

Newport Public Services Board

3 May 2016

11 a.m. Committee Room 1, Civic Centre

1. Welcome and Introductions
2. Apologies
3. Establishing a Public Services Board (attached)
 - a) Appointment of PSB Chair
 - b) Terms of Reference (attached)
 - c) Membership of PSB
4. Resourcing of PSB (attached)
5. Quality Assurance Award for Third Sector Organisations with Children and Families (attached)
6. Next steps
7. Future meeting – It is being proposed that the next meeting be held Tuesday, 7 June, 2016 in Room 1, Civic Centre

Contact: Miriam Durkin
Tel: 01633 656656
E-mail: Miriam.durkin@newport.gov.uk
Date: 25 April 2016

Establishing a public services board

The statutory guidance Shared Purpose: Shared Future states a public service board (PSB) must hold a meeting, chaired by the Local Authority, no later than 60 days after the date on which the board was established. Subsequently, the board can determine when and how often it meets.

Appointment of Chair

The Local Authority must chair the first meeting of a public services board but members can then appoint another statutory member or an invited participant to chair.

Terms of Reference

At the first meeting, the board must agree its terms of reference, which must include:

- Procedure for subsequent meetings
- Schedule for subsequent meetings
- Procedure for inviting persons to participate in the activity of the board
- How the board intends to involve those invited participants (and other partners)
- How the board will involve people who are interested in the improvement of wellbeing in an area
- Proposals for establishing sub-groups
- Procedure for resolving disagreements between members relating to the board's functions
- Any other terms the board considers need setting

A public services board must review its terms of reference at each meeting held after the date of each ordinary local government election. However, the board may review, and agree to amend it at any time.

Membership

The four **statutory members** of each board are:

- Local Authority
- Local Health Board
- Fire and Rescue Authority
- Natural Resources Wales

PSBs must invite specified statutory invitees to participate in the board's activity. These invitees are not required to accept the invitation. If they accept the invitation they do not become statutory members of the board but become 'invited participants'.

Invited participants are:

- Welsh Minister
- Chief Constable of the police force
- Police and crime commissioner
- Probation service
- At least one body representing relevant voluntary organisations

The PSB will be required to engage with key partners in the area who have an interest in the wellbeing of an area or who deliver important public services.

The 'other partners' are:

- Community Councils
- Public Health Wales NHS Trust
- Community Health Councils
- National Park Authorities
- HEFCW
- Further or higher education institutions
- Arts Council of Wales
- Sports Council for Wales
- National Library of Wales
- National Museum of Wales

The board could invite any of these partners to participate more fully in its activity as an invited participant. In addition, it is for the board to consider what other bodies, if any, it wishes to invite to participate in its work as invited participants and the manner in which it intends to involve them. The only condition is that invited participants must exercise functions of a public nature.

Sub groups

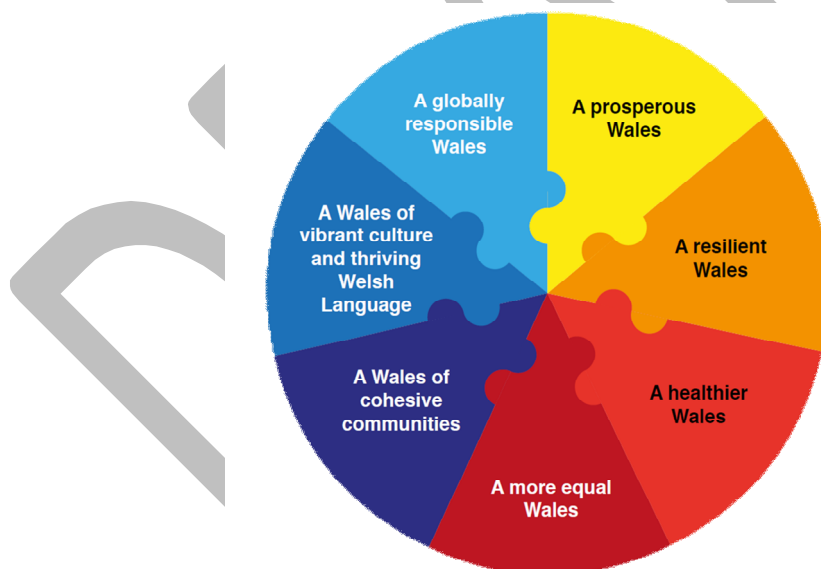
The board is able to establish sub-groups to support it in undertaking its functions and the board can authorise sub-groups to exercise a limited number of functions. A sub-group of a PSB must include at least one statutory member of the board, who can choose an appropriate representative to attend to contribute to the work of the sub-group. The sub-group can also include any invited participant or other partner.

