



Title of meeting: Cabinet

Date of meeting: 5th September 2023

Subject: Portsmouth City Council's strategic relationship with The HIVE Portsmouth

Report by: Stephen Baily, Director of Culture, Leisure and Regulatory Services

Wards affected: All

Key decision: /No

Full Council decision: /No

1. Purpose of report

1.1 To support the development of a new strategic partnership which builds on the HIVE Portsmouth's work to date.

2. Recommendations

2.1 It is recommended that Cabinet:

- i. Note with appreciation the contribution that HIVE Portsmouth made to the city during the pandemic;
- ii. Note the renewed focus of HIVE Portsmouth in the post-pandemic environment and the range of activity underway; and
- iii. Approve the Memorandum of Understanding between PCC and HIVE Portsmouth as the basis for a future strategic partnership agreement.

3. Background

3.1 HIVE Portsmouth aims to work in partnership across Portsmouth with voluntary, private, and public sector colleagues. It works with local people, groups and organisations in a way that recognises and nurtures the strengths of individuals, families and communities and helps to build independence and self-reliance as an alternative to a reliance on traditional services.

3.2 HIVE Portsmouth connects people and organisations to share, support and learn in order to meet the needs of individuals and are committed to working together with the objective of building a happier, healthier, and more connected city.



- 3.3 HIVE Portsmouth is a Registered Charity (1189067) and a Company limited by guarantee (12064936). The Registered office of the HIVE Portsmouth is at the Central Library, which was chosen as an informal, safe place for the community. It is also the organisation's main physical point of contact.
- 3.4 The development of HIVE Portsmouth was community led, with the local authority responding to requests from the voluntary and community sector to facilitate the creation of a strategic partnership that would bring the sector together with key commissioners in the local authority and NHS. The sector had identified that there was a weakness in their relationships with PCC and other statutory commissioners, and that the overarching 'funding system' - often based on competitive bidding - created division rather than collaboration.
- 3.5 Following a series of facilitated workshops, and the subsequent establishment of an alliance of organisations to bring forward a new way of working, HIVE Portsmouth launched in December 2018 and was incorporated as a company limited by guarantee on 24 June 2019. The HIVE Portsmouth's Board is made up of representatives from the VCSE sector and other organisations in the city. The Board is chaired by the Reverend Canon Bob White, the Vicar of St Marys Church.
- 3.6 In December 2019 HIVE Portsmouth became a strategic partner of the Portsmouth Multi-speciality Community Provider (MCP) Programme, which evolved into the Portsmouth Providers Programme Partnership, ensuring representation at discussions looking at how innovation can drive solutions to challenges in the local health and care landscape. In March 2021 HIVE Portsmouth also became partners in the Civic Partnership agreement with the University of Portsmouth, the council and others.
- 3.7 The onset of the Covid-19 pandemic and its effects clearly altered priorities for many organisations, and HIVE Portsmouth quickly mobilised as a delivery organisation that was instrumental in Portsmouth's pandemic response. HIVE Portsmouth provided critical support to residents, co-ordinated volunteers, assisted with delivery of the vaccination programme, shopping for isolating and vulnerable people, and delivering medication. The HIVE Portsmouth coordinated 15,200 welfare calls to all of the people who were shielding, undertaken by the wider voluntary and community sector, the CCG, the Community Helpdesk, the Independent and Wellbeing Team and Public Health. The organisation received 7,860 calls with queries related to shielding, and 387 professional referrals for support were received. Initially national processes for supporting people who were shielding were insufficient and food delivery slots were difficult to obtain. At the peak the HIVE Portsmouth facilitated the delivery of over 500 food parcels a week, with 3,010 food parcels were delivered during the first lockdown. The organisation facilitated distribution of food donations from a variety of organisations, with 97 businesses across the city contributing food, essentials, and activity packs. HIVE Portsmouth also supported people who were shielding with obtaining medicine. Over 4,500 prescriptions were delivered, with over 500 per week at the peak. As lockdown continued needs changed from food and prescriptions to activity and

distraction. The HIVE Portsmouth worked with PCC Libraries, distributed activity packs produced by Portsmouth Creates, and helped gardening and dog walking.

