Voluntary Sector Strategy Group  
12th March 2018  
Minutes of Meeting

| Present | Councillor Yasemin Brett (Chair) – LBE (YB)  
Ian Davis – LBE (ID)  
Niki Nicolaou – LBE (NN)  
Ilhan Basharan – LBE (IB)  
Caroline Fanning – LBE (CF)  
Debbie Gates – LBE (DG)  
Sabena Ahmed – LBE (SA)  
Sandra Arinze – Enfield CCG (SAr)  
Alan Weinstock – Age UK Enfield (AW)  
Chandra Bhatia – Enfield Racial Equality Council (CB)  
Claire Whetstone – Enfield Children & Young Persons’ Services (CW)  
Ginnie Landon – Enfield Women’s Centre (GL)  
Jill Harrison – Enfield Citizens Advice Bureau Services (JH)  
Jo Ikhelef – Enfield Voluntary Action (JI)  
Lesley Walls - One-to-One (Enfield) (LW)  
Liane Burn – Enfield Disability Action (LB)  
Pamela Burke – Enfield Carers Centre (PB)  
Tim Fellows – Enfield LGBT Network (TF)  
Keezia Obi – LBE (KO)  
Lorna Gill – LBE (LG)  
Purnima Gore – LBE (PG)  
Steve Durbin – LBE (SD)  
Niraj Dattani – Spacehive (ND) |

1. **Introductions and Apologies**  
   1.1 The Chair welcomed everyone to the meeting and introductions were made.  
   1.2 Apologies were received from Shaun Rogan, Andrew Lawrence, Bindi Nagra, Jill Raines, Rita Melifonwu, Vince McCabe.  

2. **Minutes of the last meeting and matters arising**  
   2.1 The minutes of the meeting of 11/12/2017 were agreed as a correct record.  
   2.2 Item 5.1: YB updated on the issues surrounding the electrical outage. Strict protocols should be in place to manage phone communication for customer service staff to give correct advice to the public in an emergency situation. ID will take forward.  
   2.3 Item 6.1: YB expressed concern about the changes in support for mortgage interest through Universal Credit from April and how this will affect Enfield residents.  

3. **Enfield Crowdfunding – Niraj Dattani, Spacehive**  
   3.1 Spacehive is a crowdfunding platform to help voluntary sector groups to develop bids for crowdfunding, to help to deliver projects to improve local areas. Spacehive provide technology and support to help the campaigns. They have been working with Enfield Council with their regeneration programme - £50k borough-wide available and would like to see more projects come forward. Minimum pledge of £2 and also can offer in-kind costs support. Individual pledges make up 10% of total cost and leverage in bigger funds. The people are the legal entity to run the project and deliver this change in their community.
Pledges are not collected until target is hit, 90% success rate of projects they are supporting. Spacehive have verification checks. People have to get permission first, up to land owner to grant permission and make the decision. Applications are accepted on a rolling basis in Enfield. Average length of campaign is 2-3 months – average funds raised is £13k. Spacehive can provide additional support for people that may not be able to access the system and provides an impact reporting tool to measure the project impact and outcomes. The Council’s Regeneration Dept has a purchased a software licence for one year. ND will provide links to Ponders End/Meridian Water projects.

3.2 YB thanked ND for his presentation and encouraged groups to think about the offer, and suggested having a workshop for the voluntary sector.

4. General Data Protection Regulation (GDPR), the voluntary sector and working with the Council – Steve Durbin & Purnima Gore

4.1 The GDPR will come into effect on 25/5/18. SD/PG explained the new rules for data processing activities and what the changes mean for organisations. The voluntary sector needs to make sure that their policies and procedures are updated and in place and are clear to their service users. Sensitive Personal Data are special categories of personal data that are subject to additional protections. Email encryption makes it safer to share sensitive data. The Council’s email system has been set up so that the person receiving does not need encryption licence. Organisations providing a service on behalf of the Council do not need a contract. Where organisations have a professional body setting the standards that is acceptable, however each organisation has to comply with the requirements. It may be possible to have a centralised data sharing agreement if it is set up correctly but it may be difficult to cover each department. The Council has a template data sharing agreement which any department can use, this can be sent out to the voluntary sector organisations. It was suggested to put data sharing agreement in new contracts. Information about data sharing agreements should be available in a public register.

