

WE'VE GOT WHAT IT TAKES

The Voluntary, Community and Social Enterprise Sector:
working to reduce crime and increase community safety
in Derbyshire



SAFER FUTURE COMMUNITIES
Empowering local voluntary & community partnerships

one
East Midlands

An introduction to the voluntary and community sector in Derby and Derbyshire

Across Derby and Derbyshire there are over 4,000 voluntary and community sector (VCS) groups, ranging in size from large charities with over £10million turnover to small community groups who have no paid staff and operate on less than £10,000 per year.

In 2012 the Listen, Value, Invest research conducted by Community Action Derby provided the following figures for the city in 2011/12:

- VCS turnover was £130million (1,138 groups)
- Volunteering decreased but was still worth £41.7million
- 65% of VCS groups will receive less funding in the 2012/13 financial year
- 87% of VCS groups expecting to receive less funding in the 2012/13 financial year
- 96% of VCS groups expecting the same or more people to need their help in the 2012/13 financial year.

The range of services delivered by the VCS organisations range from small self help groups supporting their members to live with old age or disability to large housing providers managing hundreds of tenancies. There are also examples of VCS organisations that provide professional support, such as Citizens Advice and Relate, and those that work with statutory organisations, such as Victim Support and Neighbourhood Watch.

For many years support has been given to these groups by a range of local support organisations, which tend to fall into two categories:

- General support - this is offered by the local councils for voluntary service (CVS) of which there are eight, generally focused on specific local authority areas
- Specialist support - this support is often themed around different communities of interest, such as age, ethnicity, sexuality, disability and rurality.

Support in the county is available within each district but focused through a county-wide collaboration known as the 3D Consortium. In the city support is led by Community Action Derby. This split was predicated by the unitary authority split but reflects the different nature of the communities.

A full list of CVS, volunteer bureaux and other infrastructure support organisations is included in this pack and can also be located on the 3D website at <http://3dsupport.org.uk>.

Support for Safer Communities in the County has been delivered through:

- 3D representation on the Safer Community Board
- CVS representation on Local Safety Partnerships
- Neighbourhood Watch
- Police KIN
- Victim Support
- AVEDASS (domestic abuse support from a partnership of Victim Support, Amber Valley CVS and NCHA)
- NCHA (refuges and adult support for victims of domestic violence)

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- Homestart (families in need)
- SOS (signposting and support for families)
- Safer Neighbourhood team initiatives
- Young Peoples Activities groups (school holiday play schemes, statutory provision through YOT and youth service).

There are risks to some of the above services as a result of commissioning decisions within Derbyshire County Council and local safety partnerships.

The VCS remains vibrant and flexible to need in Derby and Derbyshire but requires strengthening to build on successes. Feedback from service users is that support from the VCS is preferred to involvement with statutory agencies and we would welcome closer working arrangements between the PCC office and VCS representatives to shape future service activity.

CVS and Volunteer Bureaux in Derby and Derbyshire

Bolsover Community Voluntary Partners (CVP)

Address: Kitchencroft, Oxcroft Lane, Bolsover, Derbyshire S44 6DW

Telephone: 01246 823852

Email: cvpadmin@bolsovercvp.org.uk

Website: www.bolsovercvp.org.uk

Community Action Derby

Address: 4 Charnwood Street, Derby DE1 2GT

Telephone: 01332 346266

Fax: 01332 205069

Email: enquiries@communityactionderby.org.uk

Website: www.communityactionderby.org.uk

Derbyshire Dales CVS

Address: Agricultural Business Centre, Agricultural Way, Bakewell, Derbyshire DE45 1AH

Telephone: 01629 812154

Fax: 01629 812491

Email: enquiries@ddcvs.org.uk

Website: www.ddcvs.org.uk

South Derbyshire CVS

Address; 46-48 Grove Street, Swadlincote, Derbyshire DE11 9DD

Telephone: 01283 219761 / 550163

Fax: 01283 552168

Email: office@sdcvs.org.uk

Website: www.sdcvs.org.uk

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Erewash CVS

Address: Volunteer Centre, Granville Avenue, Long Eaton, Derbyshire NG10 4HD

Telephone: 0115 946 6740

Email: enquiries@erewashcvs.org.uk

Website: www.erewashvoluntaryaction.org.uk

High Peak CVS

Address: 105 Buxton Road, Whaley Bridge, High Peak, Derbyshire SK23 7HX

Telephone: 01663 735350

Fax: 01663 733649

Email: hello@highpeakcvs.org.uk

Website: <http://highpeakcvs.org.uk/>

Volunteer Centre Derbyshire Dales (North)

Address: 3 Bath Street, Bakewell, Derbyshire DE45 1BY

Telephone: 01629 810907

Email: info@vcdd.org.uk

Website: www.vcdd.org.uk

Volunteer Centre Derbyshire Dales (South)

Address: Ashbourne Business Centre, Dig Street, Ashbourne, Derbyshire DE6 1GF

Telephone: 01335 218604

Fax: 01335 348640

Email: info@vcdd.org.uk

Website: www.vcdd.org.uk

The Volunteer Centre, Chesterfield and North East Derbyshire

Address: 35 Rose Hill, Chesterfield, Derbyshire S40 1TT

Telephone: 01246 276777

Email: info@chesterfieldvc.org.uk

Website: www.chesterfieldvc.org.uk

Buxton Volunteer Bureau

Address: 16 Eagle Parade, Buxton, Derbyshire SK17 6EQ

Telephone: 01298 23970

Fax: 01298 70713

Email: nikke@buxtonvc.org.uk

Website: www.buxtonvc.org.uk

Glossop and District Volunteer Bureau

Address: Volunteer Centre Glossop, Howard Town House, High Street East, Glossop, Derbyshire SK13 8AD

Telephone: 01457 865722

Fax: 01457 891425

Email: info@gvb.org.uk

Website: www.vcglossop.org.uk

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North Derbyshire Voluntary Action

