Present | Rob Leak (Chair) – LBE (RL)  
| Councillor Yasemin Brett – LBE (YB)  
| Shaun Rogan - LBE (SR)  
| Niki Nicolaou - LBE (NN)  
| Ilhan Basharan – LBE (IB)  
| Caroline Fanning – LBE (CF)  
| Jess Khanom – LBE (JK)  
| Kate Kelly – LBE (KK)  
| Katie Rose – LBE (KR)  
| Marc Gadsby – LBE (MG)  
| Michael Sprosson – LBE (MS)  
| Paul Kearsey – LBE (PK)  
| Sally McTernan – LBE (SM)  
| Tim Harrison – LBE (TH)  
| Tim Kidd – LBE (TK)  
| Debbie Gibbs – LBE (DG)  
| Sabena Ahmed – LBE (SA)  
| Jany Thompson – LBE (JT)  
| Graham MacDougall - Enfield Clinical Commissioning Group (GM)  
| Alan Weinstock – Age UK Enfield (AW)  
| Chandra Bhatia – Enfield Racial Equality Council (CB)  
| Ginnie Landon – Enfield Women’s Centre (GL)  
| Claire Whetstone – Enfield Children & Young Persons’ Services (CW)  
| Jill Harrison – Enfield Citizens Advice Bureau Services (JH)  
| Jill Raines – Crossroads Care (JR)  
| Lesley Walls - One-to-One (Enfield) (LW)  
| Pamela Burke – Enfield Carers Centre (PB)  
| Paula Jeffery – Enfield Voluntary Action (PJ)  
| Tim Fellows – Enfield LGBT Network (TF)  
| Mumin Islam – Thames Water (MI)  
| Karen Brookes – Thames Water (KB)

1. **Introductions and Apologies**

1.1 The Chair (RL) welcomed everyone to the meeting and introductions were made.

1.2 Apologies for absence were received from Doug Wilson, Mary O’Sullivan, Liane Burn.

2. **Minutes of the last meeting and matters arising**

2.1 The minutes of the meeting of 21/3/2016 were agreed as a correct record.

3. **Thames Water Smart Water Meters Programme in Enfield - Mumin Islam/Karen Brookes**

3.1 MI/KB presented an update on Thames Water plans to install smart water meters progressively across the London Borough of Enfield over the next few years to help protect future water supplies. The aim of the programme is to reduce overall water usage and improve leakage detection. It will also put customers in control of their water.
bills, by paying for the amount of water they use, gradually replacing the existing fixed charges based on outdated rateable values. Smart meters will also enable customers to view their consumption online. A copy of the presentation is attached as Appendix 1.

<table>
<thead>
<tr>
<th>3.2</th>
<th>In response to a query from LW, MI explained that free extra support is provided to customers who require additional assistance because of disability or other personal circumstances which would otherwise make it difficult for them to communicate with Thames Water or to access their services easily.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3</td>
<td>MI will distribute the ward programme timetable to VSSG members.</td>
</tr>
<tr>
<td>3.4</td>
<td>YB raised the issue of power outages and asked MI to contact Bernard Smith, the Council’s Emergency Planning Officer <a href="mailto:Bernard.smith@enfield.gov.uk">Bernard.smith@enfield.gov.uk</a></td>
</tr>
<tr>
<td>3.5</td>
<td>PJ advised that Enfield Voluntary Action (EVA) has sent out the information to their members and suggested that it would be useful to have bite-size info on how to use the service and to include the eligibility criteria for tariffs. This information could then be included in future editions of EVANEWS to enable VCS groups to publicise it to their service users.</td>
</tr>
<tr>
<td>3.6</td>
<td>In response to a query from YB, MI explained that there is a process in place for residents in tenanted accommodation.</td>
</tr>
<tr>
<td>3.7</td>
<td>RL thanked MI/KB for their presentation.</td>
</tr>
</tbody>
</table>

