



Derby City Council

**ADULTS AND HEALTH SCRUTINY
REVIEW BOARD
19 June 2018**

ITEM 6

Report of the Strategic Director of People's
Services

Engagement with the Community and Voluntary Sector (CVS)

SUMMARY

- 1.1 Working with the Community and Voluntary Sector (CVS), and developing this relationship is a key priority for Adult Social Care (ASC) Commissioners in the City.
- 1.2 ASC Commissioners have recently embarked on driving forward a new, more effective approach to engaging with the market, inclusive of the CVS, as a key segment of the local market.
- 1.3 A series of market engagement events were facilitated during May, jointly between Adult Social Care (ASC) Commissioners and Public Health Commissioners, with a specific session delivered for the CVS.
- 1.4 A range of engagement mechanisms are currently being put in place, to ensure we engage with the CVS effectively, as part of our work to develop the wider market.
- 1.5 A consultation exercise, is currently being finalised, to gain the views of all a range providers in the local market, including the CVS around:
 - Current engagement mechanisms and their effectiveness
 - Proposed engagement mechanisms and their effectiveness
 - What the current barriers to working with commissioners/the council are
 - What currently works well and what doesn't
 - The development of a marketplace microsite through the council website (we are also exploring the use of social media to share information and communicate in a more timely way with organisations).
 - The development of an emarketplace for the city

The outcome of this consultation will inform the production of a published Market Development Strategy (MDS)

- 1.6 This activity is in addition to well established engagement work, that is already undertaken with the CVS by ASC Commissioners through establishing formal contractual arrangements and other community based activity.

RECOMMENDATIONS

2.1 To note the contents of this report and advise it further updates on work are desired.

REASONS FOR RECOMMENDATION

- 3.1 The Health and Scrutiny Review Board have requested a report outlining our engagement activity with the CVS.
- 3.2 ASC Commissioners must deliver effective engagement with the whole marketplace to achieve better outcomes for customers; and have specific arrangements for engaging with the CVS, as a key segment of the market.

SUPPORTING INFORMATION

- 4.1 ASC Commissioners have embarked on a focused programme of activity to improve engagement with the CVS as part of our wider responsibilities, under the Care Act 2014 to manage and develop the local Health and Social Care marketplace - to ensure it is sustainable, financially viable, vibrant, or good quality and meets the need of local people, whilst offering value for money.
- 4.2 We recognise the huge contribution the CVS make to the local community, providing a range of local services including peer lead support and advice, and guidance to local people. They also deliver some key services for the council through formal contractual arrangements and support commissioners with a wealth of local expertise and knowledge. The CVS is also well placed to support the council in facilitating effective engagement with local people and providing commissioners with vital local intelligence.
- 4.3 Because we recognise the CVS as an essential segment of our Market, when developing the events facilitated in May; it was imperative then we facilitated a session, specifically focused on developing our relationship with the CVS.

The event marked the start of a much wider, and more constructive conversation with the CVS, setting out our proposed new Vision and Direction of Travel for ASC commissioning in the City, our key commissioning intentions, providing opportunities for the CVS to work directly with the council to deliver services and also our proposed approach to engaging with the market in the future.

- 4.4. Initial feedback we have about our proposals around more effective engagement has been very positive. With providers, welcoming a more, open and transparent approach and a desire to work more in partnership to deliver better outcomes for local people.

- 4.5 CVS organisations will be invited to all future, largescale engagement events as part of the local marketplace. We will also be putting in place a regular forum for the CVS, to ensure we are sharing key messages, can discuss our commissioning intentions, and to better develop our working relationship. These will be put in place imminently when we have had an opportunity to collate and analyse the views following completion of the wider market consultation. Forums will be designed to take account of this feedback, to ensure these are valued and are effective.
- 4.6 CVS organisations, along with all other local providers now have the opportunity to meet with the ASC, Head of Commissioning and other senior officers on a one to one basis, through the monthly 'Market Surgeries' that have been launched. Organisations do not already need to be working with the council to utilise these opportunities. CVS organisations have welcomed these, and have booked a number of meetings.
- 4.7 It is important that CVS organisations, along with other providers, have opportunities to meet with commissioners and network with peers, through large scale events, sector specific forums and on a 121 basis to ensure we can really develop good working relationships, and deliver what we need locally.
- 4.8 We are keen to understand any barriers the CVS experiences in working with the council, and how we can work together to overcome these. We will have a greater understanding of what these barriers are once we have been able to collate and analyse responses to our consultation.
- 4.9 It is envisaged that we will have collated and analysed consultation responses by August 2018, at which point we will publish this on our market microsite, currently under development. We will then be in a position to finalise our Market Development Plan.
- 4.10 Commissioners also recognise that other areas of the council have a key role in working with and engaging with the CVS and it is imperative that we make these links both on a strategic and operational level. Over the next few months, whilst developing our own approach to engagement we will be also working hard to make these links and strengthen what is already in place, rather than duplicate activity.
- 4.11 ASC already have an number of formalised contractual relationship in place with the CVS to deliver services locally, supporting ASC to deliver:
- Community based services for Carers, including peer support, Information, advice and Guidance (IAG) ,
 - Community based Dementia support services,
 - Mental health peer support and training
 - A range of day opportunities across the city
 - Accommodation based services

ASC Commissioners are keen to increase these opportunities, and for the CVS to be able to formally contract with the council to deliver more local services. The newly agreed ‘Carers offer’, is being tendered during June; creating both a framework for short breaks, respite, and other support services as well as a new contract, for universal services to provide, IAG, training, activities and peer support. The CVS will play a fundamental role in the delivery of these new contracts, and have been consulted on development of the specifications for these services prior to tender.

4.12 CVS organisations also work closely with other teams within ASC, not just in a commissioning context, for example through our ‘Talking Points’, which provide an opportunity for local people to have a face-to-face chat with a social care worker in a convenient location in the community; Sessions are run from various CVS settings across the city and people are often signposted to local CVS organisations for further advice and support.

ASC’s Local Area Co-ordination (LAC) team, who work in the community to support people; Supporting them to identify their strengths and skills and help to find volunteering opportunities and access a range of information and support to find information, for example – work very closely with a range of local CVS organisations to deliver this service successfully to local people.

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| OTHER OPTIONS CONSIDERED |
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5.1 All options are currently under consideration via our market consultation

This report has been approved by the following officers:

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|---------------------------------|-----------------|
| Legal officer | n/a |
| Financial officer | n/a |
| Human Resources officer | n/a |
| Estates/Property officer | n/a |
| Service Director(s) | Kirsty McMillan |
| Other(s) | |

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| For more information contact: | Amy Jones – Head of Commissioning and Market Management, amy.jones2@derby.gov.uk |
| Background papers: | None |
| List of appendices: | None |

IMPLICATIONS

Financial and Value for Money

1.1 No direct implications have been identified

Legal

2.1 No direct implications have been identified

Personnel

3.1 No direct implications have been identified

IT

4.1 No direct implications have been identified

Equalities Impact

5.1 No direct implications have been identified

Health and Safety

6.1 No direct implications for Health and Safety have been identified.

Environmental Sustainability

7.1 No direct implications have been identified.

Property and Asset Management

8.1 No direct implications have been identified.

Risk Management and Safeguarding

9.1 To specific risk have been identified

Corporate objectives and priorities for change

- 10.1 The contents of this report fit with the Council's ambition to support and develop the local CVS as part of our wider drive to ensure a vibrant, social care marketplace in the City