

Decision Maker: PORTFOLIO HOLDER FOR ADULT CARE AND HEALTH

Date: 7 March 2019

Decision Type: Non-Urgent Executive Key

Title: MEMBERS GATEWAY REPORT – PERMISSION TO EXTEND THE VOLUNTARY, COMMUNITY AND SOCIAL ENTERPRISE SUPPORT (VCSE) CONTRACT

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Chief Officer: Gillian Palmer – Interim Executive Director Education, Care and Housing

Ward: Borough wide

1. REASON FOR REPORT

- 1.1 The 'Support Services to Voluntary and Community Sector Organisations' (VCSE) contract with Community Links commenced on 1 April 2018 and is due to expire on 31 March 2019.
- 1.2 The service was commissioned to deliver four service components:
- Volunteer Brokerage
 - Developmental Advice and Support
 - Community Outreach
 - Policy/Partnership Agendas
- 1.3 The option to extend for one year is included in the contract, with no further option to extend after the 31 March 2020. There is a budget provision to meet the cost of the one year extension phase, which is £48,000.
- 1.4 The aggregate value of the contract and the extension detailed in the contract is £96,000 and would usually fall within the approval domain of the Chief Officer (in accordance with the Scheme of Delegation). However additional funds were made available outside the contract at a value of £24,000 which was a bridging arrangement to support the establishment of the Bromley Third Sector Enterprise. The value of the proposed extension will result in a cumulative commitment of £120,000. Consequently permission is sought from the Portfolio Holder, to grant an extension to the contract until 31 March 2020.
- 1.5 The extension phase will facilitate a commissioning options appraisal process which will subsequently inform the future commissioning arrangements for support to the voluntary sector. The outcome of an

options appraisal for future commissioning intentions post March 2020 will be presented to the Chief Officer and Portfolio Holder in May 2019.

2. RECOMMENDATION(S)

- 2.1 The Portfolio Holder is recommended to approve the extension of the Support Services to Voluntary and Community Sector Organisations contract for one year, resulting in a revised contract termination date of 31 March 2020.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Contract extension to support the role of Community Links Bromley to continue to deliver the four service component outlined in 1.2 above

Corporate Policy

1. Policy Status: Existing Policy.
 2. BBB Priority: Supporting Bromley.
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Financial

1. Cost of proposal: Actual cost £48,000
 2. Ongoing costs: Non recurrent cost commitment.
 3. Budget head/performance centre: Programmes Division
 4. Total current budget for this head: £48,000
 5. Source of funding: Voluntary Sector Funding
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Staff

1. Number of staff (current and additional): Part cost for the Director and administration staff
 2. If from existing staff resources, number of staff hours: NA
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Legal

1. Legal Requirement: No Statutory Guidance or Government Guidance
 2. Call-in: Call in is applicable
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Support offer to Bromley's Voluntary, Community and Social Enterprise organisations
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? NA - Borough wide – Portfolio Holder
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The 'Support Services to Voluntary, Community and Social Enterprise' contract was agreed with the intension of supporting voluntary and community providers, Bromley Third Sector Enterprise and the Integrated Care Network.
- 3.2 The service was commissioned to deliver four service components:
- Volunteer Brokerage – Supporting local organisations to use recruit and use volunteers, by assisting with an advertising campaign.
 - Developmental Advice and Support – The service is required to offer 1 to 1 advice and support sessions to local organisations, developing specific training to meet the training and development needs of local organisations.
 - Community Outreach – The aim is to provide the link between the council and the community organisations.
 - Policy/Partnership Agendas – Community Links attend local and regional representation, and develop briefings to inform the sector.
- 3.3 In addition to the funding provided via the 'Support Services to Voluntary and Community Sector Organisations', Community Links also receive *circa £109,747 per annum (*an uplift is applied annually) via the Bromley Third Sector Enterprise contract. The contracts have some overlap. If the extension to 2020 is granted a commissioning options appraisal will be completed. The aim of the commissioning options appraisal will be to establish the best approach to ensuring strong future support to the sector, resulting in the delivery of the 4 service components whilst guaranteeing that commissioning arrangements remove any duplication or ambiguity.
- 3.4 The options appraisal recommendations may be applied during the life of the 1 year extension, depending on the preferred commissioning approach; for example if the options appraisal recommends the termination of the contract and this is approved by the Chief Officer, the provider will be served with 3 month's notice (contractual requirement). Conversely, if the preferred approach is to continue the contract until the contract extension expiry date, this report (if approved) provides the mechanism to deliver services until 31 March 2020.

