

**Cumbria Third Sector Network  
Executive Meeting 15 July 2015  
FINAL Minutes**

**Present:** Will Williams (Chair), Andy Beeforth (Deputy Chair), Helen Boothroyd (Faith), Judith Holmshaw (Volunteering), Karen Bowen (Generic Third Sector), Liz Clegg (Transport), Jane Gibson (Arts and Culture), Sonia Mangan (Action for Health – Older People; Health and Wellbeing Board), Nick Kennon (Community Safety), Becky Underwood (Sport and Physical Activity), Graham Jackson-Pitt (Environment), David Blacklock (Healthwatch)

**In attendance:** Carolyn Otley (Coordinator – minutes)

A number of CCC members and staff also attended for specific agenda items – detailed under those items.

## **1. Cumbria County Council – Strategic Planning and Working Together**

Patricia Bell (Portfolio Holder – Communities and Public Health), Dawn Roberts (Assistant Director – Corporate Governance) and Georgina Ternent (Strategic Policy Advisor – Third Sector) attended for this item.

Patricia introduced this item, followed by a presentation from Dawn. Key points were:

- Update on where implementation of budget cuts is up to, and what's planned in the future
- Last year, Councillors had to make difficult decisions to achieve savings, and that will continue for the foreseeable future (probably beyond 2017).
- Some of this is through service cuts, but also many internal efficiencies. Since the start of austerity, CCC has “lost” 1 in 4 of its staff. Every household in Cumbria has lost a total of £870 a worth of services from annual spend.
- Council will increasingly need to concentrate on core, statutory responsibilities.
- Local planning is key – including understanding how the third sector works with communities, and how CCC works with that.
- A strong commitment to work with the Third Sector towards new approaches that will make the best use of available resources and innovation

**Q:** How will listening to communities work in practice? Won't groups need some kind of framework in which to focus ideas?

**A:** Yes, this is certainly a problem – paediatrician at a recent Children's conference in London pointed out that as soon as you start talking about closing a hospital, the “Save the Hospital” group starts up, and open conversation becomes much harder.

**Q:** The Procurement Strategy looks at contracts as they are already in place. Other Local Authorities have taken a broader approach – for example, getting all Day Care providers around the table to discuss how services could be delivered differently to achieve 30% savings. There could well be smaller things that we could “win” on.

**A:** Can't stop what we're already doing to consult – need to find a way to break in to have different kinds of conversation. Certainly Day Care services might be an area we could look at doing differently.

**Q:** We need to give enough time to the process – if that means looking 3 to 5 years ahead, then do that.

**A:** It would be helpful if conversations could take place in specialist networks about where to break into the pipeline – if there are areas where the sector would like to get involved we would like to hear about that, and can certainly provide information on how current services are provided.

**Q:** The Early Help contract is currently being developed, and could combine nearly 30 existing contracts into just 1 (although possibly 6 or 12). There has been engagement on this, but the timescale between the final shape of the contract being announced (early August) and the bid submission deadline (October) is very tight for third sector organisations to form effective partnerships to deliver the work.

**A:** The shape of the contracts will be a cabinet decision later this month, and this concern has been noted.

**Q:** There is also a need for cultural change in the organisation; planning is still being driven by contracts ending – not necessarily by a desire to change, and then fit contracts around that.

**A:** Centralising the procurement function is now almost complete - and we can now work on the culture and skills within that team.

Two other points were made by Executive members:

- Transport needs a broader forum than the Community Transport Forum if it is to effectively address issues such as the costs placed on families by the loss of the subsidy for post-16 transport

There is a challenge for the third sector, too – we will also need to work more collaboratively and be less defensive

Will thanked Pat, Dawn and Georgina for their positive and open approach and emphasised the willingness of the Third Sector to engage.

### **ACTION 1: Carolyn and Georgina to identify practical actions to take work forward**

## **2. Introductions and Apologies**

Apologies were received from Martin Telford (Advice and Information), Stephanie Crosthwaite (Children and Young People), Cath Clarke (Children and Young People), Richard Kavanagh (Equality and Diversity – LGBT), Rob Randell (Economy and Enterprise) and Lorraine Smyth.

Will welcomed Andy to his first meeting as re-elected Deputy Chair and the strengths he brings as illustrated by the lead role in the recent Welfare Reform Commission.

## **3. Minutes of last meeting**

It was noted that, in the “Matters Arising” section, Nick Kennon was recorded as a member of the C3C Board. This is incorrect – he is Company Secretary, but not a Board Member.

With this correction, the minutes were accepted.