Regarding making referrals to other organisations, SD suggested that this would be done by consent preferably in writing and have clarity on recording any issues who may have difficulty with written consent.

SD asked voluntary sector representatives to send to him any data sharing agreements and welcomed any queries from the voluntary sector via the Third Sector Development Team.

A copy of the presentation will be circulated to VSSG members.

4.2 JI advised that there are a few places available on EVA’s training course on 19/3/2018 to help Enfield’s voluntary & community sector prepare for the new GDPR.

4.3 YB thanked SD/PG for an interesting presentation on a very complex subject.


5.1 KO/LG presented an overview of the programme of their work. It is an
opportunity to refresh and improve fit for purpose what we have already. The Mylife customer portal is a supporting self-service to enable customers to see their assessments and support plans online without having to contact the Council. Mylife will enable third parties to act on behalf of someone if they have given their consent. GDPR requires consent to be included in the online resource directory and KO asked voluntary sector representatives to encourage groups to send back the consent form. The directory is a big opportunity to include organisations. TF stated that LGBT Network had not yet been contacted. One-to-One Enfield supports people with learning disability and autism. LW stated that more people will be signposted to the organisation and she will need to check with their board about the increase in number of service users. LG will contact LW to take forward. The directory will allow customers to update and feedback. Eclipse is a replacement case management system for CareFirst. Guardian supports the Council’s Multi Agency Safeguarding Hub in managing safeguarding concerns with partners.

KO offered to speak to groups individually in more detail.

A copy of the presentation will be circulated to VSSG members.

| 5.2 | YB left the meeting at this point and ID chaired the remainder of the meeting. |
| 5.3 | ID thanked KO/LG for their presentation. |

6. **Welfare Benefit Reform/Universal Credit update**

6.1 A written update is attached at Appendix 1.

7. **Homelessness Reduction Act update**

7.1 A written update is attached at Appendix 2.

8. **Enfield Clinical Commissioning Group – Sandra Arinze**

8.1 Working with Enfield Council to provide care at home. Workshop held last year to identify priorities for Enfield CCG now focusing on access to primary care, social prescribing. In December 2017 the CCG and Enfield Community Education Provider Network held a joint workshop on social prescribing in Enfield. One of the key actions - for EVA to develop a directory of services on a smaller scale e.g. single sheet rather than a huge directory, GP’s are keen to have a description sheet of services. KO/LG will discuss to link in with this piece of work. Contract is all about signposting and not actually giving information & advice.

8.2 Regarding HHASC commissioning, NN will clarify with HHASC on the health and wellbeing £130k to CCG and Public Health.

8.3 ID thanked SA for her update.

9. **AOB & News (Updates from Departments)**

9.1 CW distributed a new leaflet about access to mental health services and an ECYPS directory on free and affordable activities for families and children. Details available on website and also updating community handbook.

9.2 CB distributed details of EREC’s networking event on 20/3/18 hosted by the Mayor of Enfield and invited all to attend and hear about EREC’s work and Project Rise helping refugees into employment.

9.3 PB advised that Enfield Carers Centre has launched its Safer Discharge training in partnership with Enfield Community Education Provider Network. It is a free training programme for carers and staff.
| 9.4 | AW gave details of Age UK Enfield projects: (1) Working with the Felix Project to provide free healthy food to vulnerable older people. The Food Club is held at Ponders End Library every Thursday from 11am-1pm. (2) Scams and Victim Support Project to support older people to raise awareness of scams in Enfield. (3) Weekly Memory Club at St Peter’s Church. (4) AW invited all to the launch of the HHASC VCS commissioning projects at the Dugdale Centre on 28/3/18 to hear about their projects. |
| 9.5 | JI highlighted EVA’s work with Tottenham Hotspur FC Foundation to promote coaching volunteers; promoting Johnson Matthey £500 grants and GDPR training course on 19/3/18. |
| 9.6 | LW advised that One-to-One Enfield is promoting health and working with the Integrated Learning Disabilities Team. The Learning Disability Partnership Board reported the life expectancy of people with learning disabilities has increased in the last year. |
| 9.7 | JH announced that the CAB charity shop in 40 Green Lanes, Palmers Green, will soon be opening. |
| 9.8 | The Schools & Children’s Services commissioning update is attached as Appendix 3. |
| 9.9 | ID thanked all for attending. |
| 9.10 | Date of next meeting. Monday, 25th June 2018 from 2pm to 4pm at Community House, 311 Fore Street, Edmonton N9 0PZ in meeting room 1. |
Appendix 1

