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We say a very sad farewell to Angela and Dawn who leave hvooss after 10 years service. We wish them both every success in the future.....

We extend a warm invitation to all we work with to come along to our: -

AGM

Wednesday 1 November 2017

2pm - 4pm at The Courtyard (The Garrick Room)

Edgar Street, Hereford HR4 9YJ

**Guest Speaker: Reverend Lady Lisvane,
High Sheriff for Herefordshire**

Including brief presentations “Celebrating Success” from: -

**Vennture, Hope Support Services, Talent Match,
Social Prescribing, and Community Wheels.**

To confirm your attendance call 01432 343932 or email will.lindesay@hvooss.org.uk

Member Focus

Services for Independent Living (SIL)

..An opportunity for hvoss members to inform future direction



SIL has been part of the 3rd sector landscape in Herefordshire since 1996, when the organisation was formed by a group of disabled people coming together, through the direction of the Herefordshire Group for Improved Living for Disabled People (GILD), to campaign for the introduction and roll out of Direct Payments, and to support the people in receipt of them. We are still a 'Users Led Organisation' with over 50% of our Board of Trustees being disabled people.

Since then SIL has grown to be one the largest Herefordshire based third sector organisations, employing over 120 staff and supporting hundreds of disabled people via our Independent Living @ Home, Direct Payment Support, Wellbeing Information and Signposting and Shopmobility services. ur mission is to 'Provide individual care and support services empowering people to lead an independent life at home'.

We champion the social model of disability and offer our services to all disabled people, irrespective of their particular diagnosis or condition.

In the last few years SIL, along with all third sector organisations, has had to streamline its internal structures and reduce cost to ensure it can flourish during times of austerity. Part of this has been looking at how we can best work with other agencies and organisations to maximise our effectiveness. We work closely with the commissioning authorities in Herefordshire and in Torfaen, South Wales, where we have a satellite office.

We are open to any ideas and partnerships that will help improve the independence of disabled people and the quality of services that support them.

SIL are committed to working with hvoss to ensure we have a robust 3rd sector infrastructure and support organisation, and a coordinated voice representing and championing the work of the sector. It is more important than ever at the moment to maximise the efficiency and effectiveness of the sector as we all try to cope with scarce resources. hvoss plays a vital role in this, by maintaining an overview of the sector, highlighting potential partnership opportunities and duplication of effort.

I personally believe that hvoss can extend the support and representation it offers to some of the medium and larger size organisations in the county, but that we need a bigger commitment from those organisations to allow this to happen. Will Lindsay and I have had some initial discussions about how to move this forward and I am proposing a meeting/workshop for Chief Executives, the heads of 3rd sector organisations in the county to discuss what support hvoss can offer in the future, and what commitment, financial and otherwise, we can provide in return. Please come and join Will Lindsay and I on **Tuesday 14th November 2 - 3.30 @ HALC, First Floor, Berrows Business Centre, Bath Street, Hereford** to join the discussion and help shape how the sector is represented and supported in the future. Please email will.lindsay@hvoss.org.uk to confirm our attendance.

Euan McPherson – Chief Executive, Services for Independent Living

Important Update on Herefordshire Citizens Advice

You are probably aware from local press coverage or previous updates, that over the past year or so Herefordshire Citizens Advice has been facing uncertainty about its future. I'm therefore very pleased to be able to confirm that this valuable service, which offers free, independent advice will continue to be available in Herefordshire, thanks to the help of local Citizens Advice neighbours and some of our local councils.

Citizens Advice services in Herefordshire are now being run by Worcester Citizens Advice with support from Shropshire Citizens Advice and South Worcestershire Citizens Advice.

All services will remain the same, with people able to access the telephone helpline and attend face to face appointments for the same service at the same venues. The name will also remain unchanged.

