

ChangeUp – Public Service Priority Programme Update Note on Projects July 2005

The ChangeUp investment programme included an allocation of £4m to support the development of specialist voluntary and community sector infrastructure and targeted capacity building in 5 priority public service areas:

- Older people's health and social care
- Correctional Services
- Ethnic Minority employment
- Homeless hostel provision
- Parenting support services

Relevant government departments have now developed programmes of work under each of these areas which have been agreed by Home Office ministers.

Older people's health and social care

To support the strategic objectives of Change Up and 'Independence, Wellbeing and Choice' the Green Paper on the future of adult social care in England, the Department of Health are proposing a range of VCS capacity and infrastructure investment pilots:

- **Time banks pilot project:** Establish a new timebank in North Devon and expand the capacity of existing schemes in Gloucestershire in order to secure 1000 hours of voluntary activity from older people and to build up local infrastructure. Networks will also be established in the South West and North East to support future schemes and to share good practice.
Contact: Claire Greenhalgh, Claire.Greenhalgh@helptheaged.org.uk
- **Identifying and disseminating good practice guidelines – Homeshare England:** Pilot a homeshare volunteer project based in West Sussex, where older persons or other adults will exchange accommodation for care and develop good practice guidelines.
Contact: Sian Lockwood, NAAPS Sian.lockwood@btconnect.com
- **“home share project”:** Explore the feasibility of developing a Homeshare pilot at Oxford Brookes University and contribute to the development of toolkit for use to support the rollout of the model in partnership with the project in West Sussex.
Contact: Jane Coffey, jcoffey@brookes.ac.uk
- **Consistency Project:** Develop guidelines and advice for use by NHS and Social Care organisations to facilitate the establishment of volunteering schemes and ensuring consistency of procedures.
Contact: Sheila Hawkins, Sheila.Hawkins@volunteeringengland.org
- **Promoting Volunteering and Good Practice:** Fund a development worker on a short-term contract to build up local networks of voluntary

services managers and promote good practice in the management and involvement of volunteers.

Contact: Marion Baldwin, marion.baldwin@addenbrookes.nhs.uk

Lead Official for Pilots: Matthew Fagg, matthew.fagg@dh.gsi.gov.uk

Research Project to enable the DH and its VCS partners to conduct strategic analysis on the capacity and infrastructure of the VCS that supports (i) older peoples health and social care services and (ii) the wider health and social care. The research will produce the strategic analysis required to inform the development of a framework of options for future decision-making about any long-term investment in VCS capacity and infrastructure to support delivery of health and social care priorities and objectives.

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Interim Research Lead: Dr Alan Glanz, alan.glanz@dh.gsi.gov.uk

Correctional Services

The Voluntary Sector Unit of the National Offender Management Service in the Home Office is undertaking three areas of work.

1. Developing Specialist/Generic Infrastructure Links

- Using specialist infrastructure to raise the awareness of generic bodies about the work and needs of groups working with offenders
- Using specialist infrastructure as conduit for frontline organisations working with offenders to access the expertise of mainstream infrastructure bodies and National Hubs.
- Working through generic infrastructure to identify mainstream organisations not currently engaged in working with offenders who have relevant skills/services
- Developing information, training and access to advice which will assist voluntary and community groups in identifying and accessing service delivery opportunities in NOMS
- Benchmarking, quality assurance and staff training

This will involve work at a national, regional and sub-regional level with specific pilots in Yorkshire and Humberside, the NE and East Midlands

Contact: CRISP - Clive Martin, clive.martin@clinks.org

2. Large Organisations Supporting Small Organisations

This is being explored through three pilots using large organisations with relevant skills working constructively with smaller providers. This will include encouraging the creation of federated working with a mix of providers, partnership development and the formation of consortia. Projects will be regionally focussed with one in NE, one in London and one in the West Midlands.

