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## For updates on Devon

### Consortium Projects

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- DACVS-Volunteer Activity Management
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- DACVS-Voluntary Voice

Please visit the Devon Consortium website

[www.devonconsortium.net](http://www.devonconsortium.net)

for information on projects run by the Devon Consortium

## The Council for Voluntary Service for Torrridge District

### Shifting Sands

The summer weather is once again proving to be uncertain, which is fitting for the times! New health policies under review before they are implemented, no real clarity about the progress of the Big Society and a whole new world of 'localism' to get to grips with, not to mention financial uncertainty and worries for many households and communities in Torrridge.

Local voluntary and community groups are a good test of how our communities are weathering these challenging times. A recent straw poll of TTVS members highlighted a number of issues and challenges the local sector are currently facing including:

- Funding cuts
- Increased competition for grants and trusts and for donations
- Increased demand for services – particularly around debt/financial/housing advice, employment advice, interest in volunteering, youth provision and support for older people
- Increased complexity of support required as statutory services are cut
- New expectations around the sorts of services charities can provide as other services are cut

It is also clear that the impacts of funding cuts for local groups are not always obvious. One trustee of a community building, for example, reported the loss of half of their rental income because statutory funding for a local children's service had been reduced, so they were no longer using the facility. A local day centre is struggling because they no longer receive regular funding for their services (a block contract), but funding only when an eligible older person uses the service (spot purchasing). Also, a number of charities operating locally have received funding from either the lottery or the Transitions Fund – particularly in the area of youth work. Funding of this kind, though welcome and valuable, is inherently short term and unsustainable, unlike longer term contracts or ongoing stable grant support from statutory sources. So while it is hearty congratulations for these groups, it is another thing that makes it difficult to fully assess the impact of recent service cuts and funding reductions.

We will continue to monitor the situation, but for a more detailed picture of some of the challenges faced by our members, please see the case studies included in this edition of Torrridge Matters. Following the recent Health and Social Care bill listening exercises that have taken place across the UK including the recent event held in Exeter in June, turn to Sector news for a summary of key changes that have arisen as a result.

I also hope the TTVS AGM and conference, scheduled for October 20<sup>th</sup>, will provide the chance for local groups and volunteers to share experiences and get to grips with some of the issues and opportunities around one of our current 'hot topics' - localism. The theme of the day is '**Celebrating Communities**' and there will be a range of activities throughout the day that aim to help volunteers and voluntary groups have a greater influence in shaping their communities. More details will follow, but please put the date in your diary as I expect it will be a useful and action packed day and I very much hope to see you there.

## Case Study 1 – Disability Charity

'We had funding from Devon PCT cut – 20% of our income. No rationale to this given the range of services currently supported (many not public health related). We have had to make a decision to significantly reduce our outreach service. This involves attending community group meetings to talk about services for people with a sight or hearing loss, making referrals as required and giving people the opportunity to try out assistive equipment to solve their communication problems. This has had much more of an impact on rural Torridge where it is hard to visit our Barnstaple centre by public transport, the journey by personal transport is much longer. It is expensive to deliver the service in these areas given the mileage costs and staff time. With cuts and increased competition for funding, I now spend more time on fundraising and less time on delivering direct services'.

## Case Study 2 – Local Family Contact Centre

'Funding has not been affected directly. However, ADVA has had a cut in funding, which has had an impact on the amount of free training they offer to charities. All our volunteers need Domestic Abuse/Child Protection training and this resource has allowed us to access this at no cost to us. Also, up to 30% of our budget is provided by CAFCASS, and we anticipate that current financial changes within this organisation could lead to a cut in our funding.

The current economic climate has led to an increase in family breakdown because of the pressures created by events such as unemployment, financial issues and mental health. This in turn can lead to Domestic Abuse. These families then need to address and agree on contact arrangements for the children involved. However, due to difficulty in accessing legal aid funding, the lengthy court process and the waiting time for CAFCASS intervention (both due to the increase in demand), our service is being used as an interim step to enable children to continue their relationships with their absent parent. More referrals are being made via Mediation services and Women's Aid in order to avoid additional cost to families that are already experiencing many pressures. This has in turn led to an increase in family visits to the Centre of 33% in 2010/11, necessitating the use of a waiting list.'