Address: 1, The Market Hall, Chesterfield, Derbyshire S40 1AR

Telephone: 01246 555908

Email: ndva@btconnect.com

Website: www.ndva.org.uk

Chesterfield and North East Derbyshire Links CVS

Address: Blenheim Court, 17 Newbold Road, Chesterfield, Derbyshire S41 7PH

Telephone: 01246 274844

Email: linkscvs@btconnect.com

Website: www.linkscvs.org.uk

Derbyshire Rural Community Council

Address: Church Street, Wirksworth, Matlock, Derbyshire DE4 4EY

Telephone: 01629 824797

Fax: 01629 826053

Email: drcc@derbysrcc.org.uk

Website: www.derbyshirercc.org.uk

Amber Valley CVS

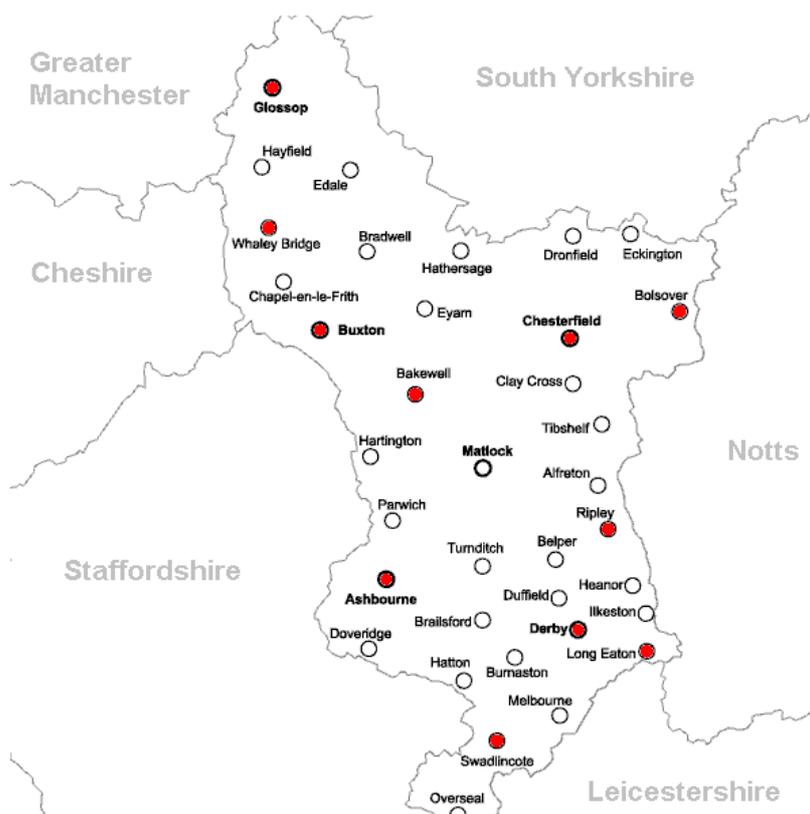
Address: Market Place, Ripley, Derbyshire DE5 3HA

Telephone: 01773 512076

Fax: 01773 748688

Email: admin@avcvs.org

Website: www.avcvs.org



Derbyshire Safer Future Community Members

The following voluntary, community and social enterprise organisations are members of the Safer Future Communities network for Derbyshire.

Please note that this is not a complete list of VCSE organisations working in the field of crime prevention and community safety in the county, but just of those organisations that have joined the network.

Most of these organisations have websites, where you can find out further information about them and their work, including how to contact them direct. One East Midlands will also be happy to pass on messages to any or all of these organisations on your behalf.

- Addaction Derby City www.addaction.org.uk
- Atlow Mill Centre for Emotional Education www.atlowmill.org
- Austin Community Enterprise Ltd <http://austincommunity.e-monsite.com>
- British Deaf Association www.bda.org.uk
- Carlisle Against Crime
- Chesterfield Law Centre <http://chesterfieldlawcentre.org.uk>
- Community Action Derby www.communityactionderby.org.uk
- Community & Voluntary Partners (Bolsover) www.bolsovercyp.org.uk
- Derby African Warriors Football Club www.facebook.com/pages/Derby-African-Warriors-Football-Club/259470417399931
- Derby and Derbyshire Race and Equality Commission
- Derby City Gangs Advisory Group www.gangsadvisorygroup.co.uk
- Derby City Mission www.derbycitymission.org.uk
- Derby Congo Support Group <http://congosupportgroup.co.uk>
- Derby County in the Community www.dcitcommunity.com
- Derby BME Network www.communityactionderby.org.uk/city-partnerships/networks-and-forums
- Derbyshire Friend www.gayderbyshire.org.uk
- Derbyshire Sustaining Living Scheme (Rethink) www.rethink.org/how_we_can_help/our_services/east_midlands/derbyshire_sustainab.html
- Derbyshire YMCA www.ymcaderbyshire.org.uk
- Derventio Housing Trust <http://derventiohousing.com>
- Endeavour www.endeavour.org.uk
- Framework Housing Association www.frameworkha.org
- Grassmoor Community Centre www.grassmoor.org.uk/community_centre.htm
- High Peak Women's Aid www.highpeakwomensaid.org.uk
- Lauren's Link <http://laurenlink.co.uk>
- Long Eaton and District 50 Plus Forum www.lead50plus.com
- Normanton Youth Association
- North Derbyshire Voluntary Action (NDVA) www.ndva.org.uk
- Open Doors Forum www.opendoorsforum.org.uk
- Rural Action Derbyshire (RCC) www.derbyshireecc.org.uk
- Safe and Sound Derby www.safeandsoundderby.co.uk
- Sporting Futures www.sporting-futures.org.uk
- Women's Work (Derbyshire) Ltd www.womens-work.org.uk

South Derbyshire CVS

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South Derbyshire CVS provides a range of projects designed to improve the quality of life for older and vulnerable people throughout South Derbyshire, keeping them safe in their own homes by reducing their fear of crime and maintaining their independence.

Funded by a range of different sources including Derbyshire County Council, South Derbyshire District Council and the Safer South Derbyshire Partnership, the projects aim to reduce fear of crime, prevent distraction burglaries, increase awareness of home security and fire safety, and enable victims of domestic violence to stay safe.

One of the projects delivered is the Safer Homes project, which has been running since 2003 and receives £20,000 per year. The project provides a free service providing crime prevention advice and installing security equipment, including door and window locks to older and vulnerable people, with a particular focus on victims of burglary.

Delivered by South Derbyshire CVS, and coordinated by Next Step (Against Domestic Violence), the Sanctuary Scheme aims to enable victims of domestic violence to remain in their own homes, by providing a range of security equipment, including locks, spy holes, anti-arson letter boxes and window shock alarms.