4. **Change and Challenge – Kate Kelly/Katie Rose**

| 4.1 | KK explained that Enfield’s Change and Challenge Strategy has been extended to 2020; looking at services in place for complex teams; requirement for each family identified under eligibility criteria; 2,760 families to work with as joint partnership and additional 210 families to work with. |
| 4.2 | KR gave a presentation on the support for families from the Change and Challenge Team. A copy is attached as Appendix 2. |
| 4.3 | In response to a query from PB, KR explained that since the launch in April, 11 case workers have 8-10 cases = 19% - aim is 25% of the 2,900 – it is a 3 month intervention. |
| 4.4 | In response to a query from LW about building up the trust with families, KR explained that the team are very open and transparent. The families sign up to a contract that offers a mix of support and challenge to them. All safeguarding concerns would be reported. |
| 4.5 | In response to a query from GL/CB, KK explained that if an organisation believes that it has identified an Enfield family that meets the Change and Challenge criteria the family pre-screening form should be completed. |
| 4.6 | RL thanked KK/KR for their presentation. |

5. **Leisure Update – Jess Khanom/Tim Harrison**

| 5.1 | JK gave a presentation on the Enfield Physical Activity Pathway. A copy is attached as Appendix 3. |
| 5.2 | Sport England has launched a new strategy 2016-2021 – funding pots available. Further details can be found on their website [www.sportengland.org/](http://www.sportengland.org/) |
| 5.3 | TH explained the activities funded by the GLA 2 year programme. 1. Active With Ease - available to adults who need support losing weight and with medical issues. 2. Energise Enfield Women’s Get Active – focusing on women who |
are inactive.
3. Falls Prevention Programme – aimed at people who have had a fall or risk of having a fall – working with Age UK and Enfield CCG. The activities are well subscribed. The Sports Development Team is keen to work with VCS groups on these 12 week activities. Contact Tim.Harrison@enfield.gov.uk

| 5.4 | Regarding the sustainability of projects, TH explained that people can be trained to continue the project after 12 weeks. The team will work with groups on the issue of people/staff availability to continue the project – ongoing discussions on this issue. |
| 5.5 | LW commented on the lack of self-motivation for some members to continue their activities. TH noted and will take forward. |
| 5.6 | CB commented on the issue of finding culturally acceptable activities, to encourage people to work together. TH noted and will take forward. |
| 5.7 | RL thanked JK/TH for their presentation. |

6. **Enfield Connected – Paul Kearsey/Sally McTernan/Tim Kidd**

| 6.1 | TK and SM gave an overview of the current developments to be completed by August 2016 and the improvements this will make to customer experience and the increase in self service options customers will have. |
| | - The issue with Homelessness cases being logged in the Test system was unfortunately caused by human error. Internal protocols that should ensure this does not happen have been refreshed and updated and all members of the development team have been re-trained on the importance of adhering to these. |
| | - Any cases logged in the test will be transferred into the live system by LBE |
| | - Feedback from the group was that Homelessness was now working as it should |
| | - JH raised issue with the current sheltered housing triage and agreed to share the current link with SM for review. |
| | - LW raised issue with the lack of personalisation when contacting the Council, particularly for vulnerable people. |
| | - LW will send details of housing registration application to SM. |
| | - General comments were raised about how users were struggling to use the website/portal and the current level of service on the telephones. |
| | - Assurances were given that LBE are now up to the right staffing levels in the call centre and the most recent starters are just coming out of training and are expected to help improve call answering times. |
| | - Furthermore that the new telephone system that will be implemented over the summer will overcome a number of current barriers to better call handling performance |
| | - Digital Champions were being rolled out across LBE face to face service centres including Civic Centre and libraries to help customers navigate Enfield Connected and our wider digital offer |
| | - LBE are reviewing take up in terms of demographics and take up has been strongest in some of our most challenging neighbourhoods |
| | - LBE committed to engaging further with the group on
understanding current user experience and to identify how we can improve the self-service offer, provide the right solutions/service approach for vulnerable customers and get better at enabling Volunteers to be real champions.

| 6.2 | RL thanked SM/PK/TK for their presentation. |
| 6.3 | RL left the meeting at this point and YB chaired the remainder of the meeting. |

| 7. | **Third Sector Development Team Update – Shaun Rogan/Niki Nicolaou** |
| 7.1 | NN advised that the VCS conference will be held on 11/7/2016 at the Dugdale Centre and encouraged VCS representatives to book places. The event will include a number of different speakers from external funding agencies as well as representatives from Enfield Council and our own local VCS. |

