

Agenda item

Health and Wellbeing Board – 12 June 2017

One Walsall Update Report

1. Purpose

- 1.1. This report provides an update on One Walsall's current and planned activities to assist the Voluntary and Community Sector (VCS) and increase voluntary action.

2. Recommendations

- 2.1. The Health and Wellbeing Board note One Walsall's current and planned activities.
- 2.2. Partners identify the actions they can take to support the VCS and increase voluntary action in support of health and wellbeing outcomes.

3. Report Detail

- 3.1. One Walsall is the borough's Council for Voluntary Services and Volunteer Centre. Our capacity building support and volunteer centre functions are funded by a three-year grant agreement with contributions from Walsall Council, Walsall CCG and the VIEW Board. Following a period of organisational redevelopment, services were launched on 23 March 2017. We reach over 600 VCSEs working in Walsall including grassroots community groups, faith groups, social enterprises, and registered charities, and deliver information, advice and practical support, alongside representation and voice for the sector.

VCS Capacity Building

- 3.2. One Walsall's Development Team links a Development Officer to each of the four Localities, offering:

- *One to One Support* – An organisational diagnostic and development plan to prioritise work to increase quality and capacity. Follow up support in areas such as policies and procedures, staff management and recruitment, governance and trustee development, budgeting and financial management, funding and sustainability, measuring and promoting impact.
- *Training* - rolling programme of VCS-specific training currently including External Funding, Outcome Measurement and Business Planning. Further courses will be added throughout the year in consultation with the sector and in response to local and national developments. Read more here <https://onewalsall.org/one-walsall-training-programme-launched/>
- *Locality Forums* – launching in June, “One Voice” forums offer an opportunity for VCSEs to engage on a locality basis and identify shared priorities and responses. These forums will align with Walsall Council’s new Locality Model to ensure the sector’s views and successes inform strategic decisions. Read more here <https://onewalsall.org/join-the-one-voice-voluntary-network-in-your-locality/>
- *Funding Advice* - We offer a funding bid review service and work closely with local and national funders to link VCSEs to relevant opportunities and influence funding bodies on how to best direct their funding. Our online funding portal is available via our website,

and over 2,000 searches were performed in the last 12 months. Big Lottery Fund offers funding surgeries at our office weekly. Since our relaunch in March, we have supported the VCS to secure over £400,000 and many more decisions are pending.

- 3.3. In 2016/17 we delivered the Police & Crime Commissioner's Active Citizens Fund in partnership with Walsall Police and Walsall College. The fund aims to increase the numbers of active citizens taking part in their community to make them safer, more cohesive places, and awarded funds to 12 volunteer-led projects. We continue to work with awardees to help make their projects a success and have now launched a new fund for 2017/18. Read more here <https://onewalsall.org/the-police-and-crime-commissioners-active-citizens-fund-has-distributed-40000-to-good-causes-in-walsall/>. Our desire is to support more local partners to deliver funding to the sector effectively through our asset based community development approach and support, high quality projects which make best use of local resources.

Volunteer Centre

- 3.4. One Walsall's Volunteer Centre has achieved the national 'Volunteer Centre Quality Accreditation' standard, providing assurance to our funders, members and residents that our service is high quality and effective.
- 3.5. We have implemented an online system allowing residents to search and register their interest in local opportunities, and organisations to advertise opportunities and search the bank of volunteers quickly and easily. The service is available via our website (www.onewalsall.org/volunteer). 114 volunteer roles are currently advertised on the system and we are working with groups to ensure they are all still live, and developing more. Since the system launched 62 volunteers have registered. During Volunteers Week (1-7 June) One Walsall is hosting several information stalls, drop in sessions and presentations to encourage further engagement in voluntary action. We expect to see an increase in volunteer registrations during the week through a presence across the borough and a social media campaign.
- 3.6. In partnership with Public Health and Sandwell Volunteer Centre, we are delivering targeted engagement with Council service areas and sports-based VCSEs to engage more people in active volunteering for improved health and wellbeing outcomes.
- 3.7. We will shortly be launching Walsall Volunteer Coordinators Network for those supporting volunteers to share information and best practice, hear from guest speakers on the latest policy developments and identify collaborative approaches to increase volunteering. Linked to the network, a programme of training will be rolled out to further develop quality of work, introduce new and smaller groups to key considerations around safe and effective recruitment and support, and provide guidance for retaining and recognising the value of volunteers.

Walsall Together & Black Country Sustainability and Transformation Plan

- 3.8. The NHS Five Year Forward View sets out the case for why the VCS is critical to the success and sustainability of new models of health and care. In collaboration with our partner Council for Voluntary Services in the Black Country, and through our collaborative vehicle Black Country Together CIC, we are engaged in the STP. We are also working with partners on the Walsall Together programme to help include the voice of the VCS in shaping new models of integrated care in Walsall. However, we remain concerned there is no VCS representation on the Walsall Together Programme Board and therefore limited opportunity for the sector to shape the local programme.