The continuation of Citizens Advice services in Herefordshire has been made possible with savings made from the closure of the organisation and with support from existing funders including Herefordshire Council (who continue to provide free accommodation in Hereford) and continued funding provided by Leominster, Ledbury and Ross Town Councils and, of course, our own volunteers. In summary:

- Herefordshire will keep its Citizens Advice Service – based in the existing office at St Own Street, Hereford and there will continue to be outreach services in Leominster, Ledbury and Ross on Wye.
- People needing help will be able to access it in the same way as they do now. In the near future Citizens Advice will be aiming to recruit more volunteers and will be looking to secure extra funding so that it can keep providing help to people who have nowhere else to go.
- Citizens Advice Herefordshire will close as a separate charity later this year, and has ceased providing advice services as of Monday 2 October.

Thank you for the support you have given to Citizens Advice in Herefordshire. As you will see this is the end of one chapter in Herefordshire Citizens Advice's history but the start of a new one. I very much hope you will continue to support the important work we do. The Chief Executive of Worcester Citizens Advice, Martyn Saunders will be a key contact moving forward. Martyn is on holiday at the moment but can be contacted at martyn.saunders@cabwhabac.org.uk.

In the meantime if you need to speak to anyone before Martyn is back please get in touch with me: christopher.boote@btinternet.com

Keeping children in Our county safe

Safeguarding Children - Briefing held on Session 28 September 2017

Paul Rooney, Herefordshire Local Authority Designated Officer (LADO) provided a excellent briefing session to hvoss members about safeguarding children in Herefordshire.

The role of the Local Authority Designated Officer (LADO) is set out in the HM Government guidance Working Together to Safeguard Children which outlines the procedures for managing allegations against people who work with children. The LADO is located within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.
-

Paul is involved in the management and oversight of individual cases, providing advice and guidance to employers and voluntary organisations, in addition to liaising with the police and other agencies, and monitoring the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process.

If you receive an allegation against a member of staff, it is advisable to contact the LADO to ensure that correct decisions are made. Some allegations may not need to be referred to the LADO but Paul said "if you have any doubts or worries please do get in touch with me"

Paul said it is advisable for voluntary organisations to notify him of who their designated officer is. This will help Paul develop a direct relationship with the organisation.

Volunteers under our direct supervision are classed the same as a paid workers in relation to child protection, so it always best to assume volunteers are part of the system.

Volunteers can be of a concern as they are often less well screened, and often become involved in more informal settings. We also discussed the fact that our sector is very often involved in supporting the most vulnerable and disadvantaged. Risks are higher, but manageable with effective processes and procedures in place.

In assessing appropriateness for involvement of staff and volunteers, value based criteria assessment can be a real help in ensuring you are involving the right people in your work with children.

Child Neglect and abuse a big issue statistically, in Herefordshire this covers a broad range of issues, and our rurality contributes to this.

Children on children protection plan are categorised under 4 categories of abuse - physical, neglect, emotional , sexual.

LADO currently working with c300 contact, we were surprised to hear that only 4 of these relate to the voluntary and charitable sector.

The LADO maintains a register of people who are considered risk to children. Managing risk is a key consideration for us all. Paul is able to offer information, advice and support to any voluntary and community organisation about safeguarding. He can offer informal support. Paul encouraged **"any group or safeguarding lead to get in touch if you have a safeguarding concern or worry". I can provide informal advice or signposting even about a general enquiry. By making contact, I can start to develop a relationship with your organisation, support you, and/or signpost to other sources of help. He also stressed the importance of "safeguarding processes in playing key roles in protecting organisations and individuals involved in working with children as well as our children themselves"**

Paul outlined "how, who, why and when" to make a referral. This quick guide is a useful summary reference..... Detailed information about the work of Herefordshire Safeguarding Children Board (HSCB) is available at:

<https://herefordshiresafeguardingboards.org.uk/herefordshire-safeguarding-children-board/about-hscb/>

Further information is available from Will Lindesay at hvoss 01432 343932 will.lindesay@hvoss.org.uk. The next meeting of our Childrens Interest Group (CHIG) will be confirmed in due course.