One Newport Partnership & Policy Team
Newport City Council
caroline.james@newport.gov.uk



Terms of Reference for Newport Public Service Board (PSB)

1. The Wellbeing of Future Generations (Wales) Act is about “sustainable development” which is the process of improving the economic, social, environmental and cultural wellbeing of Wales, by taking action in accordance with the sustainable development principle aimed at achieving well-being goals
2. The Act sets out a “sustainable development principle” which is about how the listed public bodies should go about meeting their wellbeing duty under the Act.
3. The wellbeing duty states:
Each public body must carry out sustainable development. The action a public body takes in carrying out sustainable development must include:
 - a. *setting and publishing objectives (“well-being objectives”) that are designed to maximise its contribution to achieving each of the well-being goals, and*
 - b. *taking all reasonable steps (in exercising its functions) to meet those objectives.*
4. The Wellbeing Goals



Purpose

5. **Bold statement – vision. To be agreed by PSB.**
6. To bring together the most appropriate key decision-makers in Newport to improve public services in such a way that it is transparent and meaningful as well as accountable to local people.
7. To lead and deliver a set of locally defined outcomes and targets that are linked to the wellbeing goals.

8. To act jointly via public services boards to improve the economic, social, environmental and cultural wellbeing of their area by contributing to the achievement of the wellbeing goals.
9. All partner organisations represented on the Public Service Board will be expected to recognise the importance of achieving local priorities, outcomes and targets.
10. To consider the corporate priorities of individual organisations when setting collective actions
11. Where locally agreed priorities and targets conflict with parent organisations and / or Government Departments' priorities every effort will be made by the partnership to ensure that local priorities prevail.

Role of the Public Service Board

12. Public service boards' contribution to the achievement of goals must include:
 - assessing the state of economic, social, environmental and cultural well-being in their areas;
 - setting local objectives that are designed to maximise their contribution within their areas to achieving those goals;
 - the taking of all reasonable steps by members of boards (in exercising their functions) to meet those objectives.

Responsibilities:

13. To consult on an assessment of wellbeing or to prepare a draft of an assessment for the purposes of consulting
14. To prepare and publish a local wellbeing plan
15. To consult on a local wellbeing plan or to prepare a draft of a local wellbeing plan for the purposes of consulting
16. To review or amend a local wellbeing plan and to publish an amended local wellbeing plan where required
17. To consult on any amendment to a local wellbeing plan as required
18. To review and report annually on progress to the public, Welsh Government, democratically elected members, and LSB member organisations.
19. Devise innovative solutions to local issues and facilitate the sharing of such experience across Newport and beyond
20. To consider collaborating with one or more PSBs if it assists in contributing to the achievement of the wellbeing goals. A board collaborates if it:
 - (a) co-operates with another board,
 - (b) facilitates the activities of another board,
 - (c) co-ordinates its activities with another board, .
 - (d) exercises another board's functions on its behalf, or

(e) provides staff, goods, services or accommodation to another board

21. The matters above require all members to act jointly and so must be taken by the public services board itself.

Principles

22. Sustainable development is the overriding principle of the Board's activities. This means acting in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

23. This means working in ways that take into account:

- **Long term:** The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
- **Prevention:** How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
- **Integration:** Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
- **Collaboration:** Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
- **Involvement:** The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

24. The Board will strive to work in accordance with:

- Welsh Language (Wales) Measure 2010
- Social Services and Wellbeing (Wales) Act 2014
- Equality Act 2010
- Public Sector Equality Duty
- Planning (Wales) Act 2015
- Environment (Wales) Bill
- The United Nations Convention on the Rights of the Child
- The National Principles for Public Engagement in Wales
- The National Standards for Children and Young People's Participation

Membership

Statutory Members of the Board	
Member	Representative
Local Authority	The directly elected mayor of the authority or the councillor elected as executive leader of the authority, and the head of the authority's paid service designated under section 4 of the Local Government and Housing Act 1989 (c.42)
Local Health Board	Whichever of the following the board Designates: (a) the chairman (b) the chief officer (c) both

Fire & Rescue Authority	Whichever of the following the authority designates; (a) the chairman (b) the chief officer (c) both
Natural Resources Wales	The chief executive

Invited Participants	
The board <u>must</u> invite to participate	Welsh Ministers Chief Constable of the Local Police Force Police & Crime Commissioner Probationary Service Local Association for Voluntary Organisations
The board <u>may</u> invite to participate	Any other person who exercises the functions of a public nature
Other Partners (the board <u>must</u> seek advice from and involve as it considers appropriate)	Community Council Public Health Wales Community Health Council National Park Authority Higher Education Funding Council for Wales Institutions of Higher Education Arts Council for Wales Sports Council for Wales National Library for Wales National Museum of Wales

25. However a member, and invited participant of a board is able to designate an individual from their organisation to represent them. The only restriction is that a directly elected mayor or executive leader of a local authority may only designate another member of the authority's executive.

