

**Review of Voluntary Sector Services  
Process and Consultation**

1. Initial discussions with voluntary sector started in 2009 with joint consultation with NYCC but also included York services on future commissioning of voluntary sector services.
2. In December 2010 PCT Board agreed 4% efficiency savings for voluntary sector in line with national efficiency target required within the NHS operating framework.
3. To ensure there was a more stable way forward for voluntary sector services commissioned by NHS NYY, PCT Board agreed that a full review needed to be undertaken to ensure services met priorities agreed by the PCT. Attached letter 22 March 2012 sent to all services

Originally the PCT had about 134 different funding arrangements with 80 different voluntary sector organisations, which included 15 organisations in York. Some of these services had already been reviewed which left 80 different services that would still need to be reviewed.

4. In March 2011 a paper went to the PCT Board to outline its review and approach to be taken with voluntary sector services through 2011/12.

A copy of the March Board paper is attached.

5. At the end of March/early April 2011 letters were sent from the PCT to all voluntary services to give notification of the potential changes to funding in 2011/12. Letters clearly stated that all services would be reviewed and if services did not meet the criteria agreed by the Board, then the level of funding may be changed or services may cease to be funded by NHS NYY.

Example of letter attached dated 9 April 2011

6. Media statement was released which also outlined the review process to be taken. Copy attached (29 March 2011)

7. Between April – June 2011 over 80 reviews took place by PCT staff, with a large variety of services across North Yorkshire and York.

This involved direct contact with each service provided which was a very significant workload for PCT staff, but was clearly the most appropriate way of consulting with all service providers.

8. Visits were arranged with 80 voluntary sector service including YBPSS, who were contacted in April 2011 to gather information and a visit arranged by PCT staff for 12<sup>th</sup> May 2011.
9. On the 16<sup>th</sup> June 2011 the results from all of the reviews alongside feedback from staff were considered by a multi disciplinary group, which met to discuss each service, the assessment against the criteria stated in the March Board paper and the impact of any potential change to those services.

This resulted in recommendation to either:

- confirm funding of services that met criteria
  - cease funding of these services not meeting the criteria
  - gather further information from those services where more work was needed to be able to make a decision
10. In June 2011, PCT Public Board meeting received a paper detailing the results of the review which includes:
    - a list of services / providers where funding would cease from October 2011
    - a list of services where further work was needed to be clear about the outcomes required
  11. Following the Board, letters were sent to:
    - all services where funding would cease
    - all services where further work was required

Letters were sent to stakeholders across the patch informing them of the outcome of review – including York Health Scrutiny.

Stakeholder Letter attached – 28 June 2011

Media release attached – 28 June 2011

Letter sent to YBPSS on 30<sup>th</sup> June – attached.

12. An appeal process which had been agreed by the Board was put in place for providers wishing to appeal the decision to cease funding.

10 services appealed.

8 of the decisions made by the PCT were upheld.

2 services received adjustments to arrangements.

13. Further reviews were undertaken of these services where more information was required, this included YBPSS

YBPSS were visited in September 2011 by PCT staff and information was gathered from this process.

14. October 2011 multi professional meeting arranged to review the additional information gathered on its remaining voluntary sector services.

Agreement was reached on these services that did not meet its criteria (YBPSS was one of those services).

15. 8<sup>th</sup> November 2011 meeting with offices at CYC, where the PCT discussed the intention of withdrawing funding to YBPSS and officers would be copied into letter.

16. Letter sent to YBPSS on 22<sup>nd</sup> November 2011 informing them of decision to cease funding. - Letter attached.

Second letter on 2<sup>nd</sup> December was sent to YBPSS which clarified the timeline for the appeal process, which was extended at the request of YBPSS.

17. Appeal panel met on 13<sup>th</sup> January and reviewed a lot of additional information supplied by YBPSS (YBPSS were the only service to go through appeal process).

The panel agreed that its original decision was to be upheld and hence funding would cease. However, it was agreed that a longer notice period would be offered to 30<sup>th</sup> June 2012 to give the organisation more time to adjust to the changing circumstances and look at other possible options.

### **Summary**

- The PCT spends over £5m annually on services from the voluntary sector, much of this is to fund input to patients' care packages. Approximately £768,000 is spent on mental health services and £1.6 million is spent on other voluntary sector services.
- The review focused on the other services which totalled 80 across c£1.5m. All of the services were slightly different and predominantly based on small grants. None of the services would in any way constitute significant service change, hence the reason for not discussing this directly with Health Scrutiny. The PCT has followed good practice and worked with each Provider through a contractual process to discuss each service and consult directly with each Provider.
- The review period has been extensive with clear notification given in March 2011 to all services that there would be changes through 2011. This was to give the maximum notice period possible.
- Significant communications have come from the PCT about the review and no issues were raised either from York H Scrutiny or CYC throughout this period.
- The list of organisations in York which were reviewed are:

Salvation Army

Age UK  
Carers Centre  
NSPCC  
Crossroads  
Resource Centre for the Deaf  
YBPSS  
York Women's Counselling Service  
1-2-1 Counselling  
York CVS  
York Older Peoples Assembly  
Homestart  
York Mind  
Our Celebration  
Alzheimers Society

- The services where funding is to be withdrawn from April 2012 are:

Resource Centre for the Deaf  
York Women's Counselling Service  
1-2-1 Counselling  
YBPSS (funded to June 2012)

- Funding released from the review (above the 4% efficiency target) will be reinvested in to voluntary sector services which are deemed to be a priority. Discussions are currently on going with the Clinical Commissioning Groups to agree where investment should be placed.
- It must also be noted that the PCT has funded an additional £3m in to eye services at York Foundation Trust during 2011/12, to ensure that patients could be followed up more regularly and would have access to the drug lucentis, which is used in the preventative treatment of eye disease.