4. SUMMARY OF THE BUSINESS CASE

The VCSE contract ends on 31 March 2019. A commissioning options appraisal is required to confirm the appropriate arrangements for 2019/20 and beyond. A contract extension of 1 year will allow for the development of a service review/commissioning options appraisal, which will consequently inform the commissioning team recommendations and ultimately the Chief Officer or Portfolio Holder decisions.

4.1 SERVICE PROFILE/DATA ANALYSIS

- 4.1.1 Community Links are required to report on the following metrics:
- Number of organisations supported to recruit volunteers
 - Number of local residents supported to secure volunteer placements
 - Feedback from the volunteers that have been placed
 - Number of 1 to 1 advice sessions for local voluntary and community groups (target 20)
 - 3 events and training sessions held annually
 - Case studies of how the council has been connected with local projects/initiatives
 - Case studies of how local organisations have been connected
 - Number of boards/forums attended

- Case studies of how key borough/multi borough partnerships have been supported
- Case studies of support provided to local organisations to support funding

4.1.2 There is some overlap with the metrics set in the BTSE 'Support to Sector' contract and the commissioning review resulting in a commissioning options appraisal will resolve this issue.

4.1.3 Performance for 2018/19 – Appendix A. The commissioner is currently working with Community links to review targets to cover the current period and the potential extension period.

4.1.4 The Annual Report is attached (Appendix B)

4.2 OPTIONS APPRAISAL

4.2.1 The Support Services to Voluntary and Community Sector Organisations contract expires on 31 March 2019. There are 2 options:

Option 1 - Decommission the service (i.e. do not extend the contract beyond 31 March 2019). This option will result in no support to the wider third sector and will destabilise the BTSE Community Links contract (shared resource implications)

Option 2 - Extend the service for 1 year to allow the consideration of a commissioning options appraisal to inform the commissioning arrangement once the contract has expired. Payments to the provider will be made on a quarterly basis but only where the provider is able to demonstrate that the contractual targets are being met.

4.4 MARKET CONSIDERATIONS

4.4.1 To be confirmed via the Options Appraisal to be developed by May 2019.

5. STAKEHOLDER ENGAGEMENT

5.1 Stakeholder engagement will feature and inform the commissioning options appraisal.

6. PROCUREMENT AND PROJECT TIMESCALES AND GOVERNANCE ARRANGEMENTS

6.1 The future procurement and project timescales and governance arrangements will be confirmed via the Commissioning Options Appraisal (to be developed by May 2019) which will inform the commissioning arrangements going forward. However this report is concerned with the value of the contract extension which is £48,000.

7. SUSTAINABILITY AND IMPACT ASSESSMENTS

7.1 The [Public Sector Equality Duty \(PSED\)](#) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. The Options Appraisal will be informed by the generic equalities impact assessment form.

7.2 A Community and Sustainability Impact Assessment will inform the commissioning options appraisal.

8. POLICY CONSIDERATIONS

8.1 The Local Government and Public Involvement in Health Act 2007 places great emphasis on the role of the third sector and explicitly states that local authorities have a duty to inform consult and involve local citizens, local voluntary and community groups and businesses. It sets out clear expectations that the third sector should be involved in designing and shaping

key decisions across the country, and that the sector should be a key partner to local government in creating strong and sustainable communities. LBB has embraced the responsibilities defined under the Act, establishing innovation by supporting the development of the Bromley Third Sector Enterprise (BTSE). The BTSE are required (via community links to capacity build with BTSE Associate Members). BTSE are members of the Bromley Alliance, confirming the importance of the integrated working with the voluntary and community sector.