26. The person designated should have the authority to make decisions on behalf of the organisation.

27. Membership of Newport PSB is as follows: (to be agreed by PSB)

The following is a suggested membership:

- Deputy Leader, Newport City Council
- Chief Executive, Newport City Council
- Chairman, Aneurin Bevan University Health Board
- Chief Executive, Aneurin Bevan University Health Board
- Head of Operations, Natural Resources Wales
- Chief Fire Officer, South Wales Fire and Rescue Service
- Welsh Ministers (Welsh Government representative)
- Chief Constable of the Local Police Force or suitable representative
- Police & Crime Commissioner or suitable representative

- Senior Officer, Probationary Service
- Senior Officer, Local Association for Voluntary Organisations
- Senior Officer, Public Health Wales
- Representative, Registered Social Landlord
- Community representative

Subgroups

28. The board is able to establish sub-groups to support it in undertaking its functions and the board can authorise sub-groups to exercise a limited number of functions
29. A sub-group of a public services board must include at least one member of the board, and can include any invited participant or other partner
30. The sub-group's functions will be guided by the board's terms of reference
31. Those terms of reference cannot authorise a sub-group—
 - (a) to invite persons to participate in the board's activity;
 - (b) to set, review or revise the board's local objectives;
 - (c) to prepare or publish an assessment of well-being;

Meetings

32. The Board will meet quarterly (special sessions arranged on an ad hoc basis when required). The meeting will be chaired by the Chair of the PSB or the Vice Chair of the PSB in the Chair's absence.
33. The venue for each meeting will be decided at the preceding one, with the intention to rotate the host around members. Costs related to hosting the meeting will be borne by each host.
34. The agenda will be split into two parts, reflecting the two purposes of the partnership: 'Strategy and Policy' and 'Delivery'. The two parts do not need to be equal in terms of the number of items or the time spent examining them, but adequate coverage will be given to issues at the core of engagement and delivery.
35. The meeting will be quorate when at least two-thirds of Board member organisations are present.
36. All the statutory members must be in attendance at a meeting of a public services board for decisions made during that meeting to be considered valid.
37. Substitutes are allowed at the Chair's discretion, and should be empowered to make the same decisions as the individual they stand in for.
38. Member organisations will be permitted to miss a maximum of 3 consecutive meetings of each year's planned meetings.
39. The Board may invite other individuals or bodies to participate in its activity as it deems appropriate, so long as they exercise functions of a public nature.

ITEM 3B

40. Technical experts and guests may be invited to meetings to advise on specific agenda items and/or issues.
41. Meeting agendas and the minutes from the last meetings should be sent to all attendees at least one week prior to each meeting.
42. Whenever practicable, reports to the Board will be made in advance in writing enabling the time available at meetings to be devoted to matters in which members input can make a difference.
43. Any member of the Board may request that an item is placed on the agenda of a forthcoming meeting. This should be notified to the Secretariat at least six weeks prior to the meeting concerned. Late items may be accepted at the discretion of the Chair.
44. Decisions will be agreed by consensus amongst the full Board members.
45. If a vote is required the decision will be carried by the majority, with each statutory partner having one vote each. However, the Board cannot vote on and compel a single organisation to undertake an action that will disproportionately impact upon it against its wishes.
46. All members of the Board, priority theme and work groups should be empowered by the organisation that they represent to make decisions on behalf of that organisation (within the reasonable practice of good governance). Where this is not possible, decisions will be referred to the decision-making processes of those organisations.

Performance Management and Scrutiny

47. Ensure the outcomes set out within the Wellbeing Plan are reflected in the aims and objectives of each partner organisation's corporate planning processes and are the core of the performance management of the partnership.
48. Ensure each priority theme and work group sets out clear delivery plans with measurable performance targets that relate to the outcomes defined against each of the priority areas. The 'What Success Will Look Like' measures (and relevant and appropriate others) form the basis of these plans.
49. Use progress updates (as per performance management framework timetable) from the priority theme and work groups to monitor performance and hold the chair of that priority theme and work group responsible for priorities and measures assigned to them.
50. Where performance is below the expected level (or significantly above) explore the causes and identify potential remedies.
51. Maintain a proactive and positive relationship with scrutiny committees, where Newport City Council Members and independent others monitor performance against partnership plans and priorities. This should be done as part of the performance cycle (e.g. proposing and receiving proposal in regard of subjects for future scrutiny activity).