| 8. | **Update from Health Housing & Adult Social Care – Michael Sprosson** |
| 8.1 | MS provided a departmental update. A briefing note is attached as Appendix 4. |
| 8.2 | PJ advised that a workshop sponsored by SEGRO on collaborative working will be held on 21/6/2016 at EVA. |
| 8.3 | PJ distributed her short report on the challenges facing the voluntary sector. A copy is attached as Appendix 5. |
| 8.4 | In response to a query from YB, PJ advised that all groups on EVA’s mailing list have been invited to the prevention workshops. |
| 8.5 | In response to a query from CB about the uncertainty for infrastructure organisations, SR explained that the Council is reviewing the options and a timeframe will be advised shortly. |

| 9. | **Adult Social Care Local Authority Trading Company (LATC) – Marc Gadsby** |
| 9.1 | MG explained his role and the development of Independence and Well Being Enfield as a new company which is wholly-owned by the Council and will deliver services on behalf of the Council from the existing Independence and Well Being Services portfolio. Independence and Well Being Enfield will take on the delivery of selected services which have identified as being best fit within the company. These services fit within the portfolio of the existing Independence and Well Being Services and seek to develop a holistic package of support which can help vulnerable people to be as independent and well as possible. The services which are proposed to transfer from Enfield Council to Independence and Well Being Enfield are: |
|  | • Integrated Community Equipment Service |
|  | • Outreach |
|  | • Adult Placement Scheme |
|  | • Community Link |
|  | • Formont |
|  | • New Options |
|  | • Rose Taylor |
|  | • Park Avenue |
|  | • Wheelchair Service |
|  | • Shopmobility |
Enablement Provider Service
Safe and Connected

Independence and Well Being Enfield will remain firmly under the control of local councillors and senior officers ensuring that high standards of care are maintained, effective services are delivered and the company is financially resilient.

People who currently receive services from the Council will continue to receive services from the same experienced and dedicated staff, in the same locations but under the Independence and Well Being Enfield banner. These changes will help maintain and enhance care services for adults – including older people and people with disabilities, in the face of shrinking budgets. Independence and Well Being Enfield will be able to deliver services to people who receive a direct payment, plus informal carers and those who fund their care privately. This extra income will mean that the Council can make vital savings and resources can be invested back into Enfield.

The indicative timescale for services transferring to the new company is 1 September 2016. The team is carrying out wider consultation and engagement with staff, service users and their families and carers.

Cllr Alev Cazimoglu, Enfield Council’s Portfolio Lead for Adult Social Care, is the Chairperson on the LATC Executive Board; Lorraine Davies is the Managing Director. Currently recruiting to two Non-executive Director positions. The LATC Executive Board reports to the Oversight Board which sits within the Council.

MG stated the Council’s commitment of working with the VCS and the importance of building on existing relationships. MG would appreciate meeting with VCS groups for shared visioning going forward.

9.2 In response to a query from PB about changes regarding out of hours staffing and moving staff across to LATC, MG explained the need to recruit to these posts and to have a commitment to growth in services.

9.3 YB thanked MG for his presentation.

10. Enfield Clinical Commissioning Group – Graham MacDougall

10.1 Enfield Chief Officer
Paul Jenkins has now left Enfield CCG and Sarah Thompson has commenced as interim Chief Officer for the next several months. Sarah was in Enfield a few years ago as Borough Director at the time of CNL Cluster PCT.

North Central London (NCL) Sustainability and Transformation Plan (STP)
This is the most significant strategic development happening across NCL. The STP is a 5 year strategic plan developed by CCG commissioners, providers and local authorities. The STP footprint for us is North Central London. The leads for the STP are:
  1. David Sloman, CEO RFH - Provider lead
  2. Mike Cooke, CEO Camden Council – LA lead
  3. Dorothy Blundell, CO Camden CCG – Commissioner lead
The STP is being developed across England with 3 overarching aims:

1. Reduce the health and wellbeing gap
2. Reduce the care and quality gap
3. Reduce the finance and efficiency gap

Some key priority areas include mental health, urgent and emergency care, primary care, elective pathways, prevention, estates and digital. The STP is currently being developed and the first formal submission to NHS England is 30th June 2016. Further work will be undertaken, following assurance and feedback, prior to the final submission in September 2016.