## Case Study 3 – Family Support Charity

'From end of March 2011 we lost 100% of funding from DCC, this resulted in redundancy for 3 of the 5 members of staff. The 2 remaining staff lost a combined total of 60 working hours each month. As a consequence we operate a shorter working week and are only able to directly support 24 families every week instead of a potential 66. We have only been able to survive as a result of other charitable grants and donations. We get no statutory funding. Our main sources of referrals still come from Health Visitors and Children Centre staff. We receive a very, very small amount of money from health (a one off grant this year). Referrals remain high and the demand for the service is growing as a result of the cuts. I have had to return 12 family referrals already this year as we do not have the financial resources to support them. These referrals have all come from statutory bodies. As a direct result of the cuts we were left with 20 trained, CRB checked volunteers, who we were unable to match with families because of the lack of financial resources to support such a number. This is a potential loss of 60 volunteering hours a week or 3120 hours a year'.

**\*\*\* A Date for your Diary \*\*\***

**TTVS AGM and ANNUAL CONFERENCE  
THURSDAY 20<sup>TH</sup> OCTOBER 2011  
HALSANNERY CENTRE, BIDEFORD**

**The theme for the day is**

**'Celebrating Communities'**

**Come along and celebrate the work we all do and find out how volunteers and voluntary groups can, and do, shape their communities. A range of activities will be on offer.**

**Details to Follow**

## A Bright Future for Devon Young Carers!

Devon Young Carers has been successful in securing just under one million pounds from the Big Lottery Youth In ~Focus Fund for its 'Bright Futures' project. Devon Young Carers, a consortium of four charities, including TTVS, Westbank Community Health and Care, Young Devon and Unite for Carers In Mid Devon, will now be in a position to

offer dedicated support to young carers and young adult carers in periods of transition over the next five years. Young carers and young adult carers are at the heart of this project and have been involved in shaping its focus from the outset. They will continue to have a voice and influence over this project, and be able to communicate as a group with other organisations, through the creation of a new Young Carers Council.

The project will offer intensive support to young carers aged 14 - 17 through a mentoring programme in which young carers will meet regularly with a trained and vetted volunteer. Young carers will be able to talk to their mentor about things that are troubling them, take part in leisure activities that had not previously been open to them and also be supported to link to other services such as counselling or young people's mental health. Transitions workers will be recruited to identify and engage young adult carers and to provide direct 1:1 support. This could include help with college and job applications, housing and transport. It could also involve providing information on the medical condition of the cared for person, setting up work experience placements, providing support at college or University or accessing grants and benefits that they are entitled to.

Young adult carers will also be encouraged to take a break from their caring roles and make friendships with young adults in similar situations through peer support groups set up initially by the Transitions Workers.

Both young carers and young adult carers will also be able to participate in a programme of training and skills development that they identify as being important for them. This is likely to include money and budgeting, first aid, caring, speaking up and CV writing.

Alongside this, the project will also be developing an accreditation for the skills involved in the caring role itself and will create a young carers quality assurance kitemark for services, such as schools and colleges that show an awareness of and sensitivity to the needs of young carers and young adult carers.

Amy, who is 18 and cares for her mum and often takes responsibility for her four younger brothers, said, 'I was worried about becoming 18 last month as I knew I that I was

going to be too old for the young carers project and I didn't know where I would go for help when things get bad at home or mum has to go into hospital. I am really happy that there is going to be something for me and others like me and I am definitely going to get involved as I am totally lost with what help I am entitled to.'

Julia Lock, Devon Young Carers Programme Manager said, 'We are very excited about the opportunities the Bright Futures project will provide for such deserving young people with often very demanding caring responsibilities. This project will enable us to offer support to young adult carers for the first time. These young people often fall into a void, with no idea of the services or financial support that is available to them and no one to offer them guidance.'

