

WE'VE GOT WHAT IT TAKES

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



SAFER FUTURE COMMUNITIES
Empowering local voluntary & community partnerships

one
East Midlands

An introduction to the voluntary, community and social enterprise sector in Northamptonshire

The voluntary, community and social enterprise sector (VCSE) is a broad, diverse and seemingly complex mix of organisations and groups all of which share two common aims:

- They are run as not-for-profit organisations
- They exist for the benefit of a community, either a geographical community or a community of interest.

It is not possible to give a definitive total number of VCSE organisations currently operating in Northamptonshire, given the limitations of the available data and the overlapping definitions used in the sector (for instance, an organisation can be a charity, a registered company and a social enterprise) plus the fact that by their nature the number of small local groups ebbs and flows, particularly for Black Minority Ethnic (BME) community groups. A conservative estimate would be that there are around 2,500 groups and organisations in existence at any one time.

More detailed information on the scope of the VCSE in Northamptonshire can be found in the report *Counting the Cost Measuring the Value* at www.nvconline.org.uk/index.php/countdown-support/online-resources.

Crime reduction and community safety

Many VCSE organisations in the county have community safety and/or crime reduction as their main or secondary focus. Below are some examples of organisations from around the county focusing on these areas:

- **The Hope Project, Hemmingway Estate, Wellingborough** - supporting families and individuals requiring parenting support and counselling; reducing unemployment through providing skills training in the local community; supporting young people in education, family life and career development.
- **Thorplands Club 81, Northampton** - encouraging its local community to tackle crime including drug and alcohol addiction-driven crime and anti-social behaviour, by building self esteem, sharing intergenerational skills and providing support to individuals to gain both informal and formal accredited training.
- **East Northants Community Services** - activities include a community drop-in café offering advice and information to people who are often marginalised, for instance drug and alcohol addicts; and Stepping Stones supported housing scheme providing sheltered and supported housing for those moving on from homelessness.
- **Threshold Studios** - promoting cohesion within communities through arts and media production and reducing perceived anti-social behaviour from young people in the area by improving relationships between younger and older members of the community.
- **Vision Youth Café, Towcester** - providing a safe and exciting place to go for young people; access to people they can talk to; life skills workshops they wouldn't otherwise find easy access to; and diversionary activities.
- **Accommodation Concern, Kettering** - building sustainable communities by preventing and alleviating homelessness; supporting volunteering; dealing with neighbour disputes; reducing incidences of begging, which can act as a disincentive for using town centre

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shops; providing basic skills training in budgeting and managing a tenancy; reducing rough sleeping, which helps reduce acquisitive crime; providing impartial advice and support service to assist both victims and perpetrators of crime to access housing and support.

Directory of VCSE services

NVC Northants hosts a directory of VCSE services on its website at <http://nvconline.org.uk/index.php/nvc-directory>. This is an ongoing piece of work that lists VCSE organisations around the county for the public and commissioning bodies alike to use when searching for organisations in local areas.

Support for the sector

Support for the sector in the county is provided by local infrastructure organisations (LIOs) and the countywide infrastructure organisation.

There are four LIO contracts providing direct support to local VCSE organisations in the seven areas across Northamptonshire. These are independent third sector organisations in their own right, providing capacity-building advice and guidance on a wide variety of subjects including funding, governance, policies and procedures etc, as well as running training courses tailored to local need. In addition they provide support for volunteering in their own areas as well as running local forums/networks for voluntary sector groups.

Local infrastructure support is contracted to four main providers. In two of the areas (Kettering and Corby) support has been sub-contracted, giving six delivery organisations.

Countywide infrastructure support

NVC Northants is the countywide infrastructure organisation (CIO) for Northamptonshire, providing support to LIOs and promoting the Northamptonshire VCSE as a sector both regionally and nationally. The CIO does not provide direct support to individual groups, instead providing up-to-date resources and information to LIOs, keeping them abreast of changes in legislation and current issues that are of interest to the sector, which they can then use in development work with local groups. It provides training on a countywide basis and over the last year has provided training in conjunction with the county council on commissioning and how to be tender ready, training on building consortia and training for infrastructure development works on the Joint Strategic Needs Assessment. It has also delivered two conferences; the first with Faithworks on the subject of poverty and how the sector addresses this issue; and the second with LINK entitled "Health in our Hands", addressing health inequalities in the county.