Update on Rollout of Universal Credit - Enfield
12 March 2018

1. The DWP (Dept for Work & Pensions) has adopted a phased rollout of Universal Credit in Enfield which is set out in the table below.

<table>
<thead>
<tr>
<th>Effective date</th>
<th>Job Centre plus office</th>
<th>Post codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/11/17</td>
<td>Enfield</td>
<td>EN1, EN2, N9 8**</td>
</tr>
<tr>
<td>24/1/18</td>
<td>Enfield</td>
<td>EN3</td>
</tr>
<tr>
<td>31/3/18</td>
<td>Palmers Green</td>
<td>N11, N13, N14, N18 1**, N21, N9 7**, N9 9**</td>
</tr>
<tr>
<td>31/5/18</td>
<td>Edmonton</td>
<td>N18 2**, N18 3**, N18 9**, N9 0**</td>
</tr>
</tbody>
</table>

2. Since the last meeting of the Audit and Risk Committee, the Enfield Job Centre Plus has completed its rollout, with all postcodes served by that office now live for new Universal Credit claims. Existing claimants in these postcodes have started to transition across to UC, but only if in receipt of a qualifying benefit and a ‘trigger’ is hit.

3. The Council is managing both the readiness and impact of this major change to benefits through the Universal Credit Programme Board, chaired by the Executive Director of Finance Resources and Customer Services.

4. The Audit Committee of November 2017 requested regular updates of the impact of Universal Credit across the Council. However, as this benefit is administered by the DWP the following paragraphs set out the position as understood by the Council’s officers, working alongside the DWP.

5. The Government has responded to significant public concern about some elements of the design of UC, by giving an undertaking to amend the scheme. These changes have been implemented in a staged way, which will conclude by summer 2018.

6. The impact of this has meant that there may be differences to the benefit entitlement of each claimant, dependent upon the date at which UC is claimed. This has added to the complexity of providing advice and support for local residents and to the administration of those claiming or transitioning to the new benefit.

7. The following information sets an overview of current activity, as reported to the Universal Credit Programme Board.

   - DWP have reported that 1400 ‘full service’ UC claims were made in Enfield for the period 1/11/17 to 26/2/18
   - Enfield’s Food Bank is reporting an increase in usage. Since January 2018 – 571 households have required assistance

8. The Housing Benefit (HB) position as at 31/1/18
• 211 HB claims have been cancelled since 1/11/18, as claimants transition onto UC
• 256 Council Tenants are in receipt of UC – this equates to 2.59% of the tenants
• Housing Revenue Account rent arrears associated with UC claimants accounts for 11.2% of the total value of arrears
• 55 homeless households in temporary accommodation are in receipt of UC – this equates to 1.71% of the tenants
• General fund rent arrears associated with UC claimants accounts for 4.3% of the total value of arrears
• 538 households getting Council Tax Support are on UC

Sally McTernan
Assistant Director Community Housing
Health, Housing and Adult Social Care
Voluntary Sector Strategy Group – 12 March 2018

Homelessness Reduction Act Project Update:

- Arrangements continue to ensure the service re-design is ready for 3rd April 2018
- The MHCLG carried out a visit to assess our readiness on 13th February. As a result of their visit, we now have quality assurance that we are on schedule for the HRA.
- Overall MHCLG were very impressed with our work. They were clear that we are approaching homelessness in a holistic way and reacted positively to our approach on recruiting new staff based on attitude and behaviours rather than knowledge
- Three high demand/priority customer journey processes have been mapped and staff training is ongoing
- Front line “triage” and back office Case Worker service models developed
- Recruitment to the new staffing structure is now complete and arrangements are underway to welcome the new staff to the team, training etc.
- A range of activities will take place to prepare John Wilkes House for the 3rd April including improvements to meet & greet area, additional IT equipment for staff and booths to be reopened and equipped with additional IT