## Queen's Award for Voluntary Service Winners Announced

Devon's top volunteer groups are set to receive the Royal seal of approval next month (17 June) as they are honoured with the Queen's Award for Voluntary Service.

It is announced today that five organisations in the County are amongst 130 to receive this prestigious accolade, the highest award given to volunteer groups across the UK and equivalent to the MBE. The Queen's Award sets the benchmark for excellence in volunteering.

Each year, the award celebrates outstanding achievement by groups of volunteers who regularly devote their time to helping others in the community, improving the quality of life and providing opportunity for others.

Representatives from:

- **Exeter Children's Orchestra;**
- **Hospiscare Volunteer Group, Exeter;**
- **Hospital Radio Plymouth;**
- **Totnes Caring Ltd;**
- **Westward Ho! Youth Theatre**

have been presented with their award by Devon's Lord Lieutenant, Eric Dancer CBE JP, the Queen's representative in the county, at a special ceremonial event on Friday, 17 June, at County Hall in Exeter.

Invited guests include the new Chairman of Devon County Council, Councillor Jeremy Yabsley and former BBC journalist Martyn Lewis who was awarded a CBE in 1997 for his services to young people and the hospice movement and is the current chair of the Queen's Award for Voluntary Service and the National Council for Voluntary Organisations.

The Lord Lieutenant said: "This is a wonderful achievement by representatives of the voluntary sector in the county. The standards set for these Awards are very high and the competition from other groups throughout the country very strong. I hope that all volunteers in Devon and others who may be thinking of volunteering will be encouraged and inspired."

As well as enjoying widespread respect from their peers, the groups will receive a certificate signed by The Queen and a commemorative piece of crystal to display in their main place of operation as a symbol of their success.

Local Winners **Westward Ho! Youth Theatre** received their award 'for their inspirational work in giving children and young people the opportunity to learn and practice performance skills, whatever their acting ability'.

The organisation, run by a joint committee of equal representation from adult volunteers and children, meets every Saturday to rehearse for two annual public shows in which every child performs, no matter how modest their role. The caring and supportive atmosphere offered by this group enables every child to build their confidence, performance skills and self esteem.'

The Queens Award for Voluntary Service was created by Her Majesty to mark the occasion of her Golden Jubilee in 2002.

Groups must be nominated for the award by beneficiaries of their work, members of the public, representatives of public bodies, or other voluntary groups.

The closing date for nominations for next year's awards is 30th September 2011. Full details can be found on:

[www.direct.gov.uk/thequeensawardforvoluntaryservice](http://www.direct.gov.uk/thequeensawardforvoluntaryservice)

## Community Transport Awards

Dedicated community transport staff and volunteers have been honoured at a special ceremony on Friday 3<sup>rd</sup> June 2011.

The Community Transport Awards, organised by Devon County Council, recognises those who have made outstanding contributions to their local community.

Congratulations go to Torridge group, North Tamar Community Transport Association who were awarded The Best Fundraising Campaign/Event. North Tamar Community Transport Association has been delivering services to 28 rural parishes since 1997. With the support of Devon County Council its activities have increased in that time. The Association also pursues ways of raising funds, receiving £10,000 from Lloyds TSB Bank over two years and £20,000 from Torridge District Council, as well as successfully bidding for a five-year grant of £311,176 which it received from the Big Lottery fund last year to purchase new vehicles and run additional services.

Councillor Stuart Hughes, Devon County Council Cabinet Member for Highways and Transportation, said: "Once again, this award ceremony has demonstrated how lucky we are to have so many dedicated groups and individuals within our local communities. The staff and volunteers involved with community transport are making an important difference to people's lives. Whether it's providing access to vital services or simply taking someone to the local shops, their efforts are valued and highly regarded. Obviously our congratulations go to all of our winners but we also extend our thanks and praise to all those involved in community transport right across Devon."