- 3.9. We are supporting Public Health's Making Connections Walsall (MCW) programme and will offer MCW Hub providers specific training and targeted capacity building support to aid them in reducing loneliness and isolation amongst older adults. We will work closely with Hubs to target volunteer recruitment and capacity building support in areas of identified need, and within grassroots community provision to help balance supply of community support with increased demand.
- 3.10. The Volunteer Centre attracts many residents seeking volunteering as a route to increased skills and employment. Whilst we intend to continue to support this priority outcome for Walsall, we also intend to build greater engagement with older residents, particularly those reaching retirement or recently retired. We are developing proposals for a programme to engage this target group in voluntary action to support communities and for their own health and wellbeing. We intend to link this to the MCW programme.

In Development

- 3.11. *VCS Leaders Forum* - One Walsall has secured a place on several strategic boards and groups and we want to utilise this to best effect for the sector. Our Leaders Forum will identify sector leaders to represent the whole sector in strategic discussions and bring key considerations back to the forum to create practical action plans. The Forum will also offer leadership development opportunities through our partnership with the Open University's Centre for Voluntary Sector leadership.
- 3.12. *Collaboration* - We are consulting on the development of collaborative vehicles to ensure the sector is prepared for future commissions and funding opportunities. Changes taking place in health and care commissioning mean this will be essential to supporting local voluntary organisations to continue deliver effective services to residents, and capitalise on their knowledge of, and relationships with, the communities they serve.
- 3.13. *Volunteer Transport* – Developing a system of coordinated volunteer transport for people looking to travel in small groups on an ad hoc basis. This project will complement the MCW programme to help older adults to access local community activities and reduce the risk of isolation.
- 3.14. *Active Families* - Working with Black Country partners, One Walsall is leading development of a project aimed to increase family participation in sports and encourage more active lifestyles for the most inactive and disadvantaged families in the sub-region.
- 3.15. *Safeguarding training* – Working with Walsall Safeguarding Board and national Charities such as the NSPCC to develop a programme of training aimed at ensuring all VCSEs have the knowledge and capacity to ensuring residents are kept safe from harm.
- 3.16. *Engaging business* – We are planning an exercise to engage large private sector businesses with a presence or link to Walsall and help them identify the ways they can impact on local priorities and effectively through their CSR policies.

4. Implications for Joint Working arrangements

- 4.1. One Walsall works collaboratively to support and represent the VCS in Walsall, and provide a mechanism for strategic partners to engage with the VCS in effective ways. One Walsall will continue to share information with partners and commissioners to inform policy and commissioning decisions that impact the VCS and provide opportunities for partners to engage with the sector.

HWB “Obsession”

- 4.2. The Health and Wellbeing Board's "obsession" has a clear overlap with One Walsall's purpose. Following a meeting with the Director of Public Health and Head of Change and Governance, One Walsall has agreed to lead a workshop with representatives of HWB partners on 21 June, to further explore the obsession and its intended outcomes. The proposal is to review the stated "obsession" to ensure it is distinct from wider work to develop the relationship with the VCS taking place within Walsall Council's Transformation Programme and One Walsall's core work, and refocusing the obsession on "making Walsall a better place for volunteering".
- 4.3. One Walsall sees this as a positive opportunity to review how HWB partners work in support of a strong voluntary and community sector. We believe there are some tangible actions partners can take to support our efforts to build the capacity and sustainability of Walsall's VCS:
- *Supporting the Volunteer Centre as the primary route into volunteering in Walsall.* Supporting One Walsall to offer a single point of access for residents into volunteering will help build greater engagement. Partners can support by identifying how the online Volunteer Connect system can be promoted through their online presence and other communications, and making sure any volunteer recruitment or volunteer engagement projects are advertised through our system. This will create a single front door for volunteering in the borough, and illustrate a true picture of volunteering in Walsall from which to continue to review and take action on needs.
 - *Supporting VCSEs through training and knowledge sharing.* Recognising that voluntary action relies on a strong sector of voluntary organisations is key to sustaining volunteer support. Partners can identify how they share their knowledge of supporting positive health and wellbeing with VCSEs and work with One Walsall to weave this into our core training offer.
 - *Adopting a set of principles for working and communicating with the voluntary sector.* Engaging with One Walsall to agree a framework for working with the voluntary sector will help to build a positive relationship, ensure the greatest impact from VCSEs is achieved and avoid unnecessary challenges. This should include principles for communicating with the sector, how services are commissioned and grant funded and greater work to co-produce local services and policies.

5. Health and Wellbeing Priorities

- 5.1. Walsall's voluntary and community sector is diverse in structure and delivers a diverse range of activities which support our communities' health and wellbeing. The sector offers flexibility and innovation that can often be more difficult for statutory partners, but delivers many positive outcomes that enable residents to lead happy, healthy and independent lives. This sector delivers this through explicit "health" programmes and through programmes addressing the wider determinants of health and wellbeing. In short; the VCS is an essential partner in delivering health and wellbeing outcomes.

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