



# Voluntary and Community Sector DRAFT COMMISSIONING FRAMEWORK (2016-2019)

## Leisure and Community Services



## **Commissioning Framework 2016-2019**

This is the third Watford Borough Council Commissioning Framework for the funding of leisure and community services delivered by voluntary sector organisations.

As with the previous Commissioning Frameworks, Watford Borough Council is committed to supporting a vibrant and engaged voluntary sector which can deliver quality and value for money services that benefit those who live, work and visit Watford. The voluntary sector in Watford is a key contributor to making Watford a better place to live for its residents and is recognised as being best placed to deliver some services at a local level supporting excluded, new or vulnerable communities.

The council is also committed to working in partnership with the voluntary sector as demonstrated in the Watford Compact (Appendix A).

### **Why a Commissioning Framework approach?**

The purpose of this Commissioning Framework is to ensure a robust approach to commissioning the voluntary and community sector to deliver services that are considered a District Council funding responsibility and address evidenced current or emerging need(s) within Watford.

Additionally the commissioning of specific priorities are intended to support the delivery of the council's corporate vision and objectives detailed in the Corporate Plan 2015-2019 available to view on the council's website., in particular:

- Promoting an active, cohesive and well informed community
- Making Watford a better place to live
- Providing the strategic lead for Watford's sustainable economic growth

### **What does the council currently commission?**

The council's current Commissioning Framework (2013-2016) commissioned the delivery of the following priorities:

- Infrastructure support to the voluntary and community sector
- Advice service provision
- Arts and culture
- Enabling people with a physical mobility problem to access the town centre
- Community centre provision
- Small Grants Fund
- Sport



## What are the proposed commissioning priorities for 2016-2019 and how were they identified?

The development of the new Commissioning Framework provided an opportunity for the council to review its current priorities and assess:

- what it should continue to fund and;
- whether the current priorities were still the right priorities for Watford in the context of being appropriate for a District Council to fund within a limited budget envelope (and potential future savings being required from the voluntary sector funding budget).

Council officers and members considered a range of evidence relating to Watford including:

- Key demographic information including census and public health ward information
- Aspirations of the council's economic growth programme and how the voluntary sector can contribute to achieving this
- Impacts and outcomes of council reviews including a Property Review of all council property assets
- Discussions with voluntary sector organisations
- Findings from the Equality Impact Analysis

In addition a separate cross member Task Group was asked to look specifically at community centre provision.

Establishing the future commissioning priorities also needed to consider;

- The focus of service delivery within the priorities to deliver maximum effectiveness, quality and value for money and contribute to the council's objectives
- The extent to which council investment was required and how organisations were working towards future sustainability

### Commissioning priorities for 2016 - 2019

The council has proposed that the current priorities continue to be commissioned for a further three years as they are considered to be a District Council responsibility and continue to align with the council's future objectives. The exception is Sport where commissioning will be addressed through other mechanisms including the implementation of the council's Sports Facilities Strategy.

The commissioning priorities are:

- **Infrastructure support to the voluntary and community sector**  
It is proposed that Watford and Three Rivers Trust (W3RT) be commissioned to deliver this service given their extensive networks across the voluntary, statutory and business sectors.



The focus of service delivery will be to strengthen the voluntary sector in Watford and enable it to thrive, ensuring that it has the best possible opportunity of delivering quality, effective and value for money services to service users.

- **Advice services**

It is proposed that Watford Citizens Advice Bureau (CAB) be commissioned to deliver a generic advice service provision. It is considered that the CAB currently has the capacity and capability to deliver a comprehensive advice service to the diverse and changing communities of Watford, working with the council to address and respond to any legislative or policy changes that may impact on service users.

- **Mobility scooter services**

It is proposed that Shopmobility be commissioned to deliver a mobility scooter service that allows those with physical mobility problems to access businesses and services in the town centre. It is considered that Shopmobility has the necessary infrastructure in place to deliver this service.

- **Arts and culture**

The cultural offer for Watford is a key council objective to make Watford a better place to live and create economic growth. It is proposed that Watford Palace Theatre be commissioned to deliver arts and culture services through a range of theatre activities. It is considered that Watford Palace Theatre is a key contributor to delivering to the council's cultural vision.

- **Community centre provision**

The member Task Group considered evidence relating to the current community centres including demographic information. It recommended that community centre provision remains a commissioning priority on the basis that all the currently commissioned community centres are located in areas of multiple deprivation.

The community centres are:

<b>Community Centre</b>	<b>Commissioned organisation</b>
Holywell community centre	W3RT
Orbital community centre	YMCA
Leavesden community centre	Watford Community Housing Trust
Meriden community centre	Watford Football Club Sports and Education Trust
West Watford community centre	West Watford Community Association
Centrepoint Community Centre	Managed by WBC whilst further review undertaken



The Task Group considered that the centres should be commissioned to support the needs of their individual communities, fostering a sense of community spirit and cohesion. They proposed that community centres provide a range of centre activities that address evidenced need in their ward in one or more the following areas:

- Public health focusing on mental health and wellbeing
- Support and skills building towards gaining employment
- Youth focused activities
- Activities for older people
- Support with budget and debt issues
- Activities for people with disabilities

### Small Grants Fund

It is proposed that the council continues to administer a Small Grants Fund for a further three years to provide grants to a maximum of £2,000 for equipment and/or one off projects.