The Sanctuary Scheme forms part of South Derbyshire CVS's Handy Van Network, part of a county-wide scheme, which provides up to two free visits a year

to older and vulnerable people referred to the service by Derbyshire Constabulary, Derbyshire Fire & Rescue, South Derbyshire District Council and Derbyshire Council. The scheme, which has been running since 2009 and receives £46,000 of funding per year, provides home security and fire safety checks, smoke alarms and energy efficiency advice, as well as a range of practical tasks including installing key safes.

Feedback from the projects has shown an improvement in public safety awareness amongst the clients it has worked with. In addition, there have been no repeated burglaries at the properties where the projects have installed burglar alarms.

The projects are supported by both the Derbyshire Constabulary and Derbyshire Fire & Rescue, with their targets approved by the local community safety partnership, who believe that the services provide great value for money.

For further information on South Derbyshire CVS visit www.southderbyscv.org.uk.

“My wife and I would like to thank everyone who was involved every step of the way for this scheme. They made a great effort and a speedy performance. I feel much safer now thanks to your very organised joint effort by all concerned.”

Customer feedback

Smart Steps

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Deventio Housing Trust's SmartSteps project provides cost-effective housing and one-to-one support to former offenders in Derbyshire. The project aims to ensure that people leaving prison with an unmet housing need have access to appropriate services within a safe, supportive environment.

National statistics show that 40% of single homeless people have a history of offending and up-to a third of prisoners find themselves homeless on release. Research also shows that ex-prisoners who are homeless are twice as likely to reoffend as those in stable accommodation.

Deventio Housing Trust also found that many offenders are likely to be homeless, of the 541 homeless people who stayed at their emergency accommodation centre, Milestone House, during 2011/12, 68% were offenders or were at risk of reoffending.

Funded by Supporting People on a recurring contract until March 2013, SmartSteps receives referrals from the council, local prisons and the probation service. After an initial assessment, individuals move into one of Deventio's shared homes in Derby, where they are carefully matched with compatible housemates.

The residents then receive tailor-made support from the project, including reconnecting them with family and friends, finding employment or access to treatment for drug or alcohol misuse. They are also in continual contact with their support workers, both in person and by telephone, who

provide support in key areas, including economic wellbeing, health and safety.

The ultimate goal of SmartSteps is to create a stable foundation from which prison leavers can achieve personal growth, independence and a better, stable and safe future. Their success in achieving this can be seen in the experiences of their residents during 2011/12, which include:

- 73% with a statutory order complying with it;
- 94% with drug issues successfully completed a drug treatment programme;
- 92% with debt problems learnt how to effectively manage their debts;
- 100% who needed support to contact their friends and families made initial contact;
- 69% wanting to access training and education starting a course, and;
- 95% with no GP signing up to a local GP surgery.

SmartSteps is helping to reduce crime by reducing the number of prison leavers facing homelessness, leading to a reduction in criminal and destructive behaviour within this group. It has also empowered these individuals to permanently turn their backs on offending and move towards having safe and stable lives within the community.

For further information on Deventio Housing Trust visit

<http://deventiohousing.com>.

Safe & Sound Derby

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Since 2002, Safe & Sound Derby has worked to end child exploitation by protecting children and young people and raising awareness of child sexual exploitation through its services, training and campaigns.

Over the last decade the charity has gained local and national recognition for its work and dedication to ending child sexual exploitation, including for its pivotal work in Derbyshire Constabulary's largest ever child abuse investigation, Operation Retriever, which in 2010 resulted in nine men being convicted for a range of sexual and other offences against 27 girls and young women. The charity also supported the young victims throughout the criminal justice process of a case in 2012, in which eight men were convicted of offences involving three young women following the Constabulary's Operation Kern.

Over the last decade, the charity has seen professionals working with children, young people and families being better able to spot the signs of child sexual exploitation, leading to earlier intervention and ensuring that those at risk are getting the support they need. Public awareness of sexual exploitation has also increased and there are new procedures in place in Derby City around sexual exploitation.

Safe & Sound Derby has helped to reduce crime by sharing information about alleged perpetrators of child sexual abuse, leading to a number of individuals being found guilty of child exploitation and therefore no longer able to abuse and exploit young people. In addition, children and young people have been able to access specialist support to enable them to exit the violent and abusive relationships they found themselves in.

The cost of Safe & Sound Derby's work is around £3,000 to provide 12-months' tailored one-to-one support to a young person who has been identified as being, or at significant risk of being, sexually exploited. However, according to a recent study on the social return on investment of interventions for young people who have been sexually exploited, carried out by Pro Bono Economics for Barnardos in September 2011, there is a potential cost saving of up to £12 for every £1 spent, as well as a substantial reduction in the risk of sexual exploitation.

For further information on Safe & Sound Derby visit www.safeandsoundderby.co.uk.

"If I saw someone suffering the way I did I'd send them to Safe & Sound. Safe & Sound has really helped me. I am stronger, more confident and feel better within myself."

Young Person

"Safe and Sound have been there for me every step of the way, offering so much more than just support. I cannot thank them enough."

Parent

Derby Street Pastors

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Launched in December 2008 and led by the Derby City Mission, Derby Street Pastors work in Derby City Centre and the Austin Estate to address the issues of alcohol related violence, community safety and responsible drinking.

The pastors provide first aid to victims of crime or drink or drug abuse, provide assistance to the police in caring for victims of crime and those stranded in the city centre following an arrest, and a chaplaincy service to night workers.

In addition, they work with young people on the Austin Estate who are at risk of being recruited to gangs, and support victims and family members associated with gang related violence.

The street pastors, who have all received 60 hours training and are qualified first aiders, work street patrols every Friday and Saturday night from 10pm to 4am. Their role is to listen to, care for and help people who are at risk, providing support, signposting to services and, where needed, acting as advocates between the police and community members.

Derby Street Pastors are supported by over 25 churches, Derby City centre management, local businesses, publicans, and the community safety partnership, as well as Derbyshire Constabulary and Derby City Council. The scheme costs £15,000 per year, which covers training, uniforms, administration and volunteer coordination.