Communication

52. Ensure communications are clear, timely and well-signposted thus allowing partners to effectively plan, evaluate and communicate their activities.
53. Make available administrative documents (such as meeting minutes and agendas) to all partners and more complex information (such as performance reports, policy papers, etc) to a range of audiences.
54. Make available administrative information such as meeting agenda and minutes in sufficient advance of forthcoming activities.
55. Make available administration documents, reports and more complex information to the general public as appropriate
56. Utilise a range of communication methods, including face to face meetings to ensure a variety of people understand the purpose and values of the PSB.
57. Monitor and review the Board's Communications Plan as agreed

Consultation and Engagement

58. Prior to publishing the assessment of local wellbeing , the Board must consult with all persons outlined in the Welsh Government guidance, including the following:
 - The Commissioner
 - The Board's invited participants
 - Other partners
 - Local authority's overview and scrutiny committee
 - Voluntary organisations
 - Local residents
 - Local businesses
 - Trade unions
59. Prior to publishing the local wellbeing plan, the Board must consult, for a minimum of 12 weeks, with those people listed above (and as outlined in the Welsh Government guidance)
60. The Board will involve all people in any consultation and engagement process through a variety of methods including face to face, telephone, internet, social media, local published media, local events, Involve Newport citizens panel, comments boxes, focus groups, workshops, school councils and others as appropriate

Support Arrangements

61. Administrative support is made available by the local authority and includes:
 - Ensuring the PSB is established and meets regularly
 - Preparing the agenda and commissioning papers for meetings
 - Inviting participants and managing attendance
 - Work on the annual report and preparation of evidence for scrutiny
62. Ensuring that the collective functions of the Board are properly resourced is the equal responsibility of all statutory members. It is for the Board to determine how it will resource the functions it has to undertake

Review and Amendment

63. The Board must agree these terms of reference at the mandatory meeting, and may review and agree to amend them at any time as long as all statutory members agree.

DRAFT

Resourcing the Public Services Board (PSB)

Discussion paper

Resourcing of the PSB is required to undertake the necessary functions including publishing a wellbeing assessment, developing a wellbeing plan and producing an annual report. Various other functions of the PSB may include performance and monitoring, scrutiny, consultation and engagement, communication and delivery of key projects.

The Shared Purpose: Shared Future guidance for public services boards states:

Chapter 1. 12.

“Statutory members are collectively responsible for fulfilling the board’s statutory duties. This means unanimous agreement of the statutory members is needed in relation to fulfilling these duties (e.g. to publish assessment of local wellbeing, local wellbeing plans and annual progress reports)”

In addition, the guidance states:

Chapter 1.42.

“Resourcing the work of the PSB

The local authority must make administrative support available to the public services board. The Welsh Ministers consider administrative support would include ensuring the public services board is established and meets regularly; preparing the agenda and commissioning papers for meetings; inviting participants and managing attendance; work on the annual report and preparation of evidence for scrutiny.”

“However, it is for the board to determine how it will resource the functions it has to undertake, which are a responsibility of all the statutory members equally. It is for the board to determine appropriate and proportionate resourcing of the board’s collective functions. There is nothing to prevent invited participants or other partners providing advice, assistance, and resources to the board for instance in the form of analytical or professional expertise. They are not required to provide financial assistance but may do so if they consider it is within their powers.”

Current Resources

The following is an overview of the resources provided to support the functions of the LSB/PSB.

a) Meetings:

Administrative support is provided by Newport City Council’s Democratic Services and covers the following:

- Arranging LSB/PSB meetings (including date, venue and invitations)
- Minutes of LSB/PSB meetings
- Managing attendance

Support is also provided by the Council’s Partnership and Policy Team as follows:

- Preparing agenda
- Writing and commissioning papers
- Briefings to Chair

b) Partnership support and coordination:

The majority of support to the LSB/PSB and wider partnership is provided by the Council’s Partnership and Policy Team as follows:

Post	% of working time	Approx. hours per week
Partnership and Policy Manager	30% (full time post)	11 hours
Senior Partnership Officer (LSB)	90% (part time post)	24 hours
Senior Partnership Officer	60% (full time post)	22 hours
Senior Partnership Officer	85% (part time post)	29 hours
Support Officer	90% (full time post)	33 hours

Newport City Council currently resources the partnership arrangements to the sum of approximately £111k per annum. This does not include room costs or the support provided by Democratic Services.