### Equality Impact Analysis

An equality impact analysis has been developed to establish whether there are any emerging needs that are not addressed through the proposed commissioning priorities. If there are emerging needs identified during the period of the Commissioning Framework, that are not currently met, consideration will be given as to whether these are a District Council responsibility, align with the council’s corporate objectives and whether council funding is required in order to commission the service.

### Next steps - timetable and implementation

The following table details the process for finalising the Commissioning Framework and implementation for the Commissioning Framework to be in place from 1<sup>st</sup> April 2016.

Milestone	Timeline
Commissioning priorities approved at Portfolio Holder’s meeting	1 <sup>st</sup> June 2015
Final draft of Commissioning Framework for approval at Cabinet	7 <sup>th</sup> September 2015
Implementation phase including: <ul style="list-style-type: none"> <li>• Preparation of Service Level Agreements</li> <li>• Preparation of service specifications and lease documents as appropriate</li> <li>• Finalising budgets and funding allocation</li> <li>• Finalising lease arrangements as appropriate</li> </ul>	October – March 2016



# Watford Compact 2014

## Watford Compact 2014 – a cross sector partnership

This is a voluntary agreement between different organisations designed to strengthen local relationships and improve outcomes for the local community. Organisations signing up to this compact may come from the public, private or voluntary sectors – or from organisations that have a foot in two or more sectors.

## Recognition, respect and partnership

All signatories to this document:

- agree to work in partnership to improve outcomes for stakeholders, customers and the local community;
- recognise and respect the roles of each sector;
- understand that a successful community must have effective, confident organisations in each sector.

## The basics

Signatories agree to work within the principles of Corporate Social Responsibility defined by ISO 26000:

- Accountability  
We are answerable to those affected by our decisions and activities, as well as to society in general for our overall impact.
- Transparency  
We will disclose (in a clear, accurate manner and to a reasonable and sufficient degree) our policies, decisions, and activities, including known and likely impacts.
- Ethical behaviour  
Our decisions and activities will reflect our commitment to honesty, equity, and integrity.
- Respect for stakeholders  
We will take into account the rights and interests of all stakeholders including owners, members, customers, constituents, employees, neighbours, other individuals or groups may also have rights, claims, or specific interests that should be taken into account.
- Respect for the rule of law  
We will ensure that all our employees, volunteers, agents and stakeholders understand our commitment to comply with applicable laws and regulations.
- Respect for international standards of behaviour  
We will ensure that all our employees, volunteers, agents and stakeholders understand our commitment not to benefit from unethical behaviour, even where this behaviour is legal.
- Respect for human rights  
In all circumstances we will respect and foster rights set out in the Universal Declaration of Human Rights and elsewhere in the International Bill of Human Rights.



## **Good governance**

- We will publish an annual report on our work.
- We will demonstrate our commitment to good governance by working within or toward an appropriate quality assurance standard.
- We will monitor and evaluate our work and secure regular feedback from our stakeholders.
- We will join or recognise representational and trade bodies such as the Watford and West Herts Chamber of Commerce and W3RT CVS.
- We will be active within appropriate broader local partnerships such as sector forums dealing (for example, with culture, technology, or education).

## **Good practise**

- Consultation and collaboration  
We will consult customers, members, constituents, stakeholders wherever possible, contribute to the consultations of others, and work collaboratively where a common interest is identified.
- Environment  
We recognise that natural resources are limited and the natural environment is precious, and will take action to reduce consumption, increase recycling, and protect the environment.
- Equalities  
We will promote equality and remove discrimination on the grounds of age, disability, marital status, pregnancy or parenthood, race, religious belief or non-belief, sex, sexual orientation or gender re-assignment.
- Public health  
We will promote good public health, including good mental health, to our employees and stakeholders.
- Employment  
We will observe good practise in recruitment and employment, and will particularly look to provide opportunities for local people who are young or disadvantaged.
- Volunteering  
Where appropriate we will provide opportunities for volunteers and encourage paid staff to volunteer in the local community.
- Charity  
We will support local charity by contributing to fundraising or encouraging our staff to contribute.
- Watford  
Within the law and competitive practise, we will try to recruit suppliers, contractors and employees from within the Watford community.

## **The public sector - lead signatory: Watford Borough Council**

Public sector organisations derive their legitimacy from popular consent and democratic accountability and are responsible for policy development, regulation and the rule of law, and the delivery of statutory services. Public sector signatories agree to adhere to the national Compact.



## **The private sector - lead signatory: Watford and West Herts Chamber of Commerce**

Private sector organisations are accountable to their private owners and through regulation and the rule of law; they underpin the economy by producing goods and services, generating trade, creating jobs and wealth, and paying taxes.

## **The voluntary sector - lead signatory: W3RT CVS**

Voluntary sector organisations are accountable through their trustees and members and through regulation and the rule of law; they challenge injustice, preserve culture, highlight and address needs by providing goods and services, and provide a platform for marginalised and under-represented groups. Voluntary sector signatories agree to adhere to the national Compact.

## **Status**

This is not a legally binding agreement and implies no legal commitment. We acknowledge the right of each signatory to determine its own policies and to act accordingly. If any organisation decides it cannot meet the standards set by this Compact, it can remove its name from the list of signatories. Where a complaint is received that a signatory organisation is not meeting the standards set by this Compact, its name can be removed from the list of signatories by unanimous agreement of the three lead signatories (subject always to the right of the organisation to respond to the complaint received).