3.8 HIVE Portsmouth was a huge asset to the city in the unprecedented period of the pandemic, and enabled many people to receive support that might otherwise have struggled. There were vital lessons that emerged that will be critical to reflect in the future working, as the HIVE Portsmouth returns to its original core purpose as a strategic partner on behalf of the city's voluntary and community sector. In particular:

- Established and trusted relationships helped facilitate collaborative working.
- There is a need to listen to and empower staff on the front line - when given the freedom to work together on an equal partner basis, organisations can collaboratively bring the knowledge, experience, and passion to provide the right responses and deliver the right outcomes for people.
- Clearly structured processes and procedures facilitate collaborative working.
- On an overarching level, The HIVE Portsmouth recognised the need to keep talking, learning, and communicating.

4. HIVE Portsmouth in the post-pandemic environment

4.1 The impact of the Covid-19 is likely to last a significant amount of time, in terms of physical and mental health and wellbeing of residents, and the economic impact. It would not be unreasonable to suggest that this timeframe may run into decades.

4.2 The recovery trajectory of the city and its residents has also been altered by the cost of living crisis, where a series of wider economic shocks have created significant impact on day to day living costs for residents, as rents and mortgages rise, food costs increase, and energy bills absorb larger shares of household incomes. In a city such as Portsmouth, with high levels of deprivation, many individuals and families have struggled significantly, and have needed to rely on sources of support including food banks.

4.3 In this environment, HIVE Portsmouth has been working to deliver a series of projects that will contribute to the delivery of the wider vision for the city in the medium to long term, by fostering a vibrant voluntary and community sector as well as providing much-needed support for residents in the immediate period. A new Chief Executive Officer, Lorna Reavley, joined the HIVE Portsmouth in June 2022 to lead the next phase of HIVE Portsmouth development. She brings extensive experience in the health and social care, higher education, and voluntary sectors.

4.4 The HIVE Portsmouth refreshed their strategic goals in 2022 following the pandemic and in line with the new Health and Wellbeing Strategy for the city:

- We work as a cooperative of people and organisations to improve the health and well-being of the people of Portsmouth.

- We work with individuals, voluntary and community organisations and social enterprises to support and develop the sector within the city.
 - We enable and support social action on the issues that people face in Portsmouth.
 - We work innovatively to respond to changes so that people have flexibility and choice about activities and services in their city.
- 4.5 The HIVE Portsmouth Trustee Board are now finalising a medium-term strategic plan to deliver on these objectives. Financial sustainability and securing ongoing funding is a key priority for the future.
- 4.6 HIVE Portsmouth receive core funding from the Integrated Care Board (via the Better Care Fund) to fund key staff posts and infrastructure costs. This has been confirmed as £109,000 for the 2023/24 financial year. Development discussions are being held regarding future funding, of which we will advise members at a future date. Portsmouth City Council support the HIVE Portsmouth with contributions in kind of £166k of staff who work on HIVE Portsmouth projects and space in the central library for the main office (foregoing a potential market income of around £55,000). There are also two members of staff from PCC staffing the Community helpdesk. One of these posts is due to end in November 2023 as backfill funds cease. It is important that value for money can be demonstrated from the level of investment.
- 4.7 It is also important that the projects delivered are clearly tailored to the needs of the city. During the pandemic The HIVE Portsmouth introduced a CRM (customer relationship management) model. This has enabled the interactions with the HIVE Portsmouth from visits, calls and emails to be captured and used as intelligence. Analysis has shown that:
- There is a continued need to work with our diverse groups to ensure representation and support.
 - Mental health is an increasing issue - most contacts across the sector are becoming increasingly complex and have some kind of mental health element.
 - Financial concerns are a major issue for many people, as evidenced by the number of people experiencing unemployment, applying for benefits and the demand experienced by foodbanks, uniform requests, white goods and community pantries.
 - Isolation is a running theme and has affected everyone at some point, and the lockdown is having a lasting effect.
- 4.8 Direct feedback has been received from organisations in the city reporting that mental health is a key concern. Counselling services are overwhelmed, and many organisations and individuals are experiencing fatigue themselves. Voluntary organisations in the city have also reported that they have been seeing new cohorts of clients who would not normally have needed support prior to the pandemic.