The functions provided by the Partnership and Policy team include:

LSB / Partnership support	<ul style="list-style-type: none"> • Technical and professional support at LSB, SIP Board, theme group meetings and priority group meetings • Main point of contact for all partnership related enquiries
Single Integrated Plan	<ul style="list-style-type: none"> • Coordination and professional support for the 3 priority themes, including agenda, report writing, support to theme and priority chairs, policy and planning, setting priorities, monitoring and performance
Data & Needs Assessment	<ul style="list-style-type: none"> • Coordination, research, analysis and publication of the Unified Needs Assessment on an annual basis • Support to the development of ward profiles
Performance	<ul style="list-style-type: none"> • Performance and monitoring of the Single Integrated Plan and priority themes, including quarterly reports, annual reports and preparation for LSB and SIP Board • Quarterly reporting to Welsh Government and attendance at regional LSB meetings and events • Coordination of an annual partnership evaluation and implementation of the action plan derived from the process.
Scrutiny	<ul style="list-style-type: none"> • Coordination of scrutiny arrangements including annual performance reporting to individual committees
Communication	<ul style="list-style-type: none"> • Implementation of the Communications Plan including e-bulletins, website, social media
Involvement and	<ul style="list-style-type: none"> • Coordination and implementation of various activity to meet our

Engagement	<p>statutory requirements for community involvement across all areas of the partnership, including, surveys, partnership events, customer research, customer insight, as well as preparing consultation responses</p> <ul style="list-style-type: none"> • Managing and monitoring of Involve Newport Citizens Panel • Chair and coordination of the Customer Engagement working group ensuring implementation of the action plan
Key projects or Reviews	<ul style="list-style-type: none"> • Coordination of Domestic Homicide Reviews on behalf of the Safe and Cohesive Communities theme • Support for the Pill project including attendance at meetings, LSB Chair briefings, partnership communication and sharing information

c) Additional resources

In addition, resource is provided by other organisations as follows:

Newport City Council

- Chair of ASB priority group
- Chair of Youth Justice priority group
- Support for priority setting, planning, performance and scrutiny arrangements of the Safe and Cohesive Communities theme
- Chair and priority lead for the Food & Nutrition working group
- Project lead and coordination for the Supporting People with Enduring Alcohol Problems Project
- Support for priority setting, planning, performance and scrutiny arrangements of the Health and Wellbeing theme
- Management of the Health & Wellbeing Theme budget, Let's Walk Cymru Grant and Wellbeing Activity Grant
- Chair of Economy and Skills theme group

Aneurin Bevan University Health Board

- Chair and priority lead for the Mental Wellbeing & Resilience working group
- Chair and priority lead for the Physical Activity / Active Travel working group
- Priority lead for the Integration of Health & Social Care priority.

Gwent Police

- Chair of Safe and Cohesive Communities theme group
- Chair of Safer City Centre priority group
- Support for priority setting, planning, performance and scrutiny arrangements of the Safe and Cohesive Communities theme
- Project Sponsor for the Supporting People with Enduring Alcohol Problems Project

Public Health Wales

- Theme Lead and Chair of the Health & Wellbeing Theme
- Chair and priority lead for the Alcohol & Drugs working group
- Chair and priority lead for the Smoking / Tobacco Control working group

South Wales Fire and Rescue Service

- Project lead and coordination for Pill project

In addition, various priorities and projects across the partnership may be funded by public bodies or other sources.

PSB Functions

The functions and duties of the PSB will include:

- Prepare and publish a wellbeing assessment
- Prepare and publish a Wellbeing Plan
- Prepare and publish an Annual report
- Regular performance monitoring
- Scrutiny arrangements
- Various Consultation and engagement activity
- Various Communication activity

Next steps

Administrative support for the PSB will be provided by Newport City Council as stated in the statutory guidance.

Resources and support required to undertake the functions and duties of the PSB must be agreed by the four statutory PSB members.

One Newport Partnership & Policy Team
Newport City Council
caroline.james@newport.gov.uk



ITEM 5

REPORT TO NEWPORT PUBLIC SERVICE BOARD

Quality Assurance Award for Third Sector
Organisations working with children and families

Emily Forbes
emily.forbes@gavowales.org.uk

ONE NEWPORT QUALITY AWARD

Reports prepared throughout the project and ratified by Newport LSB concluded that key to achieving, and maintaining, best practice within the Third Sector, a robust Quality Assurance programme with dedicated support from at least one officer is required.

The Quality Assurance Award was formally launched by the Chair of Newport's LSB on **6 January 2016** at a large SIP partnership event where the first successful organisations achieved their award.