Eleanor Brown
Head of Transformation – Place & Enabling
Finance, Resources & Customer Services
Schools and Children’s Services Commissioning Update
VSSG
12th March 2018

Service Development Team
Andrew Lawrence – Early Years and Early Help
Barbara Atkinson – Supporting Families
Caroline Fanning – Special Educational Needs and Disability

Summary

- 4 SLAs between CAMHS (BEH) & LBE YOU/Children’s Services/Heart are being finalised with the new Clinical AD and Service Manager for procurement of psychological/psychiatric support.
- ECYPs contract to support the children’s voluntary sector has been enhanced to deliver additional Mental Health and Positive Behaviour Support training. Discussion to take place at 13th March Mental Health Forum, 9.30 Millfield House to plan 18-19 training programme for the VSC. A bid to DoH for Social Prescribing has been submitted by ECYPs (awaiting response).
- The tri-borough Advocacy Contract - both Children’s (LAC/CPC) and Adults (IMCA/IMHA/DoL & Care Act) has completed a tender exercise, results to be announced shortly for services to commence from 1 July 2018.
- A new YP pathway for Housing Related Support has been developed focusing on securing appropriate accommodation for vulnerable YP. A tendering exercise has been completed with results to be announced imminently.
- Edge of Care - The council is about to trial a 2-year ‘payment by results’ social work service to prevent children coming into care.
- The Playschemes and Out of School Club service for disabled children and young people will be retendered this year, for new contracts in April 2019.
- Children’s Centres have been recommissioned to be delivered from one hub with borough-wide satellites from April 2018 – this will be led jointly by Eldon and De Bohun Primary Schools.
- Various changes are being developed in terms of IT systems, processes and pathways to deliver the Family Hub model of support from April 2018.
- Various LA services across education are being reviewed and re-shaped to deliver a new model of support to schools and the early years sector.
- Various other pieces of work (counselling support, FGC, young carers, young runaway, all centrally commissioned Children’s Centre services) are due to be re-commissioned.
- The new Appropriate Adults service is now in place, jointly commissioned with adult services.

Mental Health

4 SLAs between CAMHS (BEH) & LBE YOU/Children’s Services/Heart are being finalised with the new Clinical AD and Service Manager for procurement of psychological/psychiatric support. The fixed budgets and projected lack of uplift over the next two years will be discussed at the LBE – BEH Commissioning meeting led
by Paul Sutton which will address future commissioning arrangements across Children’s Services with BEH.

ECYPS is commissioned to deliver Child Protection training/DBS checks and attendance at the Single Point of Entry meetings for the Children’s Voluntary Sector. Their contract has been enhanced with funding from the CCG/Section 75 to deliver the Multi-Agency CYP Providers Mental Health Forum on a termly basis and, this year, to deliver Mental Health Training in specific topics to the sector and activities/promotions to de-stigmatise Mental Health issues.

The next meeting of the Mental Health Forum on 13 March will cover:

- Thrive London Presentation
- Short Report on evaluations of 2017 Training
- Consultation on Training Programme for 2018/19
- Digital Champions Presentation
- Planning for World Mental Health month event on 16 May at Millfield’s Theatre
- Terence Higgins Trust offer of local support
- Local Mental Health/Physical Activity support
- Networking

A combined response was collated from Enfield on the Green Paper for Children’s Mental Health and submitted to the government on 2 March.

ECYPS were requested by SCS to write and take VCS lead on a bid to the DoH for Social Prescribing, submitted on 17.11.17. The bid builds on much of the work delivered in the community, schools and throughout LBE to support good mental health by providing resource to signpost to services. We are still awaiting the result of the bid.

**Advocacy Children LAC/CPC and Adults IMCA/IMHA/DoL & Care Act**

The tri-borough Advocacy Contract - both Children’s (LAC/CPC) and Adults (IMCA/IMHA/DoL & Care Act) has undergone a tender exercise, led by Haringey Council, to award the contract(s) this month for commencement on 1st July 2018. Savings have been achieved through this exercise. As the children’s advocacy contract currently includes an Independent Visitor Service, this element will be procured separately for July 2018 onwards.