During the last three years, the project has seen a 30% drop in victims of alcohol related violence and, despite a predicted 12% annual growth, no increase in A&E

admissions. The scheme has also removed 17,000 bottles from the street and administered first aid, sometimes life saving, in over 574 cases. In addition, in 92% of cases where people were disturbed or distressed, the street pastors enabled the individual to leave the violent scenario without arrest or incarceration.

Derby Street Pastors has trained over 400 street pastors across the East Midlands and has 50 volunteer street pastors currently working in Derby.

For further information on Derby Street Pastors visit

www.streetpastors.co.uk/CurrentLocations/Midlands/Derby/tabid/543/Default.aspx.

For further information on Derby City Mission visit www.derbycitymission.org.uk.

Sporting Futures

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Since 2004, Sporting Futures has been working throughout Derbyshire to reduce anti social behaviour and youth crime through sport.

Using sport as a tool, the organisation targets and engages young people in deprived communities in the county through positive activity sessions, including football, dance and various other sports.

Sporting Futures also deliver leadership and other awards to young people, including the Community Sports Leader award, which they deliver on behalf of Sports Leaders UK. This award provides young people with transferable life skills and the opportunity to volunteer and coach in their local area.

In addition, they run a one-to-one mentoring scheme aimed at young people who need extra support, and organises various events including the annual Derby 10K and the Street Games regional festival.

In the last financial year Sporting Futures has worked with 2,387 young people over 2,228 sessions, delivering 367 qualifications and working with 42 young volunteers, who delivered 521 training sessions between them.

By engaging these young people in positive sporting activity, they are now no longer involved in anti social behaviour and youth crime, in some cases simply because they are too exhausted to do so, and gaining the skills and confidence to change their lives for the better.

Sporting Futures also works with Youth Offending teams, taking on referrals for both their coaching sessions and mentoring scheme.

The biggest lesson Sporting Futures has learnt is how important it is to work closely with communities and the young people within them, to discover what activities they want to participate in.

They have found that young people often want to play rather than be taught coaching skills, so Sporting Futures lets the games teach the skills, ensuring everyone is included and continue to be engaged by having fun.

Originally called Sport 2000, Sporting Futures is funded through a range of sources including Comic Relief, StreetGames UK, the Derbyshire Building Society and local councils.

For further information on Sporting Futures visit www.sporting-futures.org.uk.

“If it wasn’t for Sporting Futures, I think I would have been arrested or pregnant by now.”

18-year-old attendant of Sporting Future dance session

Framework Housing Association

SAFER FUTURE COMMUNITIES
Empowering local voluntary & community partnerships

Framework Housing Association is a registered charity and registered provider of social housing, which aims to change and save lives across the East Midlands by preventing homelessness, stopping rough sleeping and providing new opportunities.

One of the charity's projects, working in partnership with Last Orders, is the **Nottingham City Alcohol Diversion Scheme**, which is offered to anyone arrested in Nottingham City for being drunk and disorderly.

Individuals are offered the opportunity for their fine to be reduced if they attend a three-hour alcohol awareness course, which, using evidence based techniques proven to effect behaviour change, covers a range of areas including the relationship between alcohol and offending and the dangers of mixing alcohol and cocaine. The course is delivered by a clinical nurse specialist, who aims to deliver information that is effective in achieving long term behaviour changes in people's drinking behaviour.

Following a successful six month pilot, the scheme, which is funded by the £40 reduced fine of the attendees at no cost to the police or the council, has recently been expanded into the Nottinghamshire Police Restorative Justice Programme. To date, over 100 individuals have attended the course with none of these going on to reoffend, saving the police and the health service the cost of dealing with their arrests and alcohol related emergency treatment.

Another of Framework Housing Association's projects is its **Healthy Eating**

scheme, which aims to replace drug and alcohol related criminal behaviour with social activities, healthy eating awareness and budget planning.

The project runs one day a week sessions over an eight week period, funded by the NHS at an estimated cost of £300 for 12 individuals, who learn to engage in alternative behaviour when they have cravings; discover how to buy fresh ingredients and make nutritious food on a budget; benefit from participating in healthy and worthwhile activities in order to sustain abstinence from drugs and alcohol; find encouragement and support by participation in self-help groups; and learn how to structure their free-time away from non-productive activities.

Framework Housing Association is also the lead agency, working alongside housing providers Stonham and Adullam, in the **SAFE** project, which began on 1 October 2012 to work with young Derbyshire residents who are at risk of losing their homes or who live independently but need some support, including young offenders, young people with substance misuse issues and young people at risk.

The project, which is open ended depending on continued funding, provides a range of support including access to supported accommodation; benefit claims; developing skills for independence; budgeting and financial awareness; education, training and employment opportunities; working with housing officials and private landlords; getting involved with the local community; contact with statutory services; and access to other specialist support. Through the provision of these services, the project aims to prevent homelessness and its associated issues, including crime.

Framework Housing Association

Covering Lincolnshire and Rutland, Framework Housing Association's **Street Outreach Team** aims to reduce the levels of rough sleeping across the two counties by coordinating and promoting best practice in working with rough sleepers. This includes planned reconnection and sourcing of appropriate accommodation and support and developing referral systems across all of the charity's accommodation systems in Lincolnshire and other housing providers.

Beginning in March 2012 at a cost of £250,000 over three years, with some additional funding in year one to help implement the project from the Lincolnshire Homelessness Strategy Group, the service works with a range of agencies, including the Police, UK Borders Agency and Victim Support, to focus on specific anti-social behaviour amongst rough sleepers, including street drinking.

A final example of a project within Framework Housing Association that aims to reduce criminal behaviour is its **Colville House Complex Needs Service**. Based in the Arboretum area of Nottingham, this is a supported housing service for women over the age of 18 with varying complex needs, including known sex workers.

Located in an area associated with prostitution and anti social behaviour, the ongoing project, which does not require external funding, has developed a joint working protocol agreement with Nottinghamshire police to address and reduce street prostitution and its associated negative issues.

When service users are seen prostituting in the area by the police, they are escorted back to Colville House, where the staff are made aware of the situation

and issue the service user with an anti-social behaviour warning. Within 14 days of this warning, a midway meeting will take place between the service user, a staff member of Colville House and the police to discuss initial concerns, offer support and discuss how to avoid further action, including eviction, which is always a last resort for the charity.