- 4.9 In response to this intelligence, HIVE Portsmouth are collaborating on projects enhancing mental health support; working with diverse groups, building capacity and resilience in local community led groups and organisations (including extension of the pantry scheme), supporting young people around inclusion, and working with the older adult population around ageing healthily and avoiding admissions to hospital. A summary of project areas is attached as Appendix 1.
- 4.10 HIVE Portsmouth are also continuing to support the wider VCSE resilience by providing governance, bid writing, training and voice, as well as wider resources. In early 2021, HIVE Portsmouth was approached by BAE Systems to submit a proposal to their scheme making use of the company's share forfeitures. HIVE Portsmouth submitted a collaborative model proposal, aimed at strengthening relationship and investing in communities. The proposal reflected the fact that multiple organisations in the city are struggling to find a space, and some have been forced to close premises. Others are hindered by a lack of meeting spaces for their client groups, and a lack or loss of back-office space. The model was based on the ability to offer low-cost space rentals, so that the limited funds available to charities could be targeted at need rather than running costs.
- 4.11 The proposal was successful in attracting funding from BAE, who awarded HIVE Portsmouth a grant to support the development of a Hub within the city to promote and sustain a resilient and vibrant VCSE. HIVE Portsmouth Hub, situated in the Aggie Weston building on Edinburgh Road is now open, and has welcomed its first members. This will enable VCSE organisations to share facilities, reduce costs and collaborate on projects. The search for a suitable hub in the North of the City will continue.
- 5. Portsmouth City Council's ongoing relationship with HIVE Portsmouth**
- 5.1 PCC's support for the HIVE Portsmouth delivers across a wide range of the aspirations expressed in the shared city vision, Imagine Portsmouth, and PCC's corporate plan.
- 5.2 PCC's organisational relationship with the HIVE Portsmouth is overseen by the Leader of the Council. The Director of Culture, Leisure, and Regulatory Services (CLRS) is a direct link with HIVE Portsmouth both via the embedded staff team and with the HIVE Board of Trustees.
- 5.3 A nominated senior officer on behalf of the director attends HIVE Board meetings and meets with the Chair to discuss matters arising and progress on shared initiatives. The Director of CLRS also updates relevant portfolio holder monthly, including performance reports, and liaises with PCC & HIVE Portsmouth management on opportunities for partnership working.
- 5.4 Partnership meetings are held twice each year with the Director of CLRS, HIVE Portsmouth PCC Business Development and Projects Manager, the relevant Portfolio Holder, the HIVE Portsmouth Chair and Vice-Chair and the HIVE Portsmouth CEO.

- 5.5 The HIVE Portsmouth PCC Business Development and Projects Manager manages all requests from PCC for new work, manages partnership projects and facilitates meetings between PCC and the HIVE Portsmouth on operational matters.
- 5.6 The HIVE Portsmouth reports on a range of KPIs on a quarterly basis. These are under review, but the suite of measures currently used is attached as Appendix 2.
- 5.7 The Council agreed a Memorandum of Understanding with HIVE Portsmouth in March 2020, which allowed it to partner with all directorates across PCC. The MOU was originally to have been brought to a Cabinet Meeting on 1 April 2020, which was cancelled due to the Covid-19 pandemic. The MOU was subject to an urgent decision by the Chief Executive, which was later confirmed at a Cabinet meeting on 14 July 2020.
- 5.8 The MoU has now been updated to reflect the ongoing working relationship with HIVE Portsmouth, and PCC. Discussions are being held with HIWICB, regarding our ongoing working relationship and a supplementary paper regarding this will be brought forward at a later date. The revised document is attached as Appendix 3, and it is recommended that this is adopted by Portsmouth City Council. Over 2023/24, work will take place between our organisations to evolve the MoU into a formal strategic partnership agreement.