Contacts:

Step Up, West Midlands - Val McNerney, val.mcnerney@crimeconcern.org.uk

PiRR, London - Nick O'Shea, nick@revolving-doors.co.uk

MOVE , North East - Jackie Worrall, Jackie.worrall@nacro.org.uk

3. Working With Under-Represented Groups

There are very few black and minority ethnic voluntary or community groups working with offenders. This programme will include:

- Identifying the needs of existing black and minority ethnic providers
- Engagement with existing national and regional black and minority ethnic forums to identify potential providers/sources of support
- Developing information, training and access to advice which will assist black and minority ethnic voluntary and community groups in identifying and accessing service delivery opportunities in NOMS.

It will work in the NW and SW

Contact:

SEED 4 BME Offenders - Zoë Gann, zoe@partnersofprisoners.co.uk

Ethnic Minority Employment

The Department of Work and Pensions will be supporting the demand@work project. The aim of the demand@work project is to increase the capability of the voluntary and community sector (VCS) to deliver high performance, demand-led employment and skills initiatives in their communities. Its specific objective is to assist local providers, particularly black and minority ethnic groups (BMEs), to develop and manage effective relationships with employers.

The initial phase of the project will be conducted within the context of the *Fair Cities* initiative in **Birmingham, Bradford and Brent**; the information drawn from this phase will be used to inform a major programme of technical assistance and training for VCS organisations throughout the UK. Demand@work is sponsored by: The National Employment Panel (NEP), the Black Training and Enterprise Group (BTEG), Project Fullemmploy and Public Private Ventures (PPV).

The demand@work project has four principal objectives:

- to build the capability of selected VCS organisations to serve as high performance intermediaries, applying strategies and techniques within each of the *Fair Cities*;
- to deliver a programme of technical assistance and training to assist VCS organisations design and operate employment strategies for disadvantaged communities;
- to develop BTEG and Project Fullemmploy as skilled organisations in employer engagement and the principal source of this expertise for VCS organisations; and
- to identify policy and operational issues which impede or promote the ability of VCS organisations to deliver high performance, initiatives within the welfare to work system.

Contact: Davina Gray, davina.gray@dwp.gsi.gov.uk

Homeless hostel provision

ODPM's programme will be split into three areas:

1. VCS Secondment and Lead Contact.

To assist in the overall management of Hostels Improvement Programme, focusing on delivery of VCS services; join up VCS and local authority sector on delivery of homelessness services; ensure VCS linked into Local Strategic Partnerships.

2. Homelessness VCS – Homeless Link

Homeless Link are undertaking a roll out of their regional infrastructure. This will be delivered through a VCS contact in each region to develop effective links with Government There will be a programme of regional partnership events and good practice seminars and a Training and skills programme focussed on hostel staff, including bursary programme for smaller agencies. Central to their strategy will be the hostels toolkit which was launched mid March and is being promoted via their web-site.

3. Domestic Violence VCS – Women's Aid

A project through Women's Aid which aims to improve the skills and knowledge of those working in refuges through a national accredited training programme. The work will result in a single accredited training programme covering a wide scope of domestic violence services. The plan also aims to strengthen capacity of domestic violence VCS to engage with mainstream investment programmes on housing and Supporting People at regional level.

Contact: Maff Potts, maff.potts@odpm.gsi.gov.uk

Parenting support services

The Families Division within the Department for Education and Skills has developed two projects:

1) Parentline Plus ICT infrastructure

ICT infrastructure support for Parentline Plus (PLP), a key VCS partner of DfES, which provides a VCS helpline for parents. This will enable Parentline Plus to support and work more closely with a network of other VCS helplines, in particular to encourage better knowledge-sharing, and in turn leading to more effective referrals.

Contact: Dorit Braun (PLP) : doritb@parentlineplus.org.uk

2) Strengthening Families Grant

An extension to the level of infrastructure support available through the Strengthening Families Grant (SFG), a £11.3m open grant round for voluntary & community sector (VCS) work in the family support field (with a specific focus on parenting & relationships).

Contact: Amanda Sasia (SSU) Amanda.Sasia@dfes.gsi.gov.uk