Further meetings will take place every time a service user is issued with a warning. In addition, monthly meetings take place between Colville House and the police, and the Police Community Support Officer regularly drops in to Colville House to encourage a positive police presence.

Service users who receive a warning for engaging in street prostitution are also expected to sign an Acceptable Behaviour Contract, issued by the police, stating that they will not loiter or solicit within Nottingham City or act in a manner likely to cause harassment, alarm or distress to members of the public. In return the police agree to provide a confidential point of contact, assist in referrals to partnership agencies and offer other support where needed.

As well as reducing prostitution and anti social behaviour in the area, directly resulting in a saving of resources for Nottinghamshire Police and Nottingham City Council, the project has made women not involved in street prostitution feel safer and more confident walking through the residential area.

For further information on Framework Housing Association visit www.frameworkha.org.

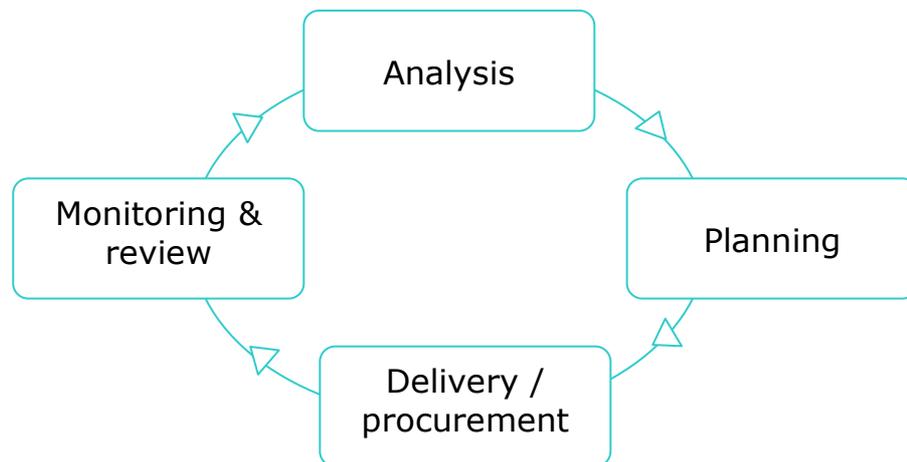
The role of the voluntary, community and social enterprise sector in commissioning

What is commissioning?

Commissioning is usually represented as a four-stage cycle with the stages involving:

- analysing local needs;
- planning services on the basis of analysis;
- implementing the plans by sourcing services from providers; and
- then reviewing the progress, and seeing the changes which result from the action.

It is a cyclical process with the Review stage leading back to the Analysis stage, and the process starting again.



The voluntary, community and social enterprise sector (VCSE), also known as the third sector, has a vital role to play in the delivery of public services and in the different stages of the commissioning process. VCSE organisations can play a number of roles in commissioning and have a range of functions, including:

- delivering services
- advocating and lobbying on behalf of local communities and individuals
- facilitating community, economic and international development
- engaging with people in local communities, and those who may have difficulty shaping or accessing local services
- developing new ways to meet the needs within their communities.

The VCSE can enable commissioners to develop a wider range of services, to develop a wider market-place of providers, and to ensure that services are delivered to “hard to reach” groups in local communities. They can also use their knowledge of specific needs and interests to develop niche services for people in communities with specific needs.

The VCSE contributes significantly to the economy and life in the county. Working within local communities, they help to bring people together, build good relationships within communities, and help people feel they have a valuable and active role to play. This is

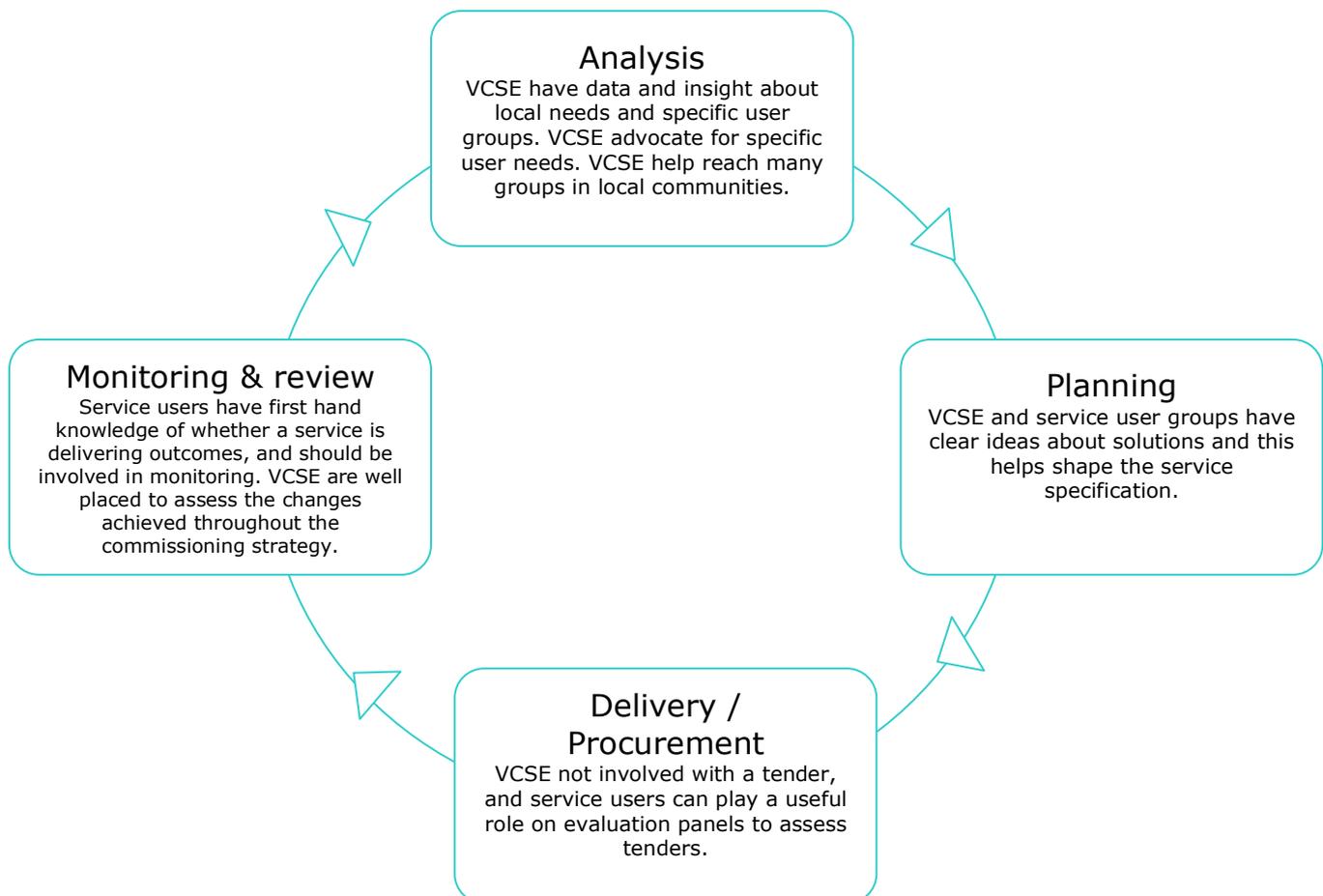
The role of the voluntary, community and social enterprise sector in commissioning