All nominations were considered by a judging panel consisting of Councillor Stuart Hughes, Jay Talbot, Chief Executive of the Community Council of Devon, and Duncan Wood, Chief Officer of Involve - Voluntary Action Mid Devon.

### Have you visited our new website yet?

For up to date news on the voluntary and community sector in Torridge District visit  
[www.torridgecvcs.org.uk](http://www.torridgecvcs.org.uk)

# Local And Sector News

## NORTHERN DEVON DEMENTIA AWARENESS DAY FRIDAY 8 JULY 2011

A light-hearted but information packed day for carers and people living with dementia.

Come along and join Taw and Torridge Caring at the Barnstaple Hotel, Barnstaple between 9:30am and 3:00pm. Take part in workshops, try new activities and meet other people living with dementia, carers and professionals over lunch. There will be information stands as well as speakers including a presentation from Steve Milton of Innovations in Dementia about living positively with dementia. Places are limited so booking is essential. For a booking form contact Sue Pirrie, Taw & Torridge Caring, 14 Bridgeland Street, Bideford, EX39 2QE If you have any Questions - Tel: 01237 459337

## Walking for Health

Walking for Health has gone from strength to strength, with new walkers joining on a weekly basis. To boost walker numbers, the programmes have been advertised in local parish newsletters, tourist information centres and health centres. New walks have also been developed including a new level 1 walk in Torrington and a level 1/2 in Instow. A very successful Heritage walk was held in Bideford in June. A Hartland Village walk was held in May and a Dolton village walk has been planned for July. Walk leader training was delivered in April with 9 new walkers trained to become leaders. Another walk leader training day will be held in July. Walking for Health encourages people to take regular short health walks in their local communities, particularly those in relatively poor health. The walks are free, open to everyone (families welcome) and are led by trained Volunteer Walk Leaders. Medical evidence shows that access to the natural environment improves health and wellbeing, and helps people recover from illness. Experiencing nature in the outdoors can help tackle childhood obesity, coronary heart disease, stress and mental health problems. We are interested in helping set up other walks with any groups interested, for more information contact Barbara Grant at the TTVS Resource Centre tel: 01237 420130 or [volunteercoordinator@torridgecvs.org.uk](mailto:volunteercoordinator@torridgecvs.org.uk)



## Work Programme – Forum for providers

The National Council for Voluntary Organisations <http://www.ncvo-vol.org.uk/> has set up a special interest group for all charities involved as subcontractors on the government's new Work Programme, which begins in June 2011, replacing the New Deal set up by the Labour government. A statement from the NCVO said: "Critics have questioned whether the Work Programme will enable voluntary and community sector providers to provide services on a fair and equitable basis when compared with the private sector – in particular, how they will fare in the new payments-by-results environment."

It said the special interest group would be a "vital forum for the charities involved in the Work Programme to share experiences and gather evidence in order to shape and influence policy". The group will also allow the NCVO to relay concerns about the programme to the government, the statement said.

The group will hold regular face-to-face meetings and will also have an online network. Charities that want to be part of the group should contact [Paul Winyard](mailto:paul.winyard@ncvo-vol.org.uk), [paul.winyard@ncvo-vol.org.uk](mailto:paul.winyard@ncvo-vol.org.uk) the NCVO's welfare-to-work lead.

In the Work Programme, 289 charities will be subcontractors and two charities will be prime contractors to deliver welfare-to-work services. The charities will be paid on a payment-by-results model, based on the savings to the public purse that result from getting people back into work. The Department for Work and Pensions has estimated that the total value of the programme to contractors will be between £3bn and £5bn over seven years.

## Bidding to Buy a Community Resource ? – News Update

CLA (Country Land and Business Association) are lobbying Members of the Lords to reduce the time voluntary organisations can put together a bid to buy a community resources from 6 months to 3 months. This would make the right almost meaningless – NAVCA (National Association of Voluntary and Community Association) are campaigning to increase it to 12 months.