6. Reasons for recommendations

- 6.1 The original agreement between PCC and The HIVE Portsmouth was two years old in April 2022. As this was agreed in the initial stages of the Covid-19 pandemic, a new agreement was agreed for a twelve-month extension until April 2023, but there is a need to work towards a longer-term agreement now.
- 6.2 As an authority we need to continue to work with HIVE Portsmouth to collaborate on and address a range of issues in line with the Imagine Portsmouth city vision. As an independent organisation with a successful track record, HIVE Portsmouth will also be able to attract funds in a way in which PCC as a local authority might not, which is a benefit to the city.
- 6.3 One of HIVE Portsmouth's key strengths is its ability to make links and connections. There are many groups in the city trying to support people covering a wide range of service areas, but a lack of connectivity can lead to gaps and duplications, and in turn less effective services and outcomes for residents and communities.

7. Integrated impact assessment

Attached.



8. Legal implications

Legal will review the draft MOU and provide advice duly prior to any commitment or agreement.

9. Director of Finance's comments

Current financial support and resources to the Hive are outlined in paragraph 4.6.

There are no direct financial implications arising from the recommendations in this report.

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Signed by:
Stephen Baily
Director of Culture, Leisure and Regulatory Services

Appendices:

- Appendix 1 - Summary of current HIVE Portsmouth activity
- Appendix 2 - HIVE Portsmouth KPIs
- Appendix 3 - Memorandum of Understanding

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

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Signed by:
Leader



Appendix 1 - Summary of HIVE Portsmouth Activity

Theme: Mental Health

HIVE Portsmouth is leading a series of projects to:

- set up an independent expert panel including service users, those with lived experience, experts by experience, carers and VCSE sector.
- identify people who will benefit from the service redesign and their carers and invite them to be part of the panel /network.
- provide ongoing support to experts ensuring individuals are trained and equipped to carry out the tasks asked of them.
- develop a mental health network of local VCSE partners, this network will contribute and will help facilitate involvement of experts by experience.

These include:

- **16-25 Young Person's Mental Health** - Promotion of the "You are not alone" campaign continues to be shared and promoted in the city. The engagement has now started to get the opinions of young people on the ideas generated from the workshops and survey.
- **Adult Mental Health 18 –65** - Supported with the induction of the Portsmouth Mental Health Hub staff. Supporting with interviews for the outstanding roles for the hub. Communications being shared for the hub as directed by the teams.
- **Older Persons Mental Health 65+** - Beginning the engagement with older people who are or have accessed older persons mental health services. OPMH staff are booked to spend some time at HIVE Portsmouth to work together on this piece of work,
- **Personality Disorder Pathway** - The third workshop has been confirmed for Tuesday 23 May and invites will be sent out in early April.
- **SMI (Serious Mental Illness) Physical Health Checks** - There have been several meetings and outreach visits to engage with people with SMI

Theme - Disability

During COVID Portsmouth Disability Forum had to close the charity and sell the charity's building. The proceeds from the selling of the building were donated to HIVE Portsmouth for them to carry on the work that PDF could no longer continue.



The establishment of a disability advisory group is the start of that continuation of that work. The panel is a mixture of people with a physical disabilities and people with a sensory impairment as these groups are not well supported in the city.

The initial disability panel meeting was in March 9 people attended this meeting. Some initial decisions were made.

Broadly the areas of work people wanted the Group to focus on are:

- Supporting disabled people and their family, friends, or neighbours to **take action on local access issues in their own neighbourhood.**
- **Employment for disabled people** – in particular making contact and working with local employers to help them become more confident about recruiting and retaining disabled people.
- **Access to transport in Portsmouth** – for example, we talked about how difficult it can be to find taxis in Portsmouth that are fully wheelchair accessible and are available during the times disabled people want to travel.
- **Healthcare** – in particular how disabled people still experience services that do not seem to be ready and able to accommodate their particular disability or their carer's needs; we talked about working with our local NHS services to see what can be done.

It was agreed that the Advisory Group would be the core group, with a membership of around 12 disabled people at any one time. It will be chaired by disabled people and would decide the priorities for the rest of the work. The Group will meet quarterly – with working groups, actions and communications happening in between these meetings.

A large number of organisations and other charities come forward to support the Advisory Group, so there will also be a regular session for a network of supporters. The Advisory Group will work with them as partners, keep them informed about the work, learn from their experience and also ask them to consider getting involved in the work groups.