- 8.2 The [Public Services \(Social Value\) Act](#) came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. The Act is a tool to help commissioners get more value for money out of procurement. It also encourages commissioners to talk to their local provider market or community to design better services, often finding new and innovative solutions to difficult problems. The Act is significant because it supports the commissioning options appraisal process, which will ultimately result in the most effective and efficient commissioned provision. Additionally the Act seeks to ensure that public spending is used to generate social value in addition to the goods and services it purchases. The voluntary and community sector are integral to developing social value in commissioning.

9. IT AND GDPR CONSIDERATIONS

- 9.1 To reflect the councils policy via the standard terms in the LBB contract

10. PROCUREMENT RULES

- 10.1 This report seeks a one year extension to the Contract with Community Links, utilising the formal extension option built into the Contract. The value of the proposed extension being an estimated £48,000.
- 10.2 A contract was originally awarded to Community Links via an exemption from tendering for a period of 6 months from 1st October 2017 to 31st March 2018 at a cost of £24,000. A further award of contract via an exemption from tendering was awarded to Community Links for a period of one year from 1st April 2018 to 31st March 2019 utilising the same terms and conditions and specification but amending the Key Performance Indicators.
- 10.3 Subject to compliance with Regulation 72 of the Public Contract Regulations 2015, the Council's requirements for authorising an extension are covered in Contract Procedure Rule 23.7.3 and 13.1. For a Contract covering the cumulative spend of this Contract, the Approval of the Portfolio Holder must be obtained following agreement by the Director of Commissioning, Director of Corporate Services, Director of Finance and Executive Director of Adult Social Care.
- 10.4 Following approval, the variation must be applied via a suitable Change Control Notice, or similar, as specified in the Contract.
- 10.5 The actions identified in this report are provided for within the Council's Contract Procedure Rule, and the proposed actions can be completed in compliance with their content.

11. FINANCIAL CONSIDERATIONS

- 11.1 Funding of £48k for this contract extension is contained within the 2019/20 Information and Early Intervention budget in ECHS Programmes Division.

12. PERSONNEL CONSIDERATIONS

- 12.1 Not applicable

13. LEGAL CONSIDERATIONS

- 13.1 As identified in section 8 of this report the Council has the legal power to provide these services and as is the case here, procure provision through a contract
- 13.2 A contract for the purchase of these services is a public contract under the light touch category within the meaning of the Public Contracts Regulations 2015. As the value of the proposed contract is below relevant threshold a full EU light touch procurement is not required. However the procurement/extension must still comply with the EU treaty principles of equality transparency and non-discrimination which must be applied in a manner proportionate to the subject matter and context of the purchase.
- 13.3 Under the Councils Contract Procedure Rules the decision to agree an extension to the contract provided for within the terms of contract is by way of a Chief Officer authorisation under CPR 23.7.3 and due to the value of the contract and cumulative extensions which exceeds £100,000 must be approved by the Portfolio holder in accordance with CPR's 23.7.4 13.1 and Guidance).
- 13.4 It would appear from the content of this report that the treaty principles have been followed together with correct extension procedure under the CPR's.
- 13.5 Officers should ensure the contract extension is properly recorded and in this regard may wish to obtain assistance from the Legal Team.