The countywide contract is held by Northampton Volunteer Centre, which also has the LIO contract for Northampton. On the following pages the chart gives an overview of the LIOs and CIO and contact details for all are included.

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Overview of LIOs and CIO in Northamptonshire



An introduction to the voluntary, community and social enterprise sector in Northamptonshire

Contact details - LIOs

Corby VCS

Address: The Old TA Building, Elizabeth Street, Corby, Northamptonshire NN17 1PN

Telephone: 01536 267873

Email: mags@corbyvcs.plus.com

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

Daventry Volunteer Centre

Address: The Library, North Street, Daventry, Northamptonshire NN11 4GH

Telephone: 01327 300614

Email: info@daventryvolunteers.org.uk

Website: www.daventryvolunteers.org.uk

Kettering Voluntary Network

Address: 3, The Business Exchange, Rockingham Road, Kettering, Northamptonshire NN16 8JX

Telephone: 01536 526422

Email: info@kvn.org.uk

Website: www.kvn.org.uk

Nene Valley Community Action (NVCA)

Address: 7 West Street, Rushden, Northamptonshire NN10 0RT

Telephone: 01933 396382

Email: info@nvca.org.uk

Website: www.nvca.org.uk

Northampton Volunteer Centre

Address: 15 St Giles Street, Northampton NN1 1JA

Telephone: 01604 637522

Email: info@nvconline.org.uk

Website: www.nvconline.org.uk

South Northants Volunteer Bureau

Address: Volunteer Centre, Moat Lane, Towcester, Northamptonshire NN12 6AD

Telephone: 01327 358264

Email: info@snyb.org.uk

Website: www.snyb.org.uk

Contact details -CIO

NVC Northants

Address: Northampton Volunteering Centre, 15 St Giles Street, Northampton NN1 1JA

Telephone: 01604 637522

Email: nvcnorthants@nvconline.org.uk

Website: www.nvconline.org.uk

Northamptonshire Safer Future Community Members

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

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.

- Aquarius www.aquarius.org.uk
- Bromford Support www.bromfordgroup.co.uk
- Brookside Residents Council <http://surroundinglingswood.org/page/brc>
- C2C Charitable Trust www.c2ccharitabletrust.com
- Care & Repair (Northampton) Ltd www.care-and-repair.org.uk
- EASI4communities www.easi4communities.org.uk
- Home Group www.homegroup.org.uk
- Northampton & District Mind www.mind.org.uk
- Northampton Hope Centre www.northamptonhopecentre.org.uk
- Northampton Women's Aid www.northamptonwomensaid.org.uk
- Northamptonshire ACRE <http://northantsacre.org.uk>
- Northamptonshire Association of the Blind www.nab.org.uk
- Northamptonshire Neighbourhood Watch
www.northamptonshireneighbourhoodwatch.co.uk
- Northamptonshire Rights and Equality Council <http://northantsrec.org>
- Northampton Volunteering Centre www.nvconline.org.uk
- Service Six www.servicesix.co.uk
- South Northamptonshire Volunteer Bureau www.snvb.org.uk
- The Lowdown <http://thelowdown.info>
- Victim Support Northampton www.victimsupport.org.uk
- Victoria Centre www.victoriacentre.btck.co.uk

Anti Social Behaviour Project

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Service Six, Northamptonshire's leading youth service provider, managed the Anti Social Behaviour Project, which aimed to reduce first time and repeat entrance by young people into the criminal justice system, reduce offending and anti social behaviour by young people and support young people to make positive life choices.

The Anti Social Behaviour Project engaged with disaffected and at risk young people from disadvantaged backgrounds who were known to the police, criminal justice system or social services.

It aimed to improve young people's life choices and outcomes by increasing their participation in diversionary, positive activities and educate them on alternative life choices, whilst providing them with positive praise and affirmation to encourage them and build their confidence.

The project's engagement with young people took place through street based outreach during evenings and weekends, where its workers built trusting relationships with young people before encouraging them to choose and develop the positive activities they want to engage in. These included informal education and signposting, as well as accredited courses in coaching, volunteering and first aid.