#### **4. Matters Arising**

The written paper was accepted, the following additional points were made:

##### ***C3C***

C3C will circulate a written paper – they are now hosted by Glenmore Trust. They continue to deliver year 2 of the NCI project, and are looking for new opportunities.

**ACTION 2: Nick/Steve to produce written paper**

##### ***Health and Care Alliance***

It was agreed that a letter requesting third sector involvement would still be useful. It was noted that there had been some suggestion that the role of the HCA might be reviewed as part of the review of the Health and Wellbeing Board.

**ACTION 3: Will to write to HCA to request third sector representation**

##### ***Big Lottery Consultation***

A formal response from the Third Sector Network would be appropriate

**ACTION 4: Carolyn to draft and circulate before submission (tight timescales noted)**

##### ***Financial Inclusion Network***

Action to be carried forward

**ACTION 5: Rob to invite member of Financial Inclusion Network to October Executive Meeting**

##### ***Fair Finance Pledge***

Andy to circulate (electronically) a form of words for the Executive to endorse.

**ACTION 6: Andy to circulate statement re: Fair Finance Pledge for Executive members/specialist networks to endorse**

#### **5. Cumbria County Council Update**

A short written update was received; most items are covered under specific agenda items.

Sonia noted it would be useful to ask for further information on the relationship between the procurement staff remaining in the Adult Directorate and the central team. It was believed that the staff in the Adult Directorate would have responsibility for the Better Care Fund work. It was agreed to pick up this point in the presentation on procurement after lunch.

#### **6. Environment Specialist Network**

Graham Jackson-Pitt, who is supporting the Local Nature Partnership, gave a brief presentation. Key points were:

- Cumbria Nature Partnership was set up in late 2012
- It is Cumbria wide, although there are two other Local Nature Partnerships with a presence in Cumbria (Morecambe Bay and Northern Upland Chain)
- It has recruited a Chair (Lord Inglewood), set up a Board, and is developing a vision
- It was a good relationship with Cumbria Local Economic Partnership, primarily through the Environment and Low Carbon group
- Biodiversity is key to the work of Cumbria Nature Partnership – but there is a wider agenda that will link to the work of other specialist networks – for example, creation of jobs, opportunities for physical recreation in the outdoors, community safety and cohesion.
- The Cumbria Nature Partnership's Strategy will be out in September.

Graham agreed to be the Environment rep on the CTSE in the first instance but as the LNP develops, this may be passed to another representing the Environment/LNP. Graham also agreed to be link up with the other 2 LNPs.

## **7. Housing Network**

John Clasper, from Eden Housing Association, has agreed to represent the Housing sector on the Executive. He was unable to attend this meeting, but expects to attend the October meeting.

## **8. Cumbria Leadership Board**

It was noted that Will is chairing the Cumbria Leadership Board for the next 12 months.

The major item at the last CLB was the Welfare Reform Commission – final reports are available on the Third Sector Network website (<http://cumbriacvs.org.uk/giving-you-a-voice/cumbria-third-sector-network/>).

These are the result of around 8 months work, which the Network was asked to lead on behalf of the CLB (and for which CCC provided Policy Officer support). The recommendations were supported by the Cumbria Chief Executives' Group, and the reports launched by the Bishop of Carlisle in June and then also endorsed by the CLB.

It was agreed that this was an excellent piece of work, that demonstrated very tangibly how the network is engaging with its members on important issues. Grateful thanks to Andy for leading with additional support from Helen Boothroyd and Carolyn Otley.

Andy noted that recommendations 5-9 were actions that could be achieved locally, and asked that Third Sector Network members continued to engage with this work.

Some of this will achieved through the county-wide Welfare Reform Working Group – which was initially monitoring the impacts of Welfare Reform, but will now take a more proactive role. Martin Telford will continue to represent the third sector on this group, although we would hope to achieve wider engagement at a more local level. There is commitment from DWP to

participate, and the possibility of using the local DWP Discretionary Fund to resource some support.

However, it is likely that much of the work will take place in localities – for example, making sure that there is somewhere in each community where people can access phone, computer and support.

Sonia noted that this local implementation could fit with the conversation about area planning – the third sector could lead on work to implement the recommendations at a local level, and the co-production of solution. It picks up on concerns from the third sector, but also CCC priorities.

The CTSE endorsed the recommendations and Will encouraged all members to explore how their specialist networks could contribute towards delivering the recommendations and to inform Andy

**ACTION 7: Carolyn to suggest local implementation of Welfare Commission recommendations as a starting point for joint local planning to Patricia and Dawn**

The CLB has requested an update on the implementation of the recommendations for the Sept CLB meeting.