NOTIFICATION OF FUNDING BEING REMOVED

On **29 January 2016**, GAVO was informed that due to Families First budget reductions, GAVO's Families First allocation was being reduced from £66,000 to £18,000 – a 72.5% decrease in original budget. Other strands received a cut of 9%.

A small increase in funding was found within NCC to provide GAVO with the full 12 week notice period as set out in Code of Practice for Funding the Third Sector, ending the project on 31 May 2016, despite initial agreement until 31 March 2017.

The impact of this funding cut has resulted in making the post of Families First Voluntary Sector Support Officer redundant.

The employee has been with GAVO for 13 years and the loss of knowledge and expertise within this post will affect future third sector support, development and engagement.

Redundancy costs of £8,550 (which have not been budgeted for in 15/16) will have to be absorbed by GAVO centrally, creating a further burden in a climate categorised by reduced funding.

FURTHER RISKS IDENTIFIED THROUGH LOSS OF POST

GAVO presented a paper for discussion to the Newport LSB meeting in March 2016 to highlight the risk of decisions that reduce hypothecated funding by one department of the local authority, without effectively assessing the wider impact on, or consulting with, other LSB members.

GAVO has queried the decision making process and apparent lack of detailed impact assessment.

It was agreed that a more detailed paper needed to be discussed at the first meeting of the statutory members of the Public Service Board in May 2016.

GAVO has already highlighted that this decision impacts on support to the wider third sector in terms of delivering safe, quality services with the correct governance, policies and procedures in place.

This decision has also affected GAVO's ability to deliver the Quality Award itself, as requested by the Local Service Board. Without appropriate resources GAVO will be unable to fulfil this function.

FOR PUBLIC SERVICE BOARD DISCUSSION

- 1. Does implementation of the OneNewport Quality Award remain a priority for the PSB?**
 - 2. If yes, how can this be resourced?**
 - 3. If no, do PSB members wish to decommission the OneNewport QA Award?**
 - 4. What happens to organisations who have achieved the award or are working towards the award?**
 - 5. What standards will be used by commissioners to assess quality and safeguards in future commissioning processes?**
 - 6. Does the PSB recognise the short-term thinking and wider impact that this decision will have on the wellbeing of third sector organisations and their service users in Newport?**
 - 7. Are there lessons to be learned regarding transparency and collective accountability for future PSB decision making processes?**
-

BACKGROUND BRIEFING

DEVELOPMENT OF THE QUALITY AWARD

In 2014, the One Newport Local Service Board identified an absence of collated data on the quality of voluntary sector service provision for children, young people and families in Newport. The Families First Voluntary Sector Support Officer, based in Gwent Association of Voluntary Organisations (GAVO), was required, through a Service Level Agreement, to develop a Quality Assurance Framework for implementation in the voluntary sector.

Three objectives were pursued:

Objective 1: To map voluntary sector provision across the City.

Objective 2: To develop the Quality Assurance pack.

Objective 3: To trial the implementation of the pack.

Following the design and pilot of the Quality Assurance Framework in the project's first year, a full report was presented to Newport Local Service Board in February 2015. In summary the report concluded that:

- The main aim of the pilot exercise has been to trial the implementation of the newly developed self-audit checklist within a sample group and to gauge the effectiveness of this tool within that sample group.
- The trial has highlighted enthusiasm by the sector to participate. A series of relatively small amendments to the Quality Assurance pack would enhance engagement in its use and reduce the time taken to record the organisation's position in terms of quality assurance.
- The LSB is asked to consider and support the recommendations set out in the report and once amendments have been made, to agree to the formal launching of Newport's Quality Assurance Framework for use in the Voluntary Sector.

The following recommendations were approved by Newport Local Service Board February 2015:

1. Implementation of the Quality Assurance Framework across the sector should be maintained to guide best practice;
2. Simplification of the checklist, for example, a reduction in the amount of criteria required and the high levels required within some of the criteria to be removed, would reduce some barriers to participation;
3. Consideration to be given to the terminology used for the levels to kitemark to be awarded. Bronze, Silver and Gold implies a level of quality where it was originally intended that this would not imply a level, merely proportionality with regards to the size of the agency. The Local Service Board to consider adopting this terminology:
 - Essential, Progressive and Aspirational
4. Sufficient resources, in terms of staffing (auditor, development officer, assessor, administrative support) , to be made available in order to promote engagement in, and the implementation , monitoring and evaluation of, the process;
5. The LSB to note that some providers, e.g. Early Years settings, are subject to other regulators such as ESTYN and CSSIW in order to be listed as registered providers. Discussions will take place with these providers as to the relevance of this;
6. The LSB delegates the process of assessment and the awarding of the LSB kitemark to the One Newport Local Service Board Partnership and Families First team;
7. Discussions took place with particular reference to the relevance of the POVA unit to some providers, however, it was decided that this unit remain in its entirety, and that the most basic level of standards are an essential minimum requirement;

8. The Local Service Board to consider the addition of criteria such as language and environmental elements whilst balancing this against the length of the checklist, such as adherence with Welsh Language standards, where relevant;
9. The LSB to agree to developmental discussions Newport City Council's procurement teams to ensure that completion of the checklist is part of the tender process, and could lead to provider list inclusion.