| 10.2 | YB thanked GM for his presentation. |
| 11. | **Update from Schools & Children’s Services – Caroline Fanning** |
| 11.1 | CF provided a commissioning update. A briefing note is attached as Appendix 6. |
| 11.2 | YB thanked CF for her presentation. |
| 12. | **AOB & News** |
| 12.1 | CB advised that EREC’s Annual General Meeting will be held on 14/7/2016 at 6.30pm at Enfield Civic Centre, followed by a joint meeting of the Strategic Race & Equalities Forum and the Enfield Hate Crime Panel. All VSSG members are invited to attend. |
| 12.2 | MS advised that he is leaving Enfield Council shortly and this would be his last VSSG meeting. He thanked all members for their joint working partnership. YB thanked MS for his service to the VSSG and wished him success in the future. |
| 12.3 | NN asked all VSSG members to advise the Third Sector Development Team if they had any agenda items for future meetings by email to VCS@enfield.gov.uk |
| 12.4 | YB thanked all for attending. |
| 12.5 | Date of next meeting. The next meeting will be held on Monday, 19th September 2016 at Civic Centre Room 6. |
Smart metering update

London Borough of Enfield

20 June 2016

Munir Islam, Metering stakeholder liaison
Karen Brookes, Affordability manager

Smart metering aims.

- Reducing overall water usage - helping customers save water to help meet the supply and demand gap.
- Improving leakage detection - identifying leaks on our network to help us fix them quicker and reduce disruption.
- Putting our customers in control of their bills and how they use water.

Enfield metering update.

- We started our programme in summer 2015 and aim to fit around 82,000 smart meters across the borough over next few years.
- By the end of May 2016 we fitted over 20,000 meters and identified 134 leakage points of interests with a potential saving of 263,000 litres per day.
- We’ve so far repaired 54 leaks on customers pipe to save around 96,780 litres per day.
- We now have over 20 customer engagement officers and smarter home advisors employed locally.
- We’ve started to engage with community groups to make sure customers know about the charges, help and support available.

Customer Journey

- Door knock: To answer any questions and provide support available.
- "My meter" pack to provide support.
- "Mymeter" online account management.
- "Switch" letter for customers to switch to smart meter.

Smarter home visit.

In Enfield we’ve fitted:

- 6,000 water saving devices - saving an average of 46 litres of water per day per household.

That’s a saving of around:

- £35 off metered water bills
- £25 off energy bills

by reducing their hot-water use a year.

Extra customer support.

- Social tariffs – we offer two social tariffs, one specifically designed for customers on a water meter, WaterSure, and another to help our most vulnerable and low income families, WaterSure Plus.
- Grants – our customer assistance fund provides debt relief for customers who genuinely can’t pay their arrears with us.
- Extra care services – for our customers who are elderly, disabled, or need extra help, we offer a range of extra care services to make it easier to understand the information and support available.
- Special assistance register – we encourage customers to register so we can provide additional support during emergencies – e.g. interruptions to water supply.
- Doorstep password scheme – to protect our customers against bogus callers.

VSSG 200616 Minutes, Version 1.0
This is a CONTROLLED document. Any Printed copy must be checked against the current electronic version prior to use
Community engagement update.

- As part of our engagement programme, we’ve so far carried out almost 10,000 smarter home visits across LB Enfield.
- We’ve engaged with a number of groups including the Met police, safer neighbourhood teams, Age UK and a briefing note about the programme was also circulated to over 400 voluntary sector contacts in Enfield.
- We briefed local councillors and MPs and held a drop-in session for councillors last year ahead of our programme.
- We held a drop-in session at the over 50’s winter fair and at the Ruth Winston community centre.
- We’ve also been working with LB Enfield to include information about the programme in ‘Our Enfield’ magazine issued in March as well as information has been put on LB Enfield’s website under sustainability.

Ongoing community engagement.