The other significant item covered at the CLB was topics for future meetings. The next (September) meeting will focus on Housing – this was raised by CALC, and Will has asked for a summary of their concerns. This will be circulated to the Executive for third sector input once available.

David noted that Housing was the “top” issue in People First’s Advocacy work, and they would be able to provide some information on concerns they dealt with.

**ACTION 8: Will/Carolyn to ensure information on Housing concerns gets third sector input before CLB discussion**

## **9. Cumbria Health and Wellbeing Board**

Sonia noted that she is delighted at the feedback she is now getting from the third sector before HWB meetings.

Agenda items from last week’s meeting included:

- Suicide Prevention Strategy: this was developed with a lot of input from third sector organisations. A number of additional concerns raised by the third sector were fed back – for example, that 999 calls to the ambulance service did not always pick up the seriousness of mental distress.
- E-Cigarettes/Electronic Nicotine Delivery Systems (ENDS): we should encourage third sector organisations to look at their HR policies, etc, and consider treating ENDS in the same way as cigarettes.
- Locality Forums: still rather vague as no written reports – need to catch up with third sector involvement in each of these

## **ACTION 9: Carolyn & Jozi to summarise third sector involvement in each locality forum for Sonia**

Future topics for HWB are:

- October – Health of Children and Young People
- January – Ageing Well

Sonia has already invited wider input to these.

There is currently a review of the HWB underway, led by the Local Government Association. Sonia will continue to champion the Third Sector role in the board – and the fact that we have an elected representative with a clear role description and communication structure - a situation that is uncommon in other HWBs.

### **10. New Approaches to Public Health**

Colin Cox, Director of Public Health, attended for this item.

Will welcomed Colin who outlined activity and plans in the main areas of public health work.

#### Children and Young People

- CCC currently commissions the School Nursing Service; from October 2015 this will also include the Health Visiting service, although as yet it is unclear how much flexibility there will be to redesign this service.
- There is an aim to achieve a coordinated 0-19 pathway, and so this clearly links to the Early Help contract work (such as Children's Centre provision) – and opportunities to engage with the third sector, and perhaps work differently.

#### Sexual Health and Contraception

- This work is predominantly clinically focused, and is likely to stay within the NHS (Partnership Trust, GPs, Pharmacies)

#### Drug and Alcohol

- Currently, most money is spent on drug services (particularly a fairly small number of patients – 2,500 – using opiates and crack cocaine) – but alcohol related issues affect far more people, and resources need to move to this
- There is a desire to move treatment from maintenance (eg methadone treatment) to recovery focus
- There is the scope to do things very differently – more community focus, more focus on recovery

#### Lifestyles and Wellbeing

- Stop Smoking Service (service designed before eCigarettes, and requirements are now different)
- NHS Health Checks (statutory) – good at inviting people for checks, but they're not good a going, and no organised support apart from Stop Smoking if they want to change lifestyle
- Need a new wellbeing service – community focused – health champions, health trainers – low level mental health support, better diet, social prescribing. Real opportunity to work in this together – but it's a big piece of work, and unlikely everything will be properly in place when contract up for next renewal in October 2015.

## Older People

- At the moment, public health spends very little on Older People – eg dementia is under resourced
- Doesn't make sense given the demographics
- The Manchester "Valuing Older People" Initiative has been very successful, looking at older people as an asset rather than a drain on resources
- Opportunity to work through existing partnerships

## Suicide and Accident Prevention

- Agree this is underfunded – at the moment, the only spend is £25k on training

There are a number of other CCC services, outside public health, that Colin also manages:

- Active Cumbria
- Cumbria Advice and Support Team (CAST) – recently formed, and brings together Supporting People with Welfare support

Colin concluded by stating that it wasn't an easy time, but it was an exciting time – and he was keen to take Public Health out into communities – something that the voluntary and community sector could do far better than CCC.

Will asked if this work would take place through the HWB. Colin replied that whilst they would provide the strategic steer, they won't do the on the ground work – and that when this kind of work works well, it is often through an informal joining of the dots. Ideally, he would like to be able to give grants as well as commission work, but the legal aspect still needs to be explored.

Will thanked Colin for coming to the CTSE at such an early stage in taking up the Director of Health post and with a clear commitment to engage the Third Sector.

## **11. Cumbria Children's Trust Board**

Written report received from Cath Clarke.

## **12. Safer Cumbria**

Written report received from Jozi Brown.

## **13. Cumbria LEP**

No report received.

**ACTION 10: Rob to clarify timescale for EU projects/funding**

## **14. Cumbria Compact**

Written report received from Jozi Brown.