IMPLEMENTATION

The Quality Assurance Framework and associated paperwork was amended and implementation began in June 2015. The QA Award draws on good practice to confirm if an organisation is fit for purpose for delivering services and shows that an organisation has met the criteria (standards) required for this. It uses a self-audit approach where an organisation makes a judgement about its own performance against these criteria. The three units are:

1. Safeguarding: Child Protection and Protection of Vulnerable Adults (POVA)
2. Data Management
3. Delivering Outcomes

The self-audit checklists each comprise a number of criteria at the three levels: **Essential, Excellent and Enhanced**. Links to useful web-sites relevant are listed within some of the criteria. The self-audit enables voluntary organisations and community groups, however large or small, to ensure that safeguards are in place and are compliant with the relevant legislation (Safeguarding Vulnerable Groups Act 2006 and Protection of Freedoms Act 2012) and best practice as set out in "Working Together to Protect Children" 2006 and the Wales Policy and Procedures for the Protection of Vulnerable Adults from Abuse (2011, revised 2013).

Following feedback from participants, a series of amendments were made to the original system to reduce the excessive amount of criteria required to achieve an award and the unrealistically high level demanded for some of the criteria.

Subsequently, out of a total of 20 organisations participating, 9 awards in all were achieved (5 at Essential, 2 at Excellent, 2 at Enhanced). The table below details the process undertaken by the Voluntary Sector Support Officer to intensely support organisations in the achievement of the awards.

RESOURCING

As highlighted above, one of the key recommendations of the Voluntary Sector Support Officer's report to the LSB in February 2015, was

'Sufficient resources, in terms of staffing (auditor, development officer, assessor, administrative support), to be made available in order to

promote engagement in, and the implementation, monitoring and evaluation of, the process'

GAVO's Voluntary Sector Support Officer with the assistance of one part-time administrator was able to work with agencies, through a series of visits, 'phone calls and e-mails, to produce the evidence files at each level. A Second Auditor, appointed by the LSB, then checked and signed-off the evidence, prior to organisations being awarded QA Certificates.