Support their campaign at [www.rp4c.org.uk](http://www.rp4c.org.uk) and tell your MP why 6 months is not long enough. Steve Wylar of Locality has a great blog post on this issue <http://locality.org.uk/comment/landowners-lords-clobber-community-buy/> and NAVCA has produced a series of briefings on the Localism Bill at <http://www.navca.org.uk/stratwork/localism>

## Update from the Health and Social Care Bill Listening Exercise

### Below is a brief summary of some the key changes

#### Clinical Commissioning

- The GP Commissioning Consortia will now be called '**clinical commissioning groups**' and will include wider professional involvement in commissioning decisions. This will include at least one registered nurse, a doctor who is a secondary care specialist and two lay members – one will lead on patient and public involvement and the other will lead on overseeing the governance of the group. The lay member will be an important role either being Chair or Deputy Chair of the commissioning group.
- Each group will have a governing body and will be required to meet in public, publish their minutes and publish details of contracts with health service providers.
- The clinical commissioning groups will have a duty to promote integrated health and social care around the needs of users. Government also accepts that the groups' boundaries should match those of local authorities and there will need to be clear justification for any that do not.
- The groups will be responsible for their whole area population not just their registered patients.
- The commissioning groups will not be able to delegate their statutory commissioning responsibilities to private companies or contractors.
- More detail will follow on the relationship between the NHS Commissioning Board and Health and Wellbeing Boards.

#### Timetable

- **Primary Care Trusts** will cease to exist in April 2013 but GP commissioning will not necessarily start at that date - this has now become a date by which all GP practices will be members of a commissioning group. Only those 'authorised' commissioning groups will take on full functions. Those in 'shadow' form will

have their commissioning undertaken by the NHS Commissioning Board until they are ready.

- The Primary Care Trusts will cease to exist in April 2013 and local NHS Commissioning Boards will take over any arrangements that are in place before their abolition. The representation (Voluntary Voice) and VCS commissioning projects are supporting developing connections with the three locality commissioners.
- The ten Strategic Health Authorities will remain until April 2013 but will be formed into smaller clusters later this year.
- Consortia boundaries should not normally cross those of local authorities. Emerging health and wellbeing boards will have a say on whether this is the right approach or not.

#### Wider Clinical Involvement and Advice

- Clinical experts, including patient and carer representatives, will have a stronger role in commissioning
- There will be 'clinical senates' of doctors, nurses and other professionals who will give expert advice which the clinical commissioning groups will be expected to follow. Clinical senates will have a formal role in authorisation of clinical commissioning groups. They will also have a role in advising the NHS Commissioning Board on the robustness of commissioning plans and on major service changes.
- Clinical networks and clinical senates will not be separate organisations but hosted by the NHS Commissioning Board.

#### Public Accountability and Patient Involvement

- **Health and Wellbeing Boards** (HWBs) will have a new duty to involve users and the public. They will also have a formal role in authorising clinical commissioning groups. They will have a stronger role in joint commissioning.
- HWBs will be involved in the process of clinical commissioning groups developing their commissioning plans which will be required to be in line with the health

and wellbeing strategy. Although they cannot veto the commissioning plans they can refer them back to the NHS Commissioning Board.

- HWBs will carry out executive functions of the local authority and should operate as equivalent bodies in local authorities do. Elected membership of the HWB will be up to the local authority to determine and it can have a majority of elected councillors.

## HealthWatch

- The Care Quality Commission will be required to respond to advice from its HealthWatch England subcommittee.
- Local HealthWatch membership will be required to include representatives of different users, including carers.

## Patient and Public Involvement

- Commissioning groups will be required to consult the public on their annual commissioning plans. They will also have to involve the public on any changes that affect patient services – not just those with “significant” impact.