sometimes called “social capital” and adds to community cohesion and local democracy.

The VCSE has considerable knowledge and expertise about their areas of work, and so can contribute to the development and delivery of services through local partnerships. They can enable a more thorough commissioning process by:

- providing information to inform local needs analysis
- engaging with people who use services and people in communities in which services are delivered, to inform the design of local services and service outcomes, as well as service evaluations
- arrange local consultation events and promote awareness of local or county wide strategic issues.

It is important to acknowledge that VCSE services may not always be the cheapest in pure cost terms, but they can deliver additional social outcomes, such as jobs for long term unemployed people, and this saves money in the long run.



Source: GAVCA Good Commissioning Guide

The role of the voluntary, community and social enterprise sector in commissioning

Successful Commissioning Guide: securing value for money through better financial relationships with third sector organisations

Successful Commissioning from the National Audit Office (NAO) aims to help local commissioners to get better value for money from third sector organisations (TSOs). It also aims to help third sector organisations become more informed about the commissioning process, and about what they should expect from financial relationships with the public sector. Where the third sector can help deliver value for money then commissioners should make the best possible use of it.

Successful commissioning means delivering the right outcomes at the right cost. Compare that with the NAO definition of good value for money: 'the optimal use of resources to achieve the intended outcomes'. Successful commissioning is, almost by definition, good value for money.

Rather than telling commissioners how to do commissioning, this guidance focuses on those aspects of the process that are most likely to affect financial relationships with third sector organisations. The guide looks at how commissioners can help the third sector to deliver services and outcomes that represent value for money. The guidance aims to:

- clearly set out the main issues for effective financial relationships with third sector organisations;
- make use of existing guidance in an accessible and practical way;
- dispel some of the "myths" that exist around commissioning with the third sector; and
- improve practices to achieve greater value for money.

The guidance has been written by the National Audit Office and is endorsed by the Audit Commission, the Commission for the Compact, the Department of Communities and Local Government, the Department of Health, HM Treasury, the National Council of Voluntary Organisations, and the Office of the Third Sector.

For full details about *Successful Commissioning* go to the National Audit Office website at http://www.nao.org.uk/sectors/third_sector/successful_commissioning/toolkit_home/introduction.aspx

Principles of good commissioning from the Office for Civil Society

The Government is working to improve commissioning to get the best possible services that deliver value for money. To achieve this, the Office of the Third Sector has outlined eight principles of good commissioning. If embedded, these could yield efficiency gains and community benefits, through smarter, more effective and innovative commissioning, and optimal involvement of the third sector in public service design, improvement, delivery and holding the public sector to account. This should result in better public outcomes for individuals and communities.

The role of the voluntary, community and social enterprise sector in commissioning

The eight Intelligent Commissioning Principles identified by the Office of the Third Sector are:

1. **Develop an understanding of the needs** of users and communities, by ensuring that, alongside other consultees, they engage with third sector organisations as advocates, to access their specialist knowledge.
2. **Consult potential provider organisations**, including those from the third sector and local experts, well in advance of commissioning new services, working with them to set priority outcomes for that service.
3. **Put outcomes for users at the heart** of the strategic planning process.
4. **Map the fullest practicable range of providers** with a view to understand the contribution they could make to delivering those outcomes.
5. **Consider investing in the capacity of the provider base**, particularly those working with hard-to-reach groups.
6. **Ensure procurement processes are transparent and fair**; facilitating the involvement of the broadest range of suppliers, including considering sub-contracting and consortia building where appropriate.
7. Seek to **ensure long-term contracts** and risk sharing wherever appropriate as ways of achieving efficiency and effectiveness.
8. **Seek feedback** from service users, communities and providers in order to review the effectiveness of the commissioning process in meeting local needs.

Working with specialist services: A Guide for Commissioners

At the launch of the Equality Strategy in December 2010, the Home Secretary and Minister for Women and Equalities, Theresa May, said:

“It is not right or fair that people are discriminated against because of who they are or what they believe. So we need to stop that discrimination and change behaviour... And it is not right or fair that the opportunities open to people are not based on their ambition, ability or hard work, but on who their parents are or where they live. So we need to break down the barriers that hold people back and give them the opportunities to succeed.”

In order to achieve this and to tackle discrimination in our society as well as growing inequality in terms of income, health and housing (among other measures) we require both a legislative framework and local service providers that are able to deliver effectively to some of our most vulnerable communities.

Specialist services are designed and delivered by and for the users and communities they aim to serve. They may be delivered by a range of equality-led organisations including Disabled People’s Organisations, Women’s voluntary and community organisations (VCOs), LGBT VCOs and Black and Minority Ethnic (BME) VCOs.

The role of the voluntary, community and social enterprise sector in commissioning

This briefing focuses on BME VCOs, which often work across multiple disadvantages, recognising the intersectionality that exists for individuals; discrimination is multi-layered and complex. For instance, poor minority women from BME backgrounds are likely to experience disadvantage due to their poverty, ethnicity and gender. In order to meet the complex needs of many individuals within our community, a holistic approach is often required. Specialist services provide a proven means through which to deliver this.

Many specialist services have developed in response to the historic failure of generic services to meet the needs of BME communities. They provide services sensitive to cultural, religious and linguistic needs that generic services often overlook and reach communities that other providers label 'hard to reach'.