- In May we launched our 6 week advertising campaign from press advertise to posters in public places to promote the benefits of metering and the help and support available.
- Keen for more.
- We’re keen to continue working with LB Enfield and local voluntary groups to raise awareness in the community of our programme and the support packages we offer, as well as provide advice on how to get help with bills.
- We’re keen to hold workshops and briefing sessions for voluntary groups or agencies.
- Include information in local community newsletters or social media pages to reach more customers.
- We welcome any thoughts and suggestions from voluntary groups too.
 Appendix 2

Change and Challenge
Troubled Families Team in Enfield

Kate Kelly
Katie Rose
Date: 20th June 2016

Team Structure

| Change and Challenge Programme Coordinator |
| Change and Challenge Manager x 2 |
| Data Manager |
| 11 x Outreach Case Workers |
| 2 x DWP Advisors |
| 3 x Data Analysts |
| DVA Advisor |
| Nurse |
| Job Broker |
| Police Liaison Officer |
| Triage Officer |

6 Headline Phase 2 Criteria

- Don’t give up
- Everyone can change
- People in need
- Focus on people
- Supporting families
- Help people

Support for families from the Change and Challenge Team

What do we do?
- If a family is identified as meeting at least 4 of our 6 criteria, a Change and Challenge Caseworker will provide intensive intervention work with the family. We will aim to engage and get the family, supporting them to turn their lives around. The intervention will be of high frequency and will be reviewed after 12 weeks.

The team works to the following principles:
- Whole family assessments
- Bespoke action plan
- Family start plus
- Build relationships and identifying needs
- Team around the Family process
- Offer support to existing lead agencies
- Empower families

Support for families from the Change and Challenge Team

What are the main outcomes?
- Reduction in youth offending and anti-social behaviour
- Reduction in gang activity
- Improved attendance and life opportunities
- Families receiving will early support
- Reduction in unemployment and improved aspirations
- Reduction in child poverty
- Reduction in violence and domestic abuse
- Safer and stronger families
- Reduction in family breakdown
- Improved health and well-being
- Reduction of costs for the public health purse

Specialisms Within The Team

- Education and Early Years
- Employment and Benefit Advice
- Crime & Anti-Social Behaviour
- Domestic Abuse and Violence
- ADHD and Children with SEN
- Crime Prevention
- Gang Affiliation
- Advocacy
- Youth Offending
- Social Work
- NEET prevention
Family Star Plus

Change and Challenge Strategy 2016-2020
- Strategy currently being revised
- Working with the policy team in Enfield
- Consulting with partners Strategy and outcome plan
- Embedding the DCLG’s 4 key principles
- Accountability

4 Key Principles
- Whole family assessment
- Lead agency
- Intervention
- Action plan aligned to our outcome plan
  - How all partners are assessing, how they target the whole family
  - How different partner agencies capture their interventions and the systems they use
  - How the lead worker is identified
  - How they action plan, where they store these and who is the focus of the actions

Working Together
- Identifying potential families
- Pre screenings
- If eligible discuss referral with the family and complete early help form
- Introduce us to the family / handover meeting
- Attend team around the family (TAF)
- DWP referrals and Employment workshops for parents
- Regular partnership meetings
- Creative approach

Our Key Partners
- PSU
- Children’s SS
- Children’s Centres
- YOU
- FASH
- Solace
- DWP
- Education welfare
- CAMHS
- Community Safety
- Probation
- Adult Mental Health
- Etc...

Questions
Enfield Physical Activity Pathway

stage 1:
Screening and referrals (for patients who are interested in making a change)

- GP or practice nurse; assessment of patient eligibility based on:
  - High risk category
  - Low risk category
- Promote healthy lifestyle and physical activity via district health service
- Publicity

- Adult Based Service: assessment via screening efficacy
  - High risk category: SBP screening diagnosis and treatment for patients who need the service and cannot be treated at home; referral to viewpoints
  - Low risk category: SBP screening diagnosis and treatment via NPS
- Publicity

- Exercise referral: authorisation for referral through exercise
- Exercise for those with diabetes
- Exercise for those with cardiovascular disease
- Exercise for those with respiratory disease

Stage 2: Intervention- referral routes

- Advice and information (patient name, patient activity)
  - Aims to provide information on where to enrol in different activities
  - Referral to fitness clubs
  - Referral to community services

- Exercise referral
  - Referral to fitness clubs
  - Referral to community services

- Physical activity referral (patient name, patient activity)
  - Referral to fitness clubs
  - Referral to community services

Stage 3: Delivery

- Active Life programme
  - Specific programme for long-term patients with low levels of physical activity
  - Referral to community services

- Leisure Centre
  - Evening classes

- Active programme
  - Referral to community services

- Active programme
  - Referral to community services

Stage 4: Completion

- Patient satisfaction
  - Survey of patient satisfaction with the service

- Physical activity referral
  - Referral to fitness clubs

- Health promotion
  - Referral to community services

- Exercise referral
  - Referral to fitness clubs
HHASC Voluntary Community Sector Funding Update

HHASC Service Development Team is now progressing with the recommissioning of the VCS funding.