In addition, the project targeted the parents and caregivers of young people, to ensure its objectives were integrated into the entire family. These relationships were built through a non-threatening method of providing information and offering support in their homes.

Funded for £90,000 by Northamptonshire County Council and Community Safety Partnership for an initial six month pilot period and a further 12 months, the project worked in the Wellingborough localities of Hemmingwell, Queensway, Kingsway and Redwell. In addition, housing association Wellingborough Homes offered a £9,000 grant towards the project.

During the project, anti-social behaviour in Wellingborough was reduced by 30% and in each locality by 13%. Northamptonshire Police commended Service Six for their help with this.

Service Six went on to jointly work with Northamptonshire Police on their Rapid Response service, whereby the police called Service Six immediately with any reports or incidents relating to youths in order for their workers to action them. They also worked with the police on the Knife Arch scheme and received Comic Relief funding for an alcohol project.

The Anti Social Behaviour Project also reduced the number of young people entering the criminal justice system or re-offending, with many participants going on to main stream education and training programmes. Several participants continue to be involved with Service Six, sitting on the boards and panels. The integration with family members also led to a reduction in young siblings entering the system.

For further information on Service Six visit www.servicesix.co.uk.

C2C Charitable Trust

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Based in Northamptonshire, C2C is a Christian charity providing practical and pastoral support to offenders, or those at risk of offending, at any stage in the criminal justice process, to help them turn away from crime or help break the cycle of re-offending.

One of the services provided the charity is a community mentoring scheme for individuals, including youths, and their families. Using the COACH model, mentors help the individuals to address issues and to work to empower and enable them to have a positive, goal focussed approach. The service also links users into other services including accommodation, rehabilitation and treatment for drug and alcohol abuse.

Service users are offered support around their individual needs based on the seven, or nine for women, resettlement pathways of accommodation; education, training and employment; money, debt and benefit; health; family; attitudes, thinking and behaviour; drug and alcohol use; domestic violence; rape and prostitution.

Working in conjunction with Northamptonshire Probation Trust, the charity also provides Circles 180 mentoring and support for offenders on completed statutory licences.

C2C also provides an early intervention and appropriate adult scheme to individuals detained in police custody. The Custody Carer volunteers are available to talk to detainees and/or parents in police custody. The volunteers listen to people and conduct basic needs assessments, signposting and referrals to statutory and voluntary sector support in the community as appropriate.

The charity's Rock Project has a team of prison visitors who offer support to female offenders in HMP Peterborough during their sentence and after release. Support is also offered to male offenders released from HMP Woodhill and Onley.

The Cut-It-Out project works with young people, focusing on tackling youth crime by educating teenagers about the dangers of anti-social behaviour, entering into gang related crime and the consequences of violence. One of the aims is to bring home to young people the detrimental impact of crime on their future and the effects of crime for victims.

The project, which includes ex-offenders in the team, is delivered in schools and other settings, providing education talks and offering mentoring to youths and their families who are identified as being at risk of anti-social behaviour and violent crime. Community-based indirect restorative justice workshops are also offered.

Finally, the charity also provides six-weekly pamper sessions offering free haircuts, foot massages, facials and manicures to up to 80 service users, including substance mis-users, the homeless, prostitutes and women suffering from domestic violence or self-harm.

C2C, which has the endorsement of Northamptonshire Police, Northamptonshire Probation Trust and the local prisons, works alongside statutory and community groups to re-integrate offenders into the community.

For further information on C2C Charitable Trust visit www.c2ccharitabletrust.com.

Care & Repair

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Care & Repair (Home Security Services) was initially launched to reduce crime and the fear of crime for disabled people living in privately owned housing in Northampton.

Care & Repair is a home improvement agency, managed by an Independent Management Committee, to provide a range of practical services designed to support vulnerable people and enable them to continue to live safe, warm and secure lives within their own homes.

Since its' launch, the charity's Home Security Services project has developed a range of partnerships in order to respond to the needs of other vulnerable groups throughout Northamptonshire, providing a range of services that aim to reduce and prevent domestic burglary in priority streets and high crime areas; reduce incidences of repeat burglary against vulnerable people; reduce incidences of domestic violence and hate crime; and ensure families affected by domestic violence and hate crime sustain community support networks.