## Choice and Competition

- The Bill will be amended to strengthen and emphasise commissioners’ duty to promote choice.
- HealthWatch England will have the power to establish a ‘citizens’ panel’ to look at how choice and competition are working.
- Any Qualified Provider will be phased in from April 2012. Choice of Any Qualified Provider will be limited to services covered by national or local tariff pricing. The focus will be on services where people say they want more choice rather than blanket coverage. Services such as A&E and critical care will never be included.
- Competition will be on the basis of quality not price. Commissioners will be required to follow ‘best value’ principles when tendering for non-tariff services, not lowest price.
- The NHS Commissioning Board will promote innovative ways of demonstrating integrated care for patients and

will explore opportunities to move towards single budgets for health and social care. Subject to evidence from current pilots, the mandate to the Board will also make it a priority to extend personal health budgets, including integrated budgets across health and social care.

## Foundation Trusts

- The Bill will require foundation trusts to hold their board meetings in public.

**Contact: Deborah Fisher, VCS Commissioning Officer, Teignbridge CVS - for the Devon Consortium, Forde House, Brunel Road, Newton Abbot, TQ12 4XX Tel 01626 215916**

***Devon Consortium’s Developing the Third Sector Project is part of the Stronger Communities programme funded by Devon County Council***

The Kings Fund in conjunction with The National Council for Voluntary Organisations has published a full report ‘The Voluntary and Community Sector In Health – Implications of the Proposed NHS Reforms’. The report can be found at [http://www.ncvo-vol.org.uk/sites/default/files/The\\_Vol\\_Sector\\_in\\_Health\\_low\\_res\\_2.pdf](http://www.ncvo-vol.org.uk/sites/default/files/The_Vol_Sector_in_Health_low_res_2.pdf)

## CAMPAIGN FOR A MINISTER FOR OLDER PEOPLE

A nationwide campaign to petition the British government to appoint a Minister for Older People has been launched by Anchor, providers of retirement *housing* and care *homes across the UK*.

Despite making up 40% of voters, there is currently no government minister representing older people. As it stands, older peoples’ issues are spread across various government departments. Anchor believe that what is really needed is a single minister to prioritise the needs of older people, making sure that their views and interests receive the attention they deserve. You can sign the petition here; <http://www.gopetition.com/petition/44649.html>



The Council for Voluntary  
Service in Torridge

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Penny Mason can be contacted at:  
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Telephone: 01237 420134

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Call Kate Shanahan  
01237 420130**

**TORRIDGE RESOURCE CENTRE INCORPORATING VOLUNTARY ACTION AND VOLUNTEERING:** Provides practical support, advice and information to any organisation, activity or self-help group working or wishing to work within the voluntary/community sector; Enables local people of all ages to become involved in a range of voluntary activities and links people and groups who need practical help with those volunteers able to give it. Develops the voice of the voluntary/community sector in decision-making on local and countywide issues. Contact: JENNY FISH 01237 420131 or BARBARA GRANT 01237 420138

**TAW & TORRIDGE CARING:** Offers advice, information, practical and emotional support to local carers and their support groups. Contact: SUE PIRRIE 01237 459337

**CAREWISE:** Supports the needs of Young Carers. Through the use of trained volunteers, a range of practical skills and emotional support is made available to any young person with a caring responsibility. It also helps to encourage Young Carers to articulate their concerns and to find appropriate ways of supporting these. Contact: CATHY KINGHAM 01237 479380

**TorrAGE:** Incorporating the Neighbourhood Links Project, provides services and support for older people in Torridge. Contact: ANNA MALONE Development Worker or LINDA BEALEY Volunteer Co-ordinator on 01805 622666

**FAMILY CARERS OF ADULTS WITH LEARNING DIFFICULTIES:** Supporting Forums for Family Carers of Adults with Learning Difficulties. Contact: LAURA CLEMENTS 01237 420137

TTVS is an accredited Volunteer Centre, a Member of Volunteering England, NCVO, and NAVCA and is an Approved Provider with the Mentoring and Befriending Foundation

Bideford Resource Centre, 14 Bridgeland Street, Bideford  
Open Monday to Thursday 10.00am to 3.00pm.

Torrington Volunteer Centre, 22 Cornmarket Street, Torrington  
Open Thursday morning 10.00am to 1.00pm

Holsworthy, find us at Holsworthy Memorial Hall every Wednesday morning.

Look out for outreach opportunities in the local area.

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