Two consultation events were held, in partnership with Enfield Voluntary Action, in January this year where the sector was asked for its views over areas for investment and commissioning. From those workshops the following outcomes for recommissioning were agreed:

- Helping People Continue Caring
- Supporting vulnerable adults to remain living healthily and independently in the community including avoiding crises
- Supporting people to improve their health and wellbeing/improving self-management
- Helping Vulnerable Adults to have a voice
- Preventing Social Isolation
- People recover from illness, safe and appropriate discharge from hospital
- Increased and improved information provision

The commissioning will be structured as follows:

- One contract will be awarded for each outcome
- Partnership/consortia bids are strongly recommended
- In addition, outcome based events are begin organised for mid/late July prior – a chance to meet others interested in each outcome and work together. These sessions will be chaired by the Institute of Public Care and will look at forming successful consortiums as well as the outcomes themselves. We are awaiting confirmation of dates but we hope these will be circulated by the end of this week
- Support around bid writing and tender process will be organised from September
- New monitoring arrangements with guidance published
- Specifications will be published by the end of July/beginning of August
- New services commissioned by 2017/8 financial year
- In addition, each lead partner of the successful bid will be offered additional funding for leadership costs (as part of the strategic funding for Age and Disability). Amounts to be confirmed but likely in the region of £10,000 - £15K per annum per consortium. If consortia want to link up to pool funding/resources for the leadership functions, we would consider this.
- Notice to be served on current grants/ grant system October 2016. 6 months notice
- Awards (3+2) subject to satisfactory performance. Part of the performance monitoring process will involve visits both by contract monitoring and potentially other partners, including our quality checkers

Additional points

- Discussion underway with the CCG about possibility of joint funding
- Discussion with Supporting People about inclusion of Floating Support for Vulnerable Adults contract.

Feedback from VSSG Meeting 20.6.16

- Carers Hub awaiting responses to a number of questions relating to new commissioning requirements.
- Commissioners should be present at IPC training sessions – to ensure common language, approach, etc.
- Align commissioning timescales with corporate grants & vice-versa
CHALLENGES FACING THE VOLUNTARY SECTOR

My apologies for not speaking to this issue in person but I am away on holiday.

The Voluntary & Community Sector contribution to supporting Civil Society

At a time when statutory sector services are diminishing the importance of having citizens willing to get involved in giving their time to be on management boards and to fundraise, facilitating the delivery of services to local people, is increasingly important. The received wisdom is that we need to find local solutions to local problems and build resilience within the community. This process cannot be achieved without engaging Enfield residents and having some financial resources giving capacity to build partnerships between the VCS, public sector and local businesses. In addition, the VCS provides opportunities for people to volunteer and to learn and develop new skills which may lead to employment or to being less isolated or lonely leading to improved mental health.

The Voluntary and Community Sector (VCS) is of course aware of the enormous reduction in funding sustained by the public sector which inevitably affects the funding available for contracts/commissioned grants with the VCS. The challenges for the VCS and the Enfield community are as follows:

(1) The uncertainty regarding the continuation of new or existing funding arrangements means that applications to external funders, which may seem the obvious option, are also jeopardised because funders need to see that an organisation is a ‘going concern’ and has a sufficiently robust management structure in place to manage the funds being applied for. Funders scrutinise the finances of organisations, not simply in relation to how the finances are managed but the track record of managing varying levels of funding. (For example, recently one of the reasons a bid was unsuccessful in Enfield was, in part, because the organisation had not managed such a substantial level of funding in the past.)
(2) Increasingly receipt of funding/or a contract with a statutory body is seen by funders as an endorsement of both the quality and relevance of services delivered by a VCS organisation. Therefore bringing in additional resources that the public sector is unable to apply for directly or only in partnership with the VCS is likely to be negatively affected.