Voice4ChangeEngland with NAVCA have come together to produce this report in order to show that specialist provision is an essential means of delivering both more equitable and more efficient public services. You can view the full report at www.voice4change-england.co.uk/webfm_send/158.

Additional useful source of information on commissioning

Collaborating for Commissioning – how can civil society organisations engage in the design and delivery of public services is aimed at civil society organisations and public sector commissioners to help both develop their understanding of the roles they need to adopt if public services are to be intelligently commissioned and as effective as possible. You can view the full report at <http://locality.org.uk/resources/collaborating-commissioning-civil-society-organisation-engage-design>.

Grant funding and the voluntary, community and social enterprise sector

Grants are an essential part of a strong voluntary, community and social enterprise sector (VCSE). When public bodies cut grant funding or move from grants to contracts they can damage local charities and community groups. As a result the voices of the most vulnerable and disadvantaged communities can go unheard.

Grant funding is:

- Community-led – enabling a truly bottom-up approach to service development that is free from the constraints of predetermined contract specifications.
- Flexible and responsive – providing the flexibility to respond to changes in demand and local circumstances. This means less waste and fewer inappropriate or poorly used services.
- Create social value – stimulating community engagement and active citizenship. These are at the core of self help and grassroots activity, helping to build capable, resilient communities.
- Inward investment – putting organisations in a strong position to attract other funds, bringing new income into the local economy, offering stability and providing confidence to funders.
- Cut red tape – less bureaucracy to manage and evaluate. They are not bound by regulations that apply to competitive tenders.
- Local growth – investing in groups with local roots is more cost effective than bringing in new providers from outside the area and supports the local economy.
- Promote innovation – working well for one-off pieces of work or pilot initiatives. They enable the cost-effective management of risk for both public bodies and providers.
- Engage local people – enabling local groups to offer community voice, representation and advocacy. They support community engagement in service planning, providing local decision makers with vital intelligence.

It is a myth that grants are no longer possible because of competitive law and European regulations. Procurement should exist alongside grant funding, not instead of it. *Pathways through the maze*, produced by NAVCA and NCVO, outlines the distinction between grants and contracts. More details can be found at www.navca.org.uk/maze.

For more information on why grant aid is an essential part of the funding mix and is vital for thriving local communities, visit www.navca.org.uk/sustaininggrants.

Public Services (Social Value) Act 2012

The Public Services (Social Value) Act 2012 became law on 8 March 2012. From 31 January 2013 the Act is 'live' and commissioners and procurers must adhere to it. The Act was initiated by Chris White MP as a Private Members Bill.

What is the Act?

The Act, for the first time, places a duty on public bodies to consider social value ahead of procurement. The Act applies to the provision of services, or the provision of services together with the purchase or hire of goods or the carrying out of works.

The wording of the Act states that the authority must consider:

- How what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area, and;
- How, in conducting the process of procurement, it might act with a view to securing that improvement.

"The opportunity that the Bill gives to us is to give as much credence to social value as to cost...If we do this, then we end up knowing the cost of everything and the value of nothing." Baroness Stedman-Scott, House of Lords.

What does social value mean under the Act?

The wording of the act states *"the authority must consider...only matters that are relevant to what is proposed to be procured and, in doing so, must consider the extent to which it is proportionate in all the circumstances to take those matters into account."*

What does the Act mean?

- All contracted authorities will have to consider the relevance of social, economic and environmental requirements when a contract for services is commissioned.
- It opens doors for consultation and engagement with the VCSE sector.
- There is the potential to improve local services.

Is there guidance on the Act?

The Cabinet Office has issued a Procurement Policy Note on the Act as guidance to commissioners and procurers, which is available at

http://www.cabinetoffice.gov.uk/sites/default/files/resources/Public_Services_Social_Value_Act_2012_PPN.pdf

For more information

- NAVCA presentation - What is the Social Value Act? www.navca.org.uk/social-value-bill
- NAVCA - Social Value briefings www.navca.org.uk/socialvaluebriefings
- Legislation website - Public Services (Social Value) Act 2012 www.legislation.gov.uk/ukpga/2012/3/contents/enacted

The Compact

The Compact is the agreement between Government and the voluntary, community and social enterprise sector (VCSE) in England, setting out the key principles and establishing a way of working that improves their relationship for mutual advantage. The Compact safeguards the VCSE's independence, offers improved funding and commissioning processes, and clear consultation standards. It can also help partners from different sectors come together to break down barriers and identify shared goals for the benefit of communities and individuals.

You can view the full copy of the Compact at www.compactvoice.org.uk/sites/default/files/the_compact.pdf.

As well as the national Compact, most areas in England also have a local Compact, which sets out locally agreed principles for how statutory agencies and the VCSE will work together. A list of all local Compacts is available at: www.compactvoice.org.uk/compacts-map.

Police and Crime Commissioners (PCC) are encouraged to sign up to and get involved in their local Compact, which will send out a strong signal that you are committed to working in partnership with the VCSE. Signing the Compact represents standing behind something that has a clearly defined purpose, and is supported across the country and by Central Government. It is a meaningful way of showing other partners that you will take a collaborative approach to working together.

For more information about the Compact contact Compact Voice at:

Website: www.compactvoice.org.uk
Email: compact@compactvoice.org.uk
Twitter: @compactvoice
Telephone: 020 7520 2451

Compact case study: Gloucestershire – Influencing the Police and Crime Commissioner

Summary

Gloucestershire Association for Voluntary and Community Action (GAVCA) worked proactively with the Gloucestershire Police Authority and Gloucestershire Constabulary to enable the VCSE to engage with and influence the PCC.

Impact

Local engagement work helped to raise the profile of PCC elections amongst VCSE organisations and communities across Gloucestershire. It also ensured that the focus of the elections was on community safety, and not just policing priorities. Following on from the initial consultation, the Gloucestershire Constabulary has commissioned further consultation to look in more detail at how to improve things for marginalised communities.

The Compact

Strong relationships and mutually beneficial partnership working has been established at an early stage between the VCSE sector and the Gloucester PCC, and the already strong relationship with Gloucestershire Constabulary has been further developed. PCCs will be responsible for commissioning community safety work and this will be informed by Compact principles and by on-going dialogue with the VCSE.

What happened?