Non-Applicable Sections:	Personnel Considerations
Background Documents: (Access via Contact Officer)	Community Links Bromley Annual Report (Appendix A)

Apendix A

PERFORMANCE MONITORING REPORT		Period: Quarter 3		Year: 2018/19			
SERVICE:	Support services to the voluntary and community sector organisations						
PROVIDER:	Community Links Bromley						
KEY PERFORMANCE INDICATORS	COMMENTARY ON BASELINE/MEASUREMENT	QTR 1	QTR 2	QTR 3	QTR 4	TARGET	TOTAL (YTD)
Strategic Alignment (Building a better Bromley)							
Case studies to demonstrate alignment with BBB priorities	1 case study per quarter - Actions being taken to provide all of the case studies by financial year end					4	
Voice for the Sector Network (VSSN)							
Known VCS organisations in the borough on the contact register	The number of organisations which could potentially register with CLB has been revised down to 1200 (due to recent data cleansing).	638	606	3		900	1247
Satisfaction from VSSN members	Annual survey of members being developed with commissioning oversight						
Specific support for organisations	VSSN meetings per year	2	1	1		5	4
	Development sessions	0	1	0		1	1
Mapping of VCS organisations	Annual requirement being developed with commissioning oversight						
Annual workplan developed	Annual work plan developed and agreed with commissioners		Agreed			Plan in place	
Partnership Representation							
Attendance at Boards/Borough partnerships	Specify Board & frequency of meetings - Target to be agreed with commissioners	8	12	16			36
borough/multi borough partnerships have been represented and outcomes	Quarterly case studies	0	0	2		4	2
Communication with VCSO members	Monthly e-bulletins published	1	1	1		12	3
Identify & set future support needs	Annual survey of sector	online survey carried out	Funding & invest. plan agreed				
Funding and investment							
Specific activities undertaken with organisations	Quarterly activity broken down by type/objective, action taken, outcome achieved (e.g. enabling organisation to expand membership by an agreed specified no., training sessions & workshops held & help with bids) (new improved target)	15	12	29		85	56
No. of collaborative bids	At least 4 per year	1	1	1		4	3
Evidence of impact of bids	Case studies						
Connecting the Council to local projects	Case studies	0	0	1		4	
Funding opportunities applied for	New Target - Number per qtr (arising from notification) - min. 1 per month	3	0	6		12	9
Conversion to awards	No. of new successful applications - New target	TBC				50% min 6	
Value of successful bids	Total value of new awards in qtr	£60,000					

PROVISION OF SUPPORT SERVICES FOR VOLUNTARY AND COMMUNITY SECTOR ORGANISATIONS

Community Links Bromley

Annual Report: April 2018-March 2019

1. Introduction

Community Links Bromley (CLB) was established in 1965. As the Council for Voluntary Service (CVS) and Volunteer Centre, CLB's mission is to:

“Support, promote and facilitate the development of a strong, diverse and effective voluntary, community and social enterprise sector in the London Borough of Bromley, in ways which enable the sector to improve the quality of life for people and communities”

This report provides a summary of the performance and outcomes achieved by CLB during the year 2018-2019. The report follows the headings contained within the contract and provides cumulative performance against KPIs (under sub-headings shown in italics). These include some assumptions about likely forecast achievements by end-March 2019 (projections based on performance over 3 quarters and known planned work commitments).

The report concludes with a summary of priorities for the coming year (April 2019-March 2020).

2. Building a Better Bromley

Case studies demonstrating the alignment with BBB priorities

CLB led partnership work around homelessness which resulted in a well-attended workshop on the Homelessness Reduction Act. CLB also attended and widely promoted the JCP launch event in the Civic Centre for Universal Credit

Our Chair and Chief Executive attended the Council's Annual Reception for Voluntary Workers. CLB was represented/exhibited at the Bromley Crime Summit hosted by the Safer Neighbourhoods Partnership and also attended the Bromley Adults Safeguarding Board conference.

In August, a meeting with the Leader/CE of the Council and the CLB CE took place to discuss role of VCSE in future Bromley plans. A 1:1 briefing took place with Cllr Nicky Dykes (new lead Cllr for CLB).