PARTICIPATION

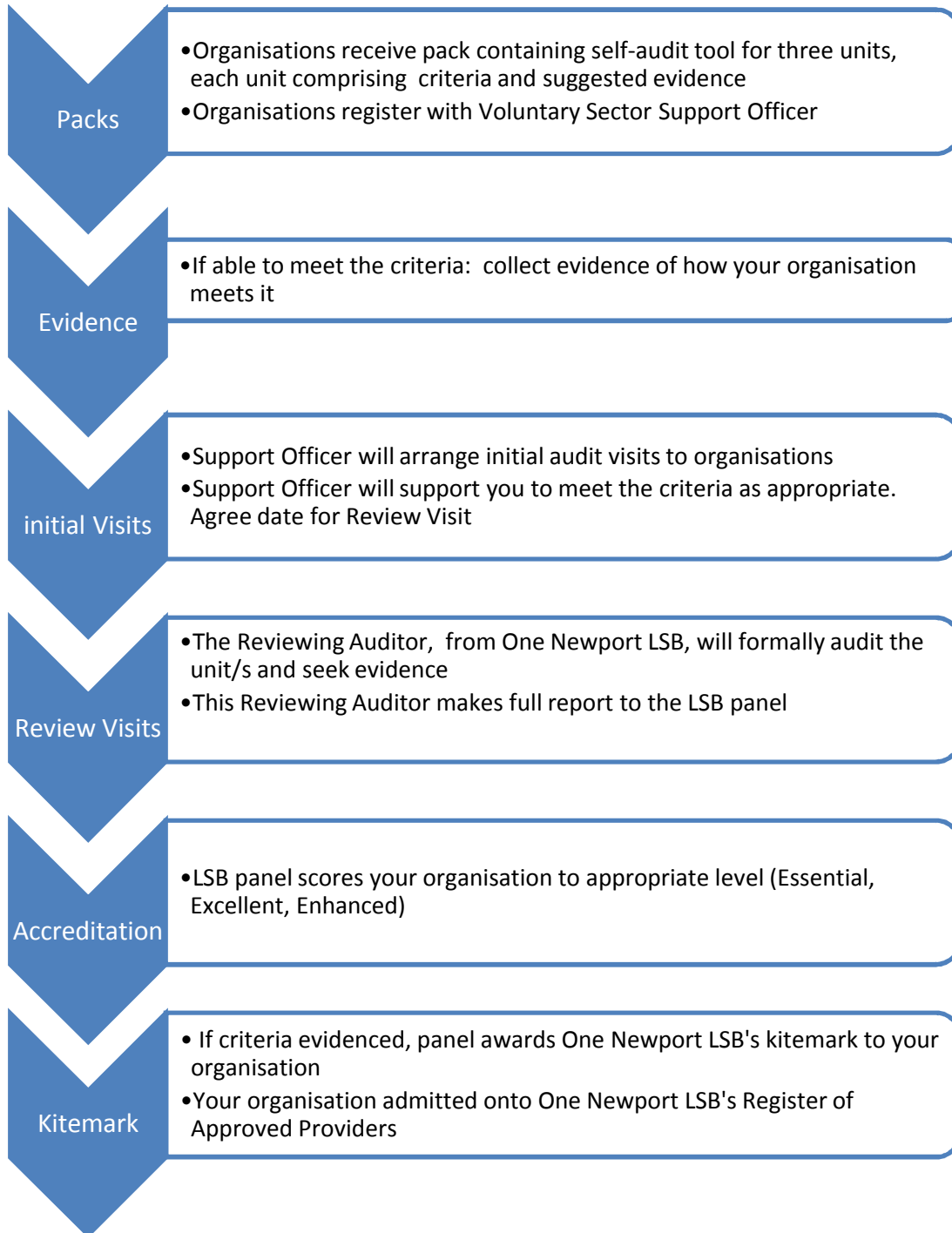
1. Most of the providers completing the checklist were able to meet a significant proportion of the standard. Where organisations were unable to meet the standards, at that moment in time, practitioners were keen to put policies and procedures in place to achieve the standards.
2. Participants demonstrated a willingness to achieve the highest level – 'Enhanced', even when it was explained that achievement at 'Essential' level would be sufficient to be recognised as delivering best practice given the size of the organisation.
3. The Support Officer was able to support the organisation to achieve the UNMET standards with relative ease by forwarding sample policies, procedures and documents and directing practitioners towards relevant training.

INTENSITY OF SUPPORT

Steps	No. orgs contacted	Method	Resulting in Appoint's made	Proceed to Visit	Most cited Reason	Checklist completed
1.	100	i) E-mailed offering self-completion OR visit ii) at GAVO Forum	1	Cancelled	Illness	0
2.	20 (of the above 100)	1x e-mail/letter 2 x 'phone calls per organisation	14	7 x cancelled	1 x Bereavement 6 x Declined/ Failed to find appropriate completer	0
				7 x visits	2 x Unable to proceed 5 x conducted	0 5
3.	10 (of the original)	1 x e-mail/letter 2 x 'phone calls	5	1 x cancelled	Illness	0
				4 x visits	4 x conducted	4

100)	per org			
TOTAL NUMBER ORGANISATIONS ACHIEVING AWARDS				9

FOR INFORMATION: QUALITY AWARD PROCESS



CONCLUSIONS

Most third sector agencies welcomed the process, recognising its benefits as a tool to demonstrate their fitness for purpose, and to enhance their funding opportunities, and therefore readily participated in the one-to-one visits.

A further key recommendation in the 2015 paper to the LSB was:

'The LSB to agree to developmental discussions Newport City Council's procurement teams to ensure that completion of the checklist is part of the tender process, and could lead to provider list inclusion.'

This element would be crucial to encourage wider engagement if a solution is found to continue to deliver the QA Award.

CASE STUDIES

1. Newport MIND:

This agency engaged well with the process. Completion of their evidence file at all three levels required only one visit from the Support Officer, in her role as Auditor, to the agency and some sample documents to be e-mailed for adoption.

"The support we received from Christine Thomas to undertake the Quality Assurance process was invaluable. Her knowledge and skills in the young person's sector allowed us to proceed with confidence whilst providing us with new learning experiences. The Quality Assurance gives weight to third sector organisations who provide quality services and hopefully will allow us to apply for funding in the future.

Seran Davies, Changing Minds Project Manager, Newport Mind

2. Paula, Forest Family Centre

This agency required significantly more support to complete the checklists. The Manager was relatively new in post and found that policies and procedures were not always in place. This required two visits and many sample documents to be sent, with many revisions requested by the Support Officer in her role as Auditor.

Paula's comments: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx