



Wiltshire Children & Families Voluntary Sector Forum

Minutes

Date:18/07/2023

Time:9.30 am

Venue: Online meeting

Attendees		Apologies
Angela Brennan (Chair) Liz James – Bernardo’s Trudy Srawley – Wiltshire Parent Carer Council Lin Scott – Volunteer Matters Vikki Watt – The Rise Trust Tania Rackham – Home-Start North Wilts Natalie Huggens – MoTiv8 Nicky Harris – Spurgeons Victoria Harker– Army Welfare Service Lin Scott - Grand mentors Becky - Home-Start Nic Dom Jones - Spurgeons Carl Houghton - Spurgeons Lucy Kitchener – We hear you.	Mary Winterburn – Health Watch Stacey Simm - Healthwatch Charlotte - Rainbow Trust lola Williams - Wiltshire Council Philippa Thompson – Wiltshire Council D Sarah Hawkins - Debbi Wickham - Bethany Grattan-McInnes - Sarah Gregson - Salisbury City Council Sarah Pickering -WCA Amber Skyring - WCA Sarah Hanlon - NCRG Judith Sellers - NCRG Jacqui Corp - NCRG In attendance – Linda Cantillon-Guyatt Administrator	Natasha Flintoff - AWS Russell Martin - Spurgeons Stephanie Davis - Portage rep Kerri Lee – Wiltshire Treehouse Kate Marris – CAPUK Jessica Stevens – Fear-Less R Potter- Kooft Kelley Collen – Wilts Police Gemma Wilks – We Hear You Caroline Wells – Spurgeons Lisa Bradbury – Julia’s House Sophie Zephirin – MOD Susanne Wigmore – CAB Natasha Flintoff – MOD Vicki – MOD Catharine Symington – Healthwatch Alison Lyons – Access Wellbeing Caroline Fawke – WDA
Item		Who
1.	Welcome No conflicts of interest raised.	Chair
2.	Angela opened the meeting welcoming all explaining Gary Binsted would not be joining the meeting as he has now left Wiltshire Council. Amber Skyring will be taking his slot to talk about the Commission Workshop taking place in September.	Chair
3.	Angela gave an update on the meeting she has attended. Contextual safeguarding – details of issues around the county, more information to follow, including securing Rachel Kay who is willing to provide some training in the autumn for the forum. FACT pilot project holding events in August for engagement with parents to learn more about the services being provided. Diagnostic tool DART – the Chair is interested to know who is using it within CFVSF as it's something FACT are considering. WPC is	Chair All

	<p>using it and feels its recent updating has really improved it. The Chair is keen to raise it as a tool for thresholds work.</p> <p>Treehouse Charity who provided some initial training regarding bereavement and is willing to come back to do something more in depth. Action – Send out training questionnaire.</p> <p>Damian – gave some feedback on his role of attending the Youth Justice Board on behalf of CFVSF and will be sharing their new strategy with the forum in once its public. He also raised the opportunity for any member to sit on different forums and service providers groups to represent the Forum.</p> <p>There are various meetings about the FACT pilot meetings which members are free to attend. CFVSF will send invitations as and when they arrive.</p> <p>CFVSF now has feedback forms for representatives of the forum to complete following attending a meeting to enable feedback to the whole forum and a template is attached with these minutes.</p>	<p>All</p> <p>Admin</p> <p>Admin</p> <p>All</p>
4.	<p>Amber gave an update on the commissioning workshop taking place 6th September this has been initiated following some issues raised by forum members regarding commissioning practice in Wiltshire Council. As the CVS WCA was approached as a nonservice provider to gather some data on whether these were one off events. A letter was produced sent to members, after which a discussion took place with 8/9 organisation. Following that meeting WCA reach out to the Council which has now resulted in this joint workshop taking place 6th September at Pottern Scout Hut which will look at how VCS and WC can work together to improve commissioning practice going forward. WCA are encouraging as many organisations as possible to attend both commissioned and none commissioned services, the workshop will be looking at.</p> <ul style="list-style-type: none"> • How do we build on good practice. • How do we learn and understand the constraints of commissioning • To share the joint framework. <p>Amber also raised awareness of the up-and-coming Community Service Market Engagement event - invitation will be sent to all members following this meeting.</p>	Amber Skyring
5.	<p>HCRG care group presentation - slides were sent to those who attended the meeting.</p> <p>Q following presentation – asked about scale of service provision for young people’s emotional health and wellbeing service? <i>Groups will be up to 8 around the county. This isn’t a huge service however it will offer a significant support as part of a graduated emotional health offer.</i></p> <p>Q regarding the shortage of Health Visitors in the Tidworth area leaving the nurseries to provide the services? <i>they are currently recruiting and have bank staff in place, whilst they are challenges, they are significantly better staffed than most of surrounding areas and are looking to open more drop ins in the area.</i></p> <p>Further comment - feedback from families is HV services are not getting back to them and that referrals are getting lost even though they are sent registered post! Which is delaying the support and</p>	Sarah Hanlon - Judith Sellers - Jacqui Corp