Gloucester Police Authority were concerned that there was likely to be limited public engagement in PCC elections, particularly from seldom heard groups in the county. They wanted to stimulate debate within these communities about what the priorities for the PCC should be and to discover wider views on policing and tackling crime.

They commissioned GAVCA to broker, rather than do, a consultation. GAVCA in turn commissioned relevant member VCSE organisations to hold a focus group with selected seldom-heard and potentially marginalised communities. 15 consultations were held, targeting both geographical communities and communities of interest. A representative from each community acted as a facilitator and led the focus group discussion based on three questions agreed with Gloucestershire Police Authority. They also wrote detailed notes, which were independently analysed and collated into a fairly challenging and hard hitting report. A follow up meeting was held with facilitators to look at the results and hear the stories behind the report. One positive outcome is that people who attended the focus groups are keen to remain engaged.

The Police Authority compiled a report based on the findings of all the focus groups which, as well as being presented to the newly elected PCC, was also shared with the Constabulary as several issues about day-to-day policing were also raised by groups.

Alongside this practical engagement, GAVCA encouraged the Police Authority to commission consultants to provide it with strategic advice about future commissioning arrangements for community safety, which it has done. Gloucestershire's Compact Commissioning Code provides helpful guidance for the PCC and a Commissioning Framework for Criminal Justice Agencies, based on Compact principles, has also been developed by GAVCA as part of the previous project.

"The Police Authority recognised that they don't have experience of commissioning the VCSE and they came to GAVCA for advice. We pointed them in the direction of our Compact Commissioning Code and Good Commissioning Guide and stressed the importance of an on-going dialogue with the VCSE. We want to work with our new PCC to ensure he gets community safety commissioning right first time by basing it on the good practice in our Compact code."

Sally Pickering, Chief Executive, GAVCA

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A focus on drugs and alcohol – Produced by DrugScope

DrugScope is one of the UK's leading independent centres of expertise on drug use and drug policy and the membership body for the drugs field. DrugScope is also a partner in the Safer Future Communities (SFC) initiative, which supports the voluntary and community and social enterprise sector (VCSE) to engage with Police and Crime Commissioners. Find out more at www.drugscope.org.uk or directly contact Marcus Roberts, DrugScope's Director of Policy and Membership at Marcus@drugscope.org.uk.

The purpose of this briefing is to show how investing in preventative activity will result in substantial savings.

There are a number of reasons why PCCs should be concerned about drug policy and the development of local drug services:

1. A minority of people with serious drug dependency problems commit a high proportion of acquisitive crimes
2. Investment in evidence-based drug treatment cuts crime
3. Victims of crime and abuse may have substance misuse problems – for example, women who experience domestic violence
4. PCCs will need to respond to local concerns about drug use and markets
5. The policing of drug offences involves a significant police resource.

Drugs and crime – some key facts and figures

- A typical dependent heroin user spends around £1,400 on drugs each month, two and a half times the average mortgage
- Heroin, cocaine or crack users commit up to half of all acquisitive crimes (shoplifting, burglary, robbery, car crime, fraud and drug dealing)
- The moment they start treatment, less crime is committed
- The National Audit Office states that every £1 invested in drug treatment saves at least £2.50 in subsequent costs to taxpayers, primarily by reducing crime.
- Drug treatment prevented an estimated 4.9 million offences in 2010/11 including 100,000 burglaries and robberies, 75,000 car thefts and break ins, 1,100,000 shoplifting thefts, 350,000 acts of prostitution and 25,000 bag snatches
- It has been estimated that every £100 invested in drug treatment prevents a crime.

Source: National Treatment Agency (2012), Treat addiction, cut crime. This resource includes detailed breakdowns of impact on particular crimes and cost-benefits. It is available at www.nta.nhs.uk/uploads/vfm-crimepresentationvfinal.pdf.

Supporting the reintegration of ex-prisoners

The Drug Intervention Programme has helped to support the re-integration of ex-prisoners. Without integrated offender management at the point of release from prison there is a risk that progress made to tackle substance misuse issues in prison will be lost on release. For example, the Patel Report on drug treatment in prison (2009) reported that in the week following release, prisoners are 37 times more likely to die of a drug overdose than other members of the public. One former prisoner commented on the need for 'someone to meet

A focus on drugs and alcohol - Produced by DrugScope

you from either the local DIP teams or a trusted person to make sure you aren't going to slip straight back to your old habit'.

Supporting victims

Victims may turn to drink or drugs to cope with their experiences (for example, childhood abuse or domestic violence). Often the lines between offenders and victims are not clear (for example, women involved in prostitution with substance misuse problems are often victims of exploitation, violence and abuse). Drink and drug use can put people in situations where they are more vulnerable to crime (for example, many victims of city centre violence are intoxicated).

Policing and drugs – some key facts and figures

- Nearly 270,000 officer hours were saved in England and Wales in the year after police started issuing street warnings for cannabis. *Source: T May et al (2007), Policing Cannabis, Joseph Rowntree Foundation*
- Research suggests that enforcement alone has limited impact on the availability of drugs – for example, closing down a market in one neighbourhood may result in displacement to another neighbourhood or increased violence as new dealers fight over the vacated territory. However 'smart' policing approaches involve local communities, focus on the harm that they experience and take a more holistic approach to addressing these harms. These can be effective. *Source: UK Drug Policy Commission (2009), Moving towards real impact drug enforcement*
- A national survey of police forces found in 2011-12 that drug-related policing expenditure and activity was expected to decrease including activities such as covert surveillance, test purchasing and other intelligence work. *Source: UK Drug Police Commission (2012), Charting New Waters*

DrugScope recommendations

- Make drug and alcohol treatment a priority
- Pro-actively engage with local authorities to support investment in evidence-based services, for example, Health and Wellbeing Boards
- Use the Drug Intervention Programme (DIP) budgets to invest in effective interventions in criminal justice services that can identify people whose offending is linked to a drug or alcohol problem and direct them toward appropriate services
- Focus police priorities on drug enforcement that is effective in tackling harms that impact on local communities, for example, 'open' markets or focusing on the most violent and dangerous drug dealers
- Consult local communities on approaches to policing people in possession of small quantities of drugs, particularly given the pressure on police resources
- Work with local partners to develop approaches that link enforcement to 'demand reduction' by challenging offenders to address drug or alcohol issues.