Working with community safety partnerships across Northamptonshire, as well as Witness Protection for the hate crime work, Care & Repair are now the nominated provider of home security services, including assessing, advising and fitting security equipment and responding to a range of community-safety related issues.

Since April 2010, the project has spent £219,195 improving victims' homes, with improvements ranging in price from an average of £400 to a maximum of £5,000.

For further information on Care & Repair visit www.care-and-repair.org.uk.

NFYFC Rural Road Safety Campaign

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Managed by the National Federation of Young Farmers Clubs (NFYFC), the Rural Road Safety Campaign is a national campaign focusing on grassroots members on a countywide basis in rural areas.

Officially launched in November 2012, the campaign aims to educate and train young farmers on how to tackle different driving conditions on rural roads, drive safely and keep other road users safe, leading to a reduction in road deaths in this at risk category.

The project works with road safety partnerships, local police authorities, county councils, road safety campaign groups and other stakeholders to run training and workshops enhancing NFYFC members driving skills and increasing their awareness of how to stay safe on rural roads.

In addition, the one year campaign aims to change the attitude of NFYFC's 23,500 members, aged 10 to 26, through the training of road safety ambassadors to work with county stakeholders to organise and promote road safety.

Since its instigation in May 2012 the campaign has received ministerial backing and significant media coverage. This led to a stakeholders meeting in September 2012 to see how all parties can work together to support the campaign further.

For further information on NFYFC visit www.nfyfc.org.uk.

Rough Sleepers Street Outreach Project

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Led by Accommodation Concern and predominantly working in Kettering and Corby, the Rough Sleepers Street Outreach Project aims to assist vulnerable people to secure safe and sustainable accommodation

By offering people one-to-one support to confront their issues and change the direction of their lives, the project seeks to alleviate homelessness, prevent repeat homelessness, reduce crime, ensure community safety, reduce begging and anti-social behaviour, and prevent unnecessary deaths on the streets of Northamptonshire.

Once accommodated by the project, rough sleepers are able to sustain an income level, which with support, enables them to budget and eat regularly and be kept warmer and safer. This reduces the need for them to commit crimes or cause antisocial behaviour, and opens up a range of opportunities for them, including education, employment and healthcare. It also increases their personal safety and the safety of their community, by reducing their risk of becoming victims of violence, ill health and isolation.

By working with Northamptonshire Police Authority, street pastors and other faith groups, the project has also helped raised awareness of homelessness and the needs of vulnerable people within the local community.

The two year old project, which requires £38,000 funding a year to work with the rising number of rough sleepers, identified 87 permanent and sporadic rough sleepers in its first year. With help from the project, 45 of these were accommodated, 21 reconnected with their family members and many received assistance with their substance misuse and/or mental health issues. All of those who were accommodated by the project were offered follow on support.

Through its work the project has saved money and time for the police, local housing authorities, social services and healthcare.

For further information on Accommodation Concern, which for over 25 years has developed innovative homelessness and anti-poverty services in Kettering and the surrounding areas, visit www.accommodationconcern.co.uk.



Framework Housing Association

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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.

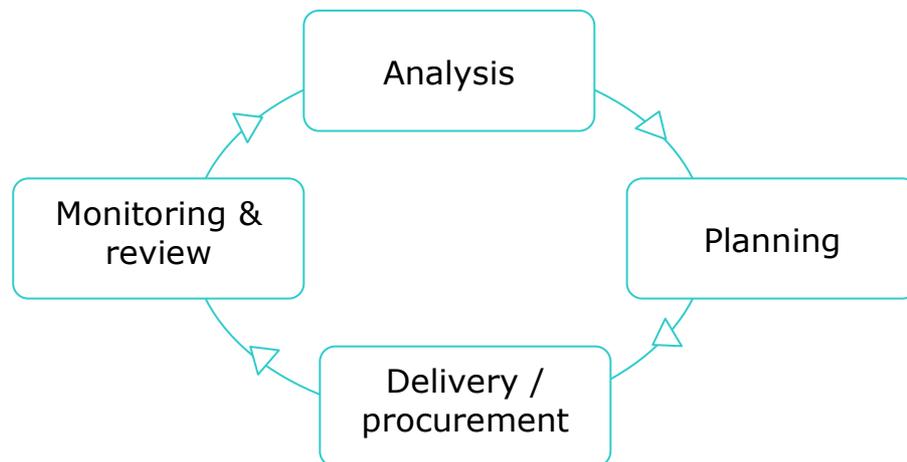
The role of the voluntary, community and social enterprise sector in commissioning