Liz noted that an interesting expansion of the work around NWS and CFRs would be to look at the relationship between NWS and their volunteer drivers.

**ACTION 11: Executive members to forward any suggestions for Compact Conference themes to Jozi**

## 15. Cumbria Healthwatch

David reported on a number areas of work:

- Care Home Inspections – report is now on the website (<http://healthwatchcumbria.co.uk/report-categories/enter-and-view-reports/>). A number of issues were identified around staff training, a lack of meaningful activity for residents, and poor procedures for dealing with feedback. Healthwatch are now meeting with CCC to discuss how these can be addressed through the commissioning process.
- Together for a Healthier Future work in North Cumbria – Healthwatch organised 15 Roadshows, attended by 600 people.
- NHS Complaints work – Phase 1 (NHS Trusts explaining their complaints procedure) is now complete. Phase 2 is underway, looking in detail at a number of complaints, and if the complainant has been satisfied by their response. Phase 3 will look at if NHS organisations have successfully embedded the learning from complaints.
- The Healthwatch Ambassador programme is being reviewed, and is likely to be broadened.
- District Healthwatch Groups are being changed, as Healthwatch needs to talk to more people, and this will only happen by going out and about, not by holding daytime meetings.
- Work with the Partnership Trust to review their “Ambassador” programme (of patient led service visits/inspections) continues
- Healthwatch is reviewing its own Board structure.

## 16. Issues from Specialist Networks

Written report only.

Together for a Healthier Future – Steve suggested that it would be helpful for Action for Health to write to the CCG asking for a formal response to the recommendations in their report – particularly the things that can be put in place quickly, such as a structure for the third sector to engage with the CCG.

**ACTION 12: Jozi /John Brown to write to CCG asking for formal response to recommendations in the third sector report**

## 17. Any other Business

None



## 18. CCC Procurement Update

This agenda item was attended by Conway Stewart and Corrina McCleary-Hill from Cumbria County Council. Georgina also returned for this item

Executive members who attended this section of the meeting were Will Williams, Karen Bowen, Nick Kennon, Steve Lax, Jane Gibson, Liz Clegg. Carolyn Otley was in attendance.

Conway circulated the structure chart for the new Procurement Team. The Research and Development Team (manager plus 4 people) is anticipated to exist separately for the next 18 months, and then be absorbed within the Commissioning Team when the manager's secondment finishes. Overall, it is hoped the new team will encourage talk across directorates, combining similar contracts where possible (and then potentially breaking them down differently to make them more accessible to smaller organisations).

The Early Help contract has developed an "Outcomes Framework", and this approach (being clear what the intended outcomes are, as well as the metrics to measure them) is likely to be adopted in other contracts. This approach was largely welcomed by the third sector – it was noted that it was a similar approach to that organisations took when developing a grant applications, first identifying the aims, and then how these would be achieved, and so organisations were familiar with it. However, in future contracts, some involvement in designing the indicators would be good – and some of these indicators could potentially be more "relational".

It was noted that timescales for the Early Help contract were very tight for developing partnership bids.

The role of the remaining procurement staff in the Adults directorate was discussed. A number of staff have been retained, and whilst it is still not yet entirely clear what work falls where, the intention is that the central commissioning team will undertake day to day monitoring, whilst the Adult team will undertake the specialist quality work around CQC standards and monitoring by specialist nurses. Supplier engagement and research is also likely to still take place within the Adult directorate.

Social and Environmental Value clauses can (and will) be used where appropriate, but are unlikely to form more than 10-12% of the award criteria.

It was agreed that it was necessary to pick a small number of contracts to concentrate on. Suggestions were:

- Public Health – Healthy Lifestyle contracts (fairly short timescale)
- Day Care Services (Broad discussion to inform future procurement) – there are already a number of parts of CCC discussing this, and Conway is attempting to combine these discussions into a single discussion.
- Possibly a service that also involves the NHS/CCG

Karen suggested that it might also be useful to trial more than one model of engagement.

**ACTION 13: Carolyn and Georgina to identify contracts/areas to work on in consultation with TS Executive/Network. This will need to identify how best to deal with contracting issues in the short term, continued enhancement of service delivery through contracts and finally discussions on alternative way of delivering certain services, taking into account continued financial cutbacks.**

Cumbria County Council will increasingly be asking if suppliers pay the living wage. There has been a questionnaire developed to gain background information on this from suppliers – this could be circulated through the Third Sector Network.

**ACTION 14: Corrina to send questionnaire to Carolyn to circulate**