

## ***Voluntary Sector and the JSNA***

### ***Transition Alliance Workshop held on 12<sup>th</sup> March 2012 which brought together the Public Sector and the Voluntary Sector to discuss how better to work together***

The morning began with an outline of the JSNA and presentations from three voluntary sector organisations – Lesbian & Gay Foundation, Age UK Lancashire and Sefton CVS – outlining their experiences of the JSNA process. See links below to the presentations.

The interactive part of the workshop took place in two parts. For the first part the delegates were split into two separate groupings – the voluntary sector and the public sector. Both groups worked through the same questions. Then both groups were brought together and split up according to their sub regional geographies – Cheshire, Gtr Manchester, Merseyside, Cumbria & Lancashire and the North West.

The abbreviated notes below have been put together based on the written responses gathered at the workshop and are structured along the lines of the questions asked at the event. There is inevitably some overlap across the different sections.

#### ***Voluntary Sector***

##### ***What data and intelligence can The Voluntary Sector share with the Public Sector group?***

- Case studies featuring common problems and similar and different views of same problem.
- Data to support bids.
- People's stories and feedback from service users.
- Information on outputs and the impact of services.
- Recommendations from organisations which have undertaken their own research.

##### ***What data and intelligence does the Voluntary Sector (VS) need from the Public Sector (PS) group?***

- The public sector has an obligation to ensure the community and VS is involved. A broader dataset encourages sharing. Standard formats for data and reports would help. Reports and data should be easy to read and

understand. JSNA should include measurement of the impact on communities and feedback to community.

- Voluntary sector need to know the circumstances of hard to reach people and which people PS seek the views of.
- Important for VS to be informed at an early stage on what the priorities emerging are, how the priorities are being set and how to engage in the process.
- Qualitative data is lacking and does anybody know how to use it? There seems to be lack of input from the faith sector.
- There is national and regional VS data, service level and anecdotal material but VS need help to link it and interpret it.

***How can the Voluntary Sector facilitate better exchange and work with the Public Sector?***

- We need regular communication to develop trust. There may be some scepticism from VS about what PS wants data for so VS needs to know what the data is going to be used for and what the purpose is. The VS also needs to understand what the JSNA review process consists of, what the prioritisation process is and how analyses are fed into commissioners. Also timetables for analyses, assessments and consultations need to be made available in good time to allow and encourage VS involvement. Questions for monitoring services and for needs assessment should be aligned and should we use standard research and questionnaire templates so multi partner research and analysis work is easier? Overall a collaborative approach is likely to produce more useful intelligence and have greater currency than if it just produced by PS.
- Should we have regular exchange events to help establish networks with analysts and commissioners? Certainly VS has to have confidence to seek and offer data (being clear about their needs and what they have to offer) and PS has to seek out views, advice, research etc from VS. Smaller organisations should be involved to help give them confidence and to secure meaningful, relevant data from them. VS needs a vehicle to identify and promote their priorities
- Together, with all partners including the CCG, can we work on marketing the JSNA which few people know about and understand?
- VS need to have capacity to interpret research and service info. Can analysts train VS staff to understand and collect data and/or to be involved in analyses

with PS? Could VS establish a research network (such capacity building would have wider value than just JSNA)?

- Need to know what information is useful – VS good at gathering 1 to 1 data but need clear advice from PS about where to send the data to. Can an interactive website be set up for VS and provider organisations to upload information?

### **Public Sector**

#### ***What data and intelligence can the Public Sector share with the Voluntary Sector?***

- Data to support funding bids.
- Intelligence included in strategic reviews of specific issues, e.g. Dementia.
- It might be more useful to collate data together into reports for VS.
- PS can advise VS about large sources of data locally and nationally and on trends and changing priorities.
- There is a huge amount available, but PS need to be very clear why we are collecting and sharing data otherwise confusion gets worse. We need focus and clear purpose.

#### ***What data and intelligence does the Public Sector need from the Voluntary Sector?***

- The PS needs to accept that VS have much to offer and we need to have a conversation/conversations which work both ways.
- PS should offer to share with VS their expertise to help answer precise questions instead of just sharing a mass of information – which in turn requires VS to work out precise questions.
- VS also need to advise what they have available and what format it is in and seek views from VS about what format or delivery method is best for them.
- PS need to ask VS about what services they provide for what populations to ensure PS have a proper view of what is available locally to which populations.

#### ***How can we facilitate better exchange and work together?***

- PS can support VS research by things other than money. One of the key hurdles is around data sharing. We need to talk and keep talking.
- PS need VS research to be more rigorous and managed.
- We need to share assets. Can we together identify gaps in research and approach together?

## ***Geographically aligned groups of both Public Sector and Voluntary Sector***

### ***Opportunities for possible intelligence exchanges***

#### ***Greater Manchester***

Can PS analysts train VS staff to understand and collect data? PS services need to ask the VS about the services they provide to ensure they are the ones that are required. PS wants research that is rigorous and governed properly. Does that imply PS oversight of VS research? PS accept that VS/wider public need to be involved before commissioning is undertaken.

#### ***Lancashire and Cumbria***

Need the Local Government to give time to VS to clarify what is needed from all sides. The VS need help interpreting data, but then so do PS if a comprehensive picture of the community is to be created. JSNA and JSNA products need to be marketed. Questions around JSNA should be incorporated into monitoring projects. We need to ensure that the community and small groups are heard.

#### ***Merseyside***

Is there a role for both sides in identifying gaps where there might be data analysis missing. Conversations needed between two sectors. An important need is the sharing of skills around interpreting and analysing data from both sides. Current capacity and the current fluidity in staff in all organisations may be a real barrier. We need to manage expectations of what can be achieved now.

#### ***Cheshire***

VS need early briefing in what is needed so VS know early what they need to and can provide. The VS should have continuous input into JSNA so that they can help produce more useful products. VS should have feedback about what the data is being used for/how it is being used. We need to learn to explain what we mean and develop a shared language. Each side must acknowledge the limitation of resources and share resources better. Also VS can act as a champion for the intelligence on the JSNA in the community.

#### ***North West***

It is very difficult to have a conversation at a regional level because there is no regional Public Sector Infrastructure body. Perhaps we need to look more at structures in VS and concentrate on sub-regional, City/region geography in our relationships with the PS. There is certainly a need to speak truth to power as services are collapsing. There is a willingness to put energy into future service

development. We need to be proactive, an example of which might be to produce a stakeholder newsletter to commissioners.

***Conclusion***

It seems to us that the conclusions are writ large in the notes above and it's up to us all to carry on the conversation. If anyone has any further observations, if anything has worked spectacularly well, or if anyone has ideas about how the Transition Alliance can offer further help please let us know.

Dave Burnham, [david.burnham@transitionalliancenw.nhs.uk](mailto:david.burnham@transitionalliancenw.nhs.uk)

Margaret McLeod, [margaret.mcleod@transitionalliancenw.nhs.uk](mailto:margaret.mcleod@transitionalliancenw.nhs.uk)