	<p>there is significant concern about the service currently being provided.</p> <p>Q what is HCRG doing about prevention and working with the VCS and how are they referring back into the sector? <i>Some developed partnerships exist Children Centres, Nelson Trust, and some of CFVFSF members.</i></p> <p><i>There is regular level of universal contact with families. These are big service for example HV has over 700,000 contacts a month in Wiltshire. HCRG are keen to add value to the sector and investment with the sector.</i></p> <p>Angela thanked HCRG for such a comprehensive overview.</p>	
6.	Comfort break	All
7.	<p>The forum members broke into groups to discuss.</p> <ul style="list-style-type: none"> • What helps your organisation retain staff and volunteers? • What have you found to be the most successful way of recruiting staff and volunteers? • What would you like to be able to implement that could make the recruitment and retention of staff and volunteers more successful? 	All
8.	<p>Feedback</p> <p>Group 1 - discussed when was the best time to ask for a reference? Part-time workers can offer some flexibility. Challenges of increasing pay when contract funding isn't rising to meet the CoL crisis.</p> <p>Group 2 - discussed how to make your service stand out as an employer, home working no longer so attractive has become mainstream. Staff needing to be working part-time to meet the needs of their childcare commitments.</p> <p>Group 3 - discussed recruitment process and people not showing up for interview, salary challenges, trained staff moving to work in the statutory sector, insecurity of funding means people sometimes jump ship. Talked a bit about volunteering and said having a coordinator can be helpful, adjusting language used with volunteers can also be helpful, online learning is now the norm. Using Wiltshire Together is a good for recruiting.</p> <p>Group 4 - discuss recruitment of volunteers and challenges, people work to later in their life, Time well spent survey shows Volunteering is now too much like paid work and often feel overwhelmed by volunteering. It's hard to find the time to support volunteers with the demands on services. 1/3rd of volunteering is online/ virtual now a days and bitesize volunteering is becoming very popular. Work needs to happen to change organisation attitude towards volunteering.</p> <p>Group 5 - had very similar conversations as other groups. Childrens Centre uncertainty is impacting on recruitment. Organisations expect a lot of their staff and don't always have the funds to offer good salaries. The benefit trap is also a factor for low paid roles.</p> <p>Chair thanked everyone for their contributions, sadly there is no magic wand to theses issue but hoped the opportunity to share was helpful.</p> <p>Chair suggest these websites for further info</p> <p>Employee Turnover & Retention Factsheets CIPD</p> <p>Employee Retention - Quick Guide Tutorialspoint</p>	

	<p>Amber Skyring update the meeting on the work which WCA are doing strategically in relation to raising the recruitment and volunteering issues nationally - it is being raised with Integrated Care and through national bodies such as NAVCA and NVCO. This feedback will be included.</p>	Amber Skyring
9	<p>AOB lola Williams - Mental Wellbeing practitioner promoted an event on the 2nd of November at County Hall which will be to develop a shared understanding of what self-harm is and how to improve support. Members were asked to contact lola if they would like to be involved in the co-design of the day or attend.</p>	Iola Williams
10	<p>Date of next meeting September 26th 9.30am – 11.30am</p>	All