboration, common purpose + goals
- 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

6. Hertfordshire Compact & partnership working

Connect Hertfordshire will be supporting and promoting the Herts Compact via our newsletter, website, facebook page and during the Small Charities week.

Clarification of benefits

Discussion on what the benefits would be so that there is a clear message on why a group should join up. The logo can be promoted as a badge of good practice. Currently people can post a picture of themselves with the certificate and logo and use the logo on their materials

The sign up process

We need a concise clear explanation (possibly in the easy read guide?). The process needs to be simple. Discussion followed about the need for the Compact Group to consider the place of unconstituted groups in new world of health and wellbeing support and personal budgets. **Action:**

- **Maddy to refer issue to the Compact Group May 26th.**

The general consensus is that there needs to be more of an incentive – such as access to tenders or access to the 1-1 support mentioned above.

Action:

- **Steering Group members to consider signing up if have not done so**
- **Jacque will circulate process**
- **Maddy to create a What's in it for me message to promote sign up**
- **Include in the promotion on the 20th June Small Charities Day**

7. AOB

A report will come back to steering group following the Integrated / personalised budgets meeting in April.

8. Next meetings

Wednesday 5th July

Tuesday 3rd October

Wednesday 10th Jan 2018

All 10am