The Chief Executive contributed to two key Councils review processes:

- Adults Learning review in advance of the Ofsted inspection
- Session with the Council's consultants to discuss role of VCSE in new Housing Strategy 2019-2029 (February)

3. Voice for the Sector

Minimum of 75% of VCSE organisations on contact register

The last Asset Mapping research report (in 2016) concluded that there were 466 charities operating locally in Bromley and potentially 1637 voluntary and community organisations. Over the past year, CLB has responded to GDPR requirements (including data cleansing) which has meant significant changes in numbers of organisations registered on the database. The likely figure by year end will be 850 organisations. The postulation that there might be 1637 organisations no longer looks valid and should be revised downwards. This, however, cannot be confirmed without a

new Asset Mapping research enquiry. It is quite reasonable to assume that this will be revised down to about 1200 which would mean that 850 is 71%

Voluntary Sector Strategic Network (VSSN): 5 meetings and 1 development session

4 VSSN meetings were held throughout the year (one was cancelled). The VSSN Development Session was held on 25 September (Mark Davison, LBB provided a context presentation).

VSSN work plan developed and work streams evidenced

This session reviewed the direction of travel, agreed priorities and established a new work plan for the VSSN. A new Strategic Framework has been endorsed by VSSN. This includes a business case for additional resources. CLB will lead on the development of a bid for the Big Lottery Fund 'Partnerships Fund' which will be made by March 2019. The VSSN Chair and CLB CE provided a presentation to Council Members as part of the Councillors induction programme

4. Partnership representation

Attendance at named board/meetings:

- Integrated Care Systems Board (x10)
- Bromley Adults Safeguarding Board: Board (x4); Conference; Executive (2); Away-Day; BASB Service User and Engagement Sub-Group, chaired by CEO (x2)
- Mental Health Strategic Board (x1)
- Borough Officers Strategic Partnership Forum (BOSPF)
- Health and Wellbeing Board (x4)
- Bromley BID Steering Group (x1)
- Bromley Economic Partnership (x3)
- Safer Neighbourhood Partnership (Board x2; Public x1)
- CCG AGM
- CCG Engagement and Communications Forum (x3)
- Bromley Adults Learning Board (x1)
- Orpington BID meeting (x1)
- Bromley Community Fund meeting (x2)
- SEL Stakeholder Reference Group (x2)

Linked to these and other Boards, the following evidence of work streams/impact took place:

- Vulnerable/socially isolated task group meetings (x2) (with Chair of BSAB, Council and BTSE reps)
- Providing VCSE representation to a Humanitarian Assistance workshop (led by Bromley Resilience Forum)
- Vulnerable/socially isolated task group meeting (3rd meeting) (with Chair of BSAB, Council and BTSE reps)
- Providing partner contribution to the Council's independent Adult Social Care review
- Social Prescribing: 3 meetings regarding the development of pilot scheme in Penge

- Partner to SLCVSP (through Superhighways) bid for digital awareness training funding

Monthly e-bulletins

- There was considerable focus on the workshop on the Homelessness Reduction Act and the establishment of the Homelessness Forum.
- The Bromley Crime Summit was promoted and supported in advance of the event.
- The Bromley Adults Safeguarding Board activities were promoted and supported

Case studies of how key borough/multi-borough partnerships have been represented and the outcomes that have been achieved

Funded through monies secured from the Trust for London (TfL) by CLB, a significant work stream (in partnership with the Council and other key partners) on homelessness reduction involved much partnership development/liaison, communications and event management, resulting in higher levels of awareness and engagement from the VCSE sector.

Also funded through TfL, CLB led the development of multi-partner project resulting in the launch of a Tenants Toolkit and website. The Steering Group continues to benefit from external support through Trust for London grant (4 meetings)

Survey of the sector: A survey was completed to investigate contemporary needs and issues confronting the sector and to reflect on the offer by Community Links Bromley. Its aims were to:

1. To develop a snapshot of the priority needs and issues for the Voluntary, Community and Social Enterprise (VCSE) sector in Bromley
2. To evaluate the needs and issues of the sector in order to enhance the Community Investment offer in CLB
3. To develop an action plan of support and development activities to meet priority needs

Opportunities to participate included through face-to-face events and an on-line survey.

