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Area based approaches: how can the VCS help?

Neil Cleeveley
Director of Policy and Communications

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NAVCA – network of 360 local support and development organisations across England

Local focus:

- Meeting the needs of local support & development organisations
- Providing information, advice, networking and learning opportunities, support and development services.

National voice:

- Drawing on members' experience to influence and contribute to national policy.
- Working closely with other national bodies on policy and practice.

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local support and development organisations

- Identify and fill gaps
- Raise standards through development work
- Enable communication and collaboration
- Provide a voice
- Promote strategic involvement

Gateshead: Operation WAYS

- GCN helped police gather sensitive information
- Informs action plan & enforcement activity
- ASB reduced by 49%
- People feel safer – up from 39% to 60%
- ASB incident costs £204 on average

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Bradford – *Gateway to Integrated Services*

Strategic involvement of KIVCA

- Well developed relationships
- Strong understanding of user experience

Focus on three key themes:

- Children leaving a care environment
- Older people leaving hospital/care environments
- Offenders leaving prison

Key elements

- Involved service users
- Engaged carers
- Practical approaches to prevention

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Norfolk: Advice and Advocacy Strategy

Helps disadvantaged and excluded people access:

- Welfare rights advice and support
- Relevant social, health and support services

Objectives:

- Accessible services across county
- Integrated commissioning strategies
- More effective communications

Benefits

- Support available in right place, at right time by right people
- Example – support for people facing eviction
  - Saves £3-4000 per case
  - Prevents family break up
  - Reduces children in care

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'It is vital that the learning about the experience and contribution of the third sector in the pilots is not lost if a similar process is to be rolled out nationally.

‘*Third sector colleagues must be at the table at the beginning, recognised for the full range of their role and knowledge locally.’*

From *Total Place and the Third Sector* recommendations, IDeA, January 2010

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The VCS contribution

- Engage local people the state cannot
- Identify needs
- Focus on person not the problem
- Added value (cash and in kind)
- Prevention
- Empowerment
- Service providers

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Role of VCS infrastructure

- Local intelligence
  - Knowledge
  - Contacts
- Critical friend
  - Challenge providers
  - Offer joined-up solutions
  - New ways of working
- Collaboration
  - Mutual support
  - Streamlining services
  - Sharing overheads
  - Identifying savings
- Strategic engagement

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"Our third sector partners are key members of these teams - not only bringing their own expertise to bear in helping to deliver highly targeted solutions but also enabling us to engage deeply with members of Croydon's diverse communities."

Jon Rouse, Chief Executive, London Borough of Croydon