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

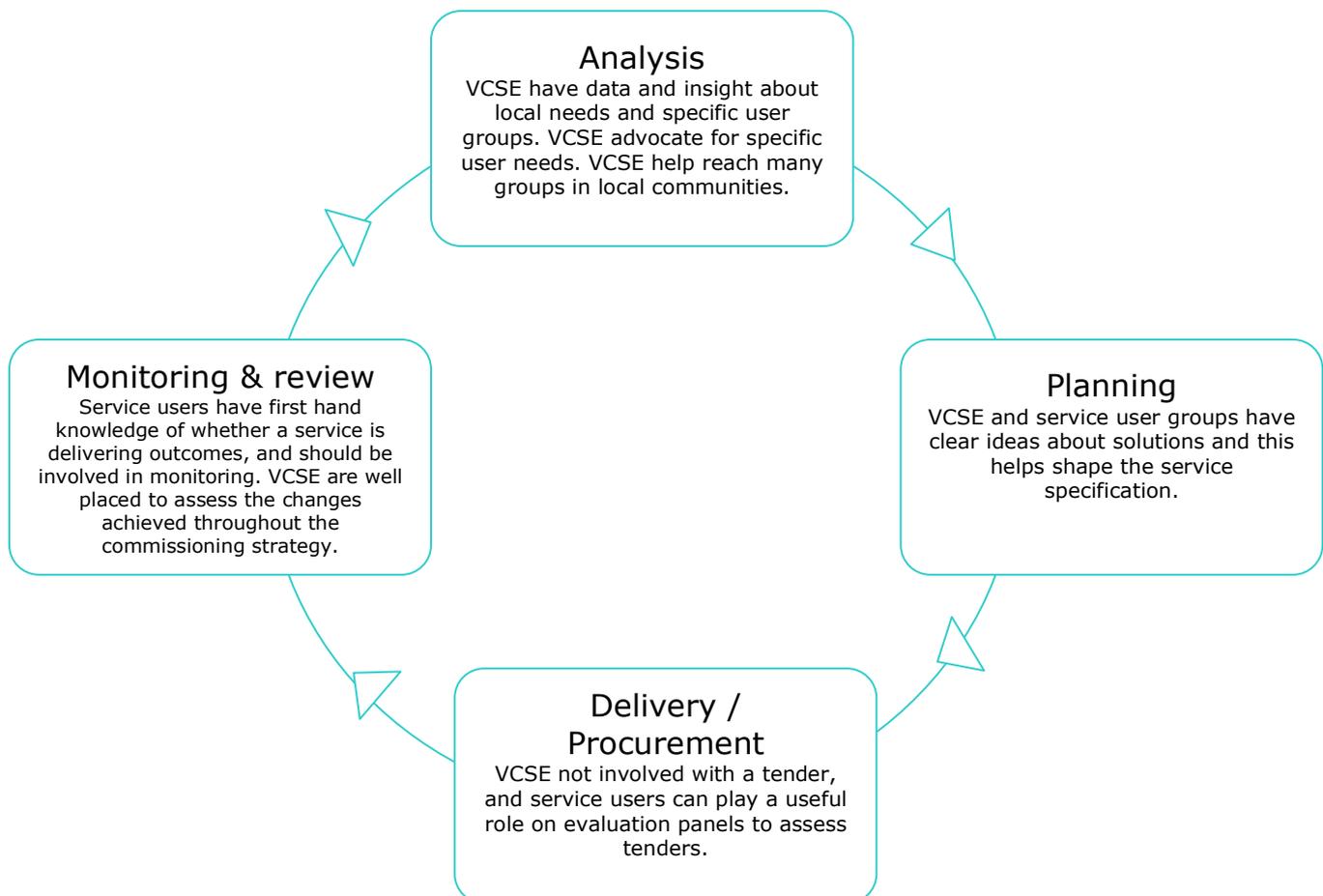
The role of the voluntary, community and social enterprise sector in commissioning

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>.

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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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

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.

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.