Issues flagged included concerns around volunteer recruitment and retention, commissioning, isolation and lack of relationships with Statutory Sector bodies. Positives included: commitment by staff (paid/unpaid) and local knowledge and networks. External threats indicated were around the competitive nature of the sector, compliance and national policy.

Regarding key 3 challenges faced within the next 3 years, these were identified as follows: 56% said funding and applying for funding would be the top priority: 46% indicated future planning; and 30% said management of staff and volunteers.

Meetings took place with the Board and staff (2) on the development of a comprehensive marketing and promotions strategy encompassing elements such as membership, retention of service users and the online offer via a revised

website/portal. Research also took place with peers across London on best practice techniques.

CLB completed a new funding and investment action plan identifying potential income generation opportunities for CLB and the sector (*endorsed by Board in July*). We also reviewed mechanisms for VCSE groups to discuss and act together on areas of interest and concern across the borough e.g. broadening of the representation with the Voluntary Sector Support Network (VSSN) – see section above on ‘Voice’.

5. Funding and investment

Number of specific activities undertaken with organisations

This covers CLB core information, advice and guidance work to support organisations (new and old) to improve and be able to thrive and flourish. The total number of organisations supported throughout the year is estimated at 65

Collaborative bids

CLB facilitated and supported Children and Families Forum input to the Council-led partnership bid to the GLA Young London fund for £1.5m targeting young people at risk of crime etc.

Facilitated and led bid in partnership with Bromley Children and Families Forum and Bexley CVS to the GLA Young London Fund Youth Networks for £84,000 over 3 years. This bid was successful and, because CLB is awaiting the outcome of clarification checks, value is not shown in this report.

Case study of connecting Council to opportunity

CLB is the ‘Local Trusted Organisation’ (accountable body) for the ‘*Mottingham Big Local Refocussed*’ project. This enables the community to access up to £100,000 p.a. from the Big Lottery Fund to fund projects/interventions which meet community priorities. CLB has briefed the local Ward Councillor about this and regularly references this in partnership meetings

Number of funding opportunities applied for

The estimate for the year is 21.

Case study 1: ‘Knuckle and Joint CIC’: applications supported included the following: Paul Hamlyn Foundation: £10,000; Arts Council: £15,000; Cultural Seeds: £15,000.

Case Study 2: through a successful bid to *City Bridge Trust*, CLB delivered a project supporting organisations to understand how they can best record and express the value of the work that they do. The ‘*Know It Show It*’ project supported 8 organisations through workshops, 1-2-1 support and the facilitation of a digital collaboration, messaging and information sharing platform. For each organisation, the benefits to them were free but the value was £3,500 each, i.e. £28,000.

Case Study 3: Bromley Community Fund has an annual funding round. CLB advertises this; hosts a Meet the Funder event; supports organisations to apply; takes part in the grant panel. Estimate is that 8 organisations will be successful and cumulatively will be successful in being awarded a total of £21,000

Value of successful bids

Based on funding secured either by organisations themselves or through CLB bringing direct value, the estimated value for the year is £60,000

Social and Economic Value

Summary headlines for this year are that the value of the Council’s investment is more than matched by external funding leveraged to VCSOs.

Progress towards developing a coherent approach to Social and Economic Value is in development as follows:

- report including research and recommended approach completed in December (for BTSE Board)
- further consultation and discussions with other providers/commissioners will lead to an agreed approach and methodology by March 2019.

6. Priorities for 2019-2020

The uncertainty regarding the confirmation of this contract meant that CLB could only put in place interim staff arrangements which resulted in staffing shortfall affecting delivery. With confirmation from the Council on funding for the 2019-20 contract, this should not be an issue. CLB will:

- outcomes and impact will be evidenced e.g. there will be an economic return on investment ratio as part of the KPIs; the impact of external funding on quality of life improvements to local communities will be captured
- focus on engaging the sector in the new Council community plans and priorities
- agree with commissioners the brief/specification for an Asset Mapping research project to be completed by March 2020