



## Trafford VCSE Strategic Forum

# “Bringing Services Together in North Trafford”

Notes of Meeting – 2<sup>nd</sup> November 2016

### Welcome

Chris Hart, Contract Manager Thrive Trafford gave a background to the event. This was the third meeting of the Strategic Forum and would build on the previous meeting which focused on important changes taking place, in particular around Public Service Reform. There is an increased demand for services and expectations in the face of reduced funding and this means that services need to be delivered differently in the future. Key agencies are looking at how referrals are made and how services can be delivered better in communities.

Since the last Forum, both the Typical and Perfect Weekends had taken place. These were used to observe how services are delivered at present and to see how reshaped services might work better in the future, with improved co-ordination around key areas of demand. This event would focus on plans for a more formalised ‘pilot’ based in the North of the Borough and the important role that the VCSE can play in helping to shape, develop and deliver future services.

### Actions from the Last Meeting

Sarah Lewis gave an update on the actions from the last meeting. This included the meeting that Healthwatch Trafford arranged after the last VCSE Strategic Forum with Richard Spearing to discuss the changes to health and social care. There is due to be a follow up meeting with Richard Spearing and Diane Eaton about the services at a local level.

There was mention of the discussion hub, which has now been set up on the Thrive Trafford website <http://www.thrivetrafford.org.uk/discussion-hub/> which will enable people to discuss the subjects in between meetings.

In terms of VCSE representation on strategic boards, following the last meeting a Working Group of interested individuals met to discuss the process for electing representatives. It was agreed that job descriptions would be developed for each role, which were sent out to the Thrive Trafford mailing list to invite applications against the job descriptions. The chairs of each board then interviewed potential candidates for the Health and Wellbeing Board (total of 5 applicants), which led to Helen Darlington from Fitbods CIC being chosen as the representative from the VCSE sector for the Health and Wellbeing Board. Jonathan Yates from Citizens Advice Trafford is the representative for the Strong Communities Board. No applications came through for the Growth Board so there is still a vacancy for a representative on that board.

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Also it was noted that organisations should ensure that their details are up to date on the Trafford Service Directory.

## **Round Tables – Who’s Who?**

Following requests at the last Forum meeting, a short networking session was held to introduce people to one another and find out what is currently being delivered and areas of opportunity.

## **Place Based Pilot Discussion – PSR Objectives and Principles**

Please see the PowerPoint presentation for the background to the discussion. Following the presentation around tables people were asked to discuss three questions:

1. Where should the VCSE contribute to the objectives and principles?
2. How can the VCSE be involved in the pilot?
3. What challenges does the plan of co-location face?

The summary from the discussion around the four tables is summarised below.

### **Where should the VCSE contribute to the objectives and principles?**

- The VCSE has a range of services, people resources, physical assets and data that it can share as part of the PSR work
- VCSE is able to bring about ‘behavioural change’ within communities that the public sector seeks because they are often working with the communities at the grassroots level
- Sharing best practice, able to fit services to local need, statutory sector can learn from this
- VCSE has a good understanding of where services are needed and has up to date, ‘real time’ information that can give a more accurate picture than data used
- Able to help reduce duplication by working with local partners
- VCSE is often trusted by residents and communities, and people will access services when they need help and can trust them
- Key worker model – when looking at workforce development, VCSE also need to share in this, in developing key skills, understanding the roles and receiving the same workforce development as the public sector
- Making sure we understand individuals as holistic human beings with lots of facets, not just in the system and at one point on the spectrum of need. This can mean that people step up and step down from the ‘Tier’ they present in.
- Trafford pound – and making sure this is being spent in the best way for the service user.

### **How can the VCSE be involved in the pilot?**

- Help improve the knowledge of what is out there and what the needs are
- Public sector may need to be more flexible in how it commissions the VCSE sector
- VCSE can help determine where to focus on needs and demands

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- Can offer specialism around the issues looking to be addressed
- Offer a true partnership approach
- Provide innovation
- Help maximise the Trafford pound – provide early intervention services helping make future cost savings
- Bring trust and volunteers to the pilot
- Relationship between Council services, commissioners and providing flexibility in contracts – getting the balance between the commissioners understanding and contract requirements and how the VCSE may be able to provide a different approach to support the pilot
- Being able to evidence the excellent provision on paper through monitoring and maintaining what organisations provide
- Needs to be enough time in the pilot to be able to put monitoring in place
- Goodwill, and a willingness to be involved

### **What challenges might need to be overcome?**

- Cultural difference between sectors, which is a challenge. This can include IT systems, referral routes and ways of working. The public sector can be seen to be bureaucratic and VCSE may have a much more direct approach to service delivery.
- Commissioners to look at how organisations can be involved whilst still delivering the targets they have been commissioned to provide.
- How do we tie in the small groups that often deliver at a neighbourhood level?
- Challenge about working together between sectors and getting a consistent approach
- VCSE determining if they are the best organisations to help and being brave enough to pass onto others if not
- Quality in delivery
- Communities sharing
- Community often best place to get data in from
- Resilience going forward

Following the discussion Kerry Purnell and Adrian Bates are working through the notes and actions, taking views to the PSR Strategic Board about the development of the pilot and it has been suggested that a working group be formed from the forum to develop this work going forward. There was strong interest expressed by those attending in being further involved in this and support for a working group which needs to be an action orientated 'task force'.

### **Dates for 2017 Meetings**

Chris Hart went through the dates that are planned in for the Trafford VCSE Strategic Forum in 2017, which are due to be held two days before the Trafford Partnership meetings.

- Wednesday 18th January 2017 – 1-3pm – Broomwood Centre, Main Hall
- Wednesday 19th April 2017 – 1-3pm – Sale Waterside Arts Centre, Chambers
- Wednesday 19th July 2017 – 1-3pm – Urmston Library, Room 1
- Wednesday 18th October 2017 – 1-3pm – Trafford Town Hall, Conference Rooms

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## **AOB**

Sarah Lewis mentioned the event held with Sam Mansfield from Children, Families and Wellbeing commissioning related to the Dynamic Purchasing System (DPS) that organisations that provide Early Help services for children and young people should sign up to the Chest and apply to be a provider on the DPS. Anyone wanting further information should email [sarah.lewis@thrivetrafford.org.uk](mailto:sarah.lewis@thrivetrafford.org.uk)

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