



Voluntary Sector Forum

Thursday 4 October 2018, 14:00 – 16:00

The Salon, York House, Richmond Road, Twickenham, TW1 3AA

Notes of the meeting

1. Welcome

Cllr Michael Wilson (Cabinet Member for Equality, Communities and the Voluntary Sector) welcomed attendees to the Forum.

Cllr Wilson provided an update on the Community Independent Living Service (CILS), the new borough wide Community Engagement Strategy and the Community Infrastructure Levy (CIL). Cllr Wilson is happy to meet voluntary sector groups. If you would like him to come and meet you, please get in touch.

2. Richmond Council Update

Mandy Skinner (Assistant Chief Executive – Customer and Partnerships, LBRuT) provided a presentation on the Council's recent work. This covered Community Conversations, Community Heroes' Awards (for which the deadline has been extended to the 21st of October), the upcoming Richmond Partnership Conference and Full of Life Fair. The 70th anniversary of Adult Social Care Services was also highlighted and attendees were encouraged to look at the case studies available on the Council's website.

See slides for details

3. GoodGym

Mark Barun gave a short talk introducing GoodGym, which organises group runs that combine exercise and doing good in the community. He encouraged any groups that would like Good Gym to support their activities to get in touch. They meet on Monday nights at 6.45pm and can run anywhere within 5km of Wholefoods in Richmond and typically spend about 30-40 minutes on a task.

If you are interested in having GoodGym help your organisation or to find out more contact Mark on markb@goodgym.org.

4. Richmond Council for Voluntary Service – Future Sector Priorities

Kathryn Williamson from Richmond Council for Voluntary Service (RCVS) gave a presentation on the future priorities for supporting the voluntary and community sector. Attendees were given the opportunity to discuss the top issues facing their organisations, and what support they would like to see from RCVS.

See slides for details

Questions:

How can an approach to social value and social return on investment be developed that the Council can relate to? - There is no absolute model, but the Council are keen to work with groups on developing something that is meaningful for Richmond.

5. Community Conversation Local Area Meetings Update

Cllr Wilson and Anna Sadler (Community Engagement Manager, LBRuT) gave an update on the new Community Conversation local area meetings and the new community engagement strategy. An outline of the new approach and details of the upcoming meetings were provided.

See slides for details

Questions:

- Who is the Council expecting to attend these meetings? How are they encouraging people from each ward to attend? Matt Maher (Head of Customers and Partnerships, LBRuT) explained that a number of techniques had been employed, including door-to-door leafleting, electronic publicity and the use of engagement officers to target specific groups. If groups would like copies of leaflets or information in electronic formats, please let us know.
- An attendee commented that the Council should provide more detailed information on the outcome of consultations on such meetings and should make it easier to access consultations for those who do not have access to the internet.
- Can questionnaires be provided to voluntary sector groups for distribution to individuals who do not attend the community conversations? Anna Sadler replied that questionnaires can be shared with those who would like them.
- Will there be agendas for the community conversation meetings? Cllr Wilson explained that there will be agendas at the upcoming meetings, but this may change in the long term as the Council receive more feedback from residents on their format.

6. Community Independent Living Service

After the last meeting the draft Cabinet paper was sent to the Adult Health and Social Care Overview and Scrutiny Committee. The committee supported the paper but recommended that a further period of engagement be undertaken with the voluntary sector prior to its consideration by Cabinet. This has now taken place and a revised version is going to the October Cabinet meeting. It is available to view on the [Council website](https://cabnet.richmond.gov.uk/ieListDocuments.aspx?CId=163&MId=4389). (<https://cabnet.richmond.gov.uk/ieListDocuments.aspx?CId=163&MId=4389>)

Several key issues emerged from the engagement process:

- Clarity on how much money the Council are trying to save. There is a planned £65k saving.
- Procurement approach is competitive with negotiation – some groups were anxious that this might put organisations off bidding.
- Price / quality weighting – at the first stage this will be 80% quality / 20% price and at the second stage this will be 20% quality / 80% price. It was clarified that organisations that get through the first stage will not be able to then reduce the quality of the bid at the second stage.
- Confusion on the information navigation element of the contract and the relationship with the CCG Social Prescribing project. The Council are working closely with the CCG and both contracts will dovetail.
- Council Premises – a broader piece of work is being undertaken to rationalise the approach to property charging. Organisations commissioned to run services from Council buildings will have cost neutral rent.
- Current funding levels are ring-fenced for the first year of the contract so organisations have some time to adapt.
- 4 year contract with 2 x 1 year extensions available.

Questions:

Can sub-contractors withdraw part-way through the contract? – yes, but the funding is with the contract so if a group were to withdraw the funding would remain with the lead provider which would have to find another way of achieving the agreed outcomes.

Would it make more sense to have transport as a separate contract? – there is a close relationship between transport and health and wellbeing activities. Changes that might achieve savings in one area might result in extra demand or costs on the other – so it makes sense to bring them together to ensure that we are achieving best value and outcomes from the overall budget.

Is Social Prescribing being aligned so that it can contribute and be part of a wider contract and will the funding be added at a later date? – The CCG has received an evaluation of its social prescribing pilot and is considering how best to take this forward. It is working closely with the Council to ensure alignment between its plans and the Council's proposals for CILS.

7. Citizens Advice Richmond – Universal Credit Support

Simon Lawson from Citizens Advice Richmond gave an update of the Universal Credit Support service currently offered at Twickenham Job Centre. He stressed that as the service is increasingly busy organisations should contact CA Richmond first if they wish to refer a client. Organisations should also ensure that the client has received advice from either Citizens Advice Richmond or other similar advice agency on whether Universal Credit is appropriate for them before referring them to the Universal Credit service in the Job Centre. Simon also signposted the EU Nationals service recently implemented by CA Richmond.

See slides for details

Questions:

- Who can advise clients on whether Universal Credit is appropriate for them? Simon explained that an advice service can do so, or individuals can be referred to the Citizens Advice's general advice service.

The next Richmond Advice Forum is on Tuesday 11 December 2018, 2.30pm, The Exchange, Twickenham. For more information see the [webpage](http://www.citizensadvice.org.uk/richmond-advice-forum) (www.citizensadvice.org.uk/richmond-advice-forum).

8. DataRich: How to use data tool for understanding local need and supporting fundraising ideas

Andre Modlitba (Analyst Support Officer, LBRuT) provided an overview of the new DataRich tool available [online](http://www.datarich.info). (www.datarich.info)

See slides for details

Questions:

Can you see information for groups of roads? – No the smallest areas you can view are Lower super output areas (LSOAs).

It was highlighted that there is not much information on the site on deprivation and indebtedness which would be useful.

9. Open Forum

ETNA Community Kitchen

ETNA Community Centre has launched an online crowdfunding campaign to help raise funds to build a step-free accessible community cafe and kitchen. Their community kitchen qualified to enter the Mayor's Crowdfund London 2018 programme and they are asking people to get behind their campaign and pledge their support by visiting the [Spacehive website](https://www.spacehive.com/twickenham-community-kitchen). (<https://www.spacehive.com/twickenham-community-kitchen>)

Local Health and Care Plan

Richmond CCG gave an update on the Local Health and Care Plan. The Health and Wellbeing Board met last week. The priority areas have been redrafted and information will be circulated shortly. A borough event is planned for November.

Free Training – make every contact count

Making every contact count training is available online for free. The following areas are covered with each one taking no longer than 20-25 minutes to complete:

- Loneliness and Isolation

- Dementia Awareness
- Accessing New Technologies
- Supporting Winter Warmth
- Active Travel

To access these, please contact Matt Robinson (Matthew.Robinson@richmondandwandsworth.gov.uk) with the **name, organisation** and **email address** of the person who wants to take part and an email will be sent in return with a link to the training.