(3) Uncertain levels of resource leads to an inability to plan, this will be a familiar situation to all ESP partners. The difference for the VCS is that they are managed by boards of trustees, who are volunteers, giving their time and energy to support activities for the benefit of residents. Decisions about redundancies and reduction of services are not really what they signed up for. Organisations do not have HR departments or finance departments responsible for these matters, so volunteer trustees, will need to give up their time to deal with the situation at a time when they would prefer to be supporting service delivery. Economies of scale have a significant impact on these small organisations and once VCS groups are disbanded they are permanently closed and trustees are disbursed.

(4) Inability to recruit, retain and manage volunteers who provide significant support to Enfield residents, because there is a cost involved. Involving volunteers may be low cost but is not at no cost. Volunteers have to be trained, managed and receive out of pocket expenses, lack of funds means these essential components of service delivery are not possible.

(5) Involvement in partnerships requires staff time and resources which may no longer be available for the VCS to participate in putting together funding bids or ideas with statutory partners to bring resources in to the borough.
SCS Commissioning Update for VSSG
20th June 2016

1. Supporting Families/CAMHS

Children’s Service Development (Commissioning) are working in partnership with the CCG to commission a transformed CAMHS service which will include early intervention services (e.g. tier 2). The new CAMHS Strategy is being promoted across Enfield [http://www.enfieldccg.nhs.uk/about-us/child-and-adolescent-mental-health-services-camhs-strategy.htm](http://www.enfieldccg.nhs.uk/about-us/child-and-adolescent-mental-health-services-camhs-strategy.htm)

The CAMHS Transformation Programme is supporting the development and enhancement of early intervention community services within Enfield. Examples of investment are:

- CYP IAPT (Improving Access to Psychological Therapies) training for community organisations that provide (qualified) counselling
- Bite-size courses e.g. eating disorders
- Capacity building support for 3 VCS consortia (lead by Enfield Mind, Solace and ECYPS) to compile bids to expand their counselling support to children and families.
- 11 Young Mental Health Peer Educators trained in April by Young Minds/Enfield Youth Service to deliver information in schools and the community.
- Improving access to services through re-design of BEH Website and through compilation of a local – with national links – service directory (commissioned through ECYPS)
- Design of an anti-stigma campaign, following consultation with Enfield young people
- New safe social media resource for young people – ‘Silent Secret’ App – to support wellbeing and build resilience
- Multi Agency Mental Health Forum – 30th June 2016 at the Ark. A key vehicle to deliver the Early Intervention element of the CAMHS Transformation programme, enhancing knowledge, service development and referrals between organisations and CAMHS. It will disseminate best practice that is evidence-based and accessible. The forum is administered through ECYPS.

2. Early Help

Andrew spoke about the Early Help Strategy at a previous meeting. The Draft Early Help Strategy 2016-19 sets out the role and purpose of Early Help in Enfield, providing 16 recommendations to address the urgent need for a renewed focus and alignment of services because of the changing context within which all partners are working.
This would ensure our Early Help offer remains sustainable, effective and continues to meet the needs of service users.

As well as key challenges and areas of improvement identified with the support of partners, drivers for creating the Strategy include:

- Financial pressures and reduced resourcing levels across all partner organisations
- The transformation agenda across public services
- The recommendations of the Munro, Family Justice and Allen Reviews
- Ofsted recommendations
- Government focus on “Troubled Families”
- Review of Early Help for Under 5s with a sharp focus on Children’s Centres, in light of proposed budgetary reductions, recognising the strong links centres have with the community and its organisations (commissioned services from Solace and Citizen’s Advice Bureau have been delivering against new contracts from April 2016)

There is further work to be completed in order to produce an action plan and ensure continued strategic alignment of the Strategy. We are currently conducting analysis of our mapping and anticipate having an action plan and final Strategy by October 2016.

The Strategy will be owned by the Enfield Safeguarding Children Board (ESCB) and has been reviewed by the Children’s and Education DMT. It is also being presented to the Health and Wellbeing Board.

It is envisaged that implementation will be guided by the key recommendations of the Strategy through workstreams involving cross-sector representation. Further information on these will be made available soon.

3. **Special Educational Needs and Disability (SEND)**

Several services will be tendered/re-tendered this year on behalf of either the Joint Service for Disabled Children, or the SEN Team, as follows:

- Home Care and Home Sitting (Joint Service for Disabled Children)
- Visual Impairment Outreach (SEN)
- Hearing Impairment Outreach (SEN)
- Information, Advice and Support Service (SEN)

Contracts for these services will begin on 1st April 2017.