**Housing Related Support for Young People**

A new YP pathway has been developed focusing on securing appropriate accommodation for vulnerable YP. The tender consisted of the following services:

- 16-17 years olds support + accommodation
- 18-24 High Support Needs + accommodation
- 18-24 Medium Support Needs + accommodation
- 18-24 Low Support Needs + accommodation
- Mental Health Accommodation and Support – to be re-tendered as no compliant bids were received.
- 18+ Leaving Care Accommodation and Support

The tender includes 18+ Care Leavers as spot purchasing activity has been identified in Children’s Services from a current framework agreement. The
framework does not guarantee any levels of work. Working with the LAC team it was agreed that savings might be achieved on the 18+ LAC pathway if an appropriate number of units were secured on a block basis that could deliver economies over individual spot arrangements. This will be re-tendered as unfortunately no compliant bids were received in the recent exercise.

**Edge of Care Service**

The council is about to trial a 2-year ‘payment by results’ social work service to prevent children coming into care. If successful, this will reduce costs and free up funding for investment into additional preventive services.

**Special Educational Needs and Disabilities**

**Playscheme and Out of School Clubs**

The current contracts for provision of the playschemes and out of school clubs service will finish on 31.03.19. A tendering process will therefore take place this year, to ensure that Enfield’s disabled children and young people are able to continue accessing quality organisations for these services.

**Early Help and Education Services**

- Children’s Centres have been recommissioned to be delivered from one hub with borough-wide satellites from April 2018 – this will be led jointly by Eldon and De Bohun Primary Schools.
- Work is underway to identify sites that will be used for delivery of universal and targeted Children’s Centre services to families with children under 5, including health visiting well baby clinics, development checks and midwifery services. The following main sites have been identified:
  - Eldon
  - De Bohun
  - Carterhatch
- In addition to the main sites, satellite services will be delivered from Raynham, Galliard, Honilands, Ponders End and Hazelwood
- There will be a temporary closure of Children’s Centre services from 23rd March, with site re-opening on a staggered basis from 9th April – this has been aligned to the Easter holiday period to cause as little disruption as possible
- Children’s Centre reach areas are being aligned to GP localities to make data comparison easier.
- A revised parenting offer, based on delivery of Webster Stratton Incredible Years and a combination of drop-in and phone consultation is being piloted by the Parent Support Unit and Change & Challenge Team. This will form part of the delivery of the Early Help and Prevention triaging arrangements from June 2018.
- Education systems are migrating to Servelec Synergy – includes Early Years (expanding use), SEN, Children’s Centres, Educational Psychology Service in addition to other services already using it.
- Child & Professionals Portal is being commissioned as an extension to the borough’s Liquid Logic system and will allow for electronic early help and safeguarding referrals and remote work on planning by professionals – this will form part of the SPOE/MASH review and updates will be fed back from Children’s Social Care in due course.
The Early Help Module is being developed as an extension to existing case management tools to allow seamless transition from Early Help to Social Care and vice versa. It will be accessible to all services, which are part of the Early Help and Prevention triage.

A review of Early Years and School Standards & Support services continues and will result in a new organisational structure to support schools and daycare providers going forward.

All services working on inclusion in the early years are also working together to develop a joint pathway to make referrals for SEND issues easier.

A review of speech and language (and other therapies) being jointly commissioned by the LA and CCG is underway.

General

The Family Group Conference contract will be reviewed and recommissioned for July 2018.

The Young Runaways Service has been reviewed to explore alternative options of delivery and will move in-house during 2018. (e.g. current VCS provider/move in-house/commercial provider and potential for any savings.

The Young Carers Contract will be extended/reviewed in light of forthcoming changes to the Early Help Service. The Children’s & Adults Commissioners will meet with DAZU and ECC to map service pathways following the success in ECC achieving CiN funding to deliver support activities.

The first monitoring meeting has taken place for the new joint Appropriate Adult contract between Enfield & Haringey, Adults and Juveniles. This will be kept under close review in light of ongoing changes to the Met Police (Enfield & Haringey to merge services).