The group are currently working on:

- Establishing contact with the City Council to raise the issue of transport and taxi access in the city.
- Beach and seafront access in Southsea and along Langstone Harbour
- New leisure developments in Milton
- Access to NHS rehabilitation services for people coming out of hospital.
- Accessibility in Milton allotments



The HIVE Portsmouth supported Dynamite, a team of young people, aged between 14 and 25, who all have special educational needs or disabilities (SEND) They act as a link between those who commission and run services for young people in Portsmouth and services users and work to ensure that young people with SEND are listened to and have a voice in how services are shaped and delivered locally.

Dynamite young inspectors visit services to evaluate how accessible they are for those with a variety of needs and report back to both the commissioners and venues. Dynamite surveys young people to discover what changes they want to see, holds training days which emphasise to potential employers the value of employing someone with SEND and attends meetings with decision makers to ensure that the needs of those with SEND are considered when services are commissioned.

The new Abilities for Life group for over 25s is now up and running and meeting in Cosham on a weekly basis. Some older members now attend this group, and recruitment from the colleges and through online advertising is ongoing. In general, the group is working well together as a co-production, inspection, campaigning group.

The HIVE Portsmouth supported MAKE, a local VCSE organisation working under the umbrella of the Aldingbourne Trust, to deliver this service until June 2023 when this was successfully transitioned to MAKE directly.

Portsmouth Parent Voice

Portsmouth Parent Voice (PPV) is a team made up of local parents and carers of children and young people with special educational needs and disabilities.

Shaping Better Futures Together has completed work on a new app for children with neurodiversity to be able to access education more easily. Information leaflets about caring for young people with feeding tubes have been created and communication boards designed to make leisure centres more accessible.

The Neurodiversity in Schools (NDiS). Learning walks have taken place in five of the six new schools for the second year of the project. All 5 of those schools have their parent hub set up. One has taken place and was very successful, with the other four taking place next month. Schools from the first year who have completed their part of the project are being offered continuing support with their hubs.

PPV hosted a **coproduction workshop for leisure providers** across Southampton, Portsmouth, Isle of Wight and Hampshire. Parent Carer Forums from across the areas attended or fed back views and work continues to make leisure centres **more inclusive** for young people with disabilities.

It was noted in a SEND inspection that Portsmouth's **post 16 offer needs improvement.** A workshop was held with professionals, parent carers and young people to provide feedback on how transition to college has worked previously and what needs to change.

PPV will continue to coproduce this alongside the council.



Neurodiversity support groups and CAMHS drop ins are now supporting around 25 parent/carers each month.

Theme - Cost of Living support

Community pantries

The HIVE Portsmouth is working with local communities to identify the need for and support the set up of local pantries to alleviate issues around food insecurity in the city. Pantries go beyond the food bank model, creating a sustainable and long-term solution to food poverty. Members pay a small weekly fee, typically £4.50 although Your Local Pantry are urging their members to raise the weekly fee to £5, for which they can choose at least ten items of food each week, along with additional opportunities of volunteering and training. The HIVE Portsmouth help connect local volunteers who wish to be part of the pantry, support them in the process of becoming a constituted group and with the application to the Your Local Pantry or Larder models of working. The HIVE support the groups to identify appropriate sites for the pantry and connect with local businesses who are willing to complete the fit out of the pantry location and donate shelving, fridges, freezers and other equipment needed to open.

Pantries are open in Cosham, North End, Southsea, Portsea, Landport, Baffins, and Paulsgrove. Many are operating successfully, but there are issues with sustainable sources of donations. The HIVE Portsmouth also supports with the distribution of funding to the pantries and other food providers across the city.

Three other pantries are also planned (Somerstown, Hilsea and Fratton), with HIVE Portsmouth offering advice where needed.

School uniform - The Uniform shop has continued to play a large part in supporting families linking with schools and social workers and other organisations.

The team have been tracking the types of uniform requested to support forecasting future needs and trends in requirements. This has shown requests for branded blazers, PE Uniform, and more standard uniform items such as Summer Dresses, school trousers and white polo shirts.

The school engagement work has been focused on mapping any preloved stores within schools while developing pathways for the donations of any excess or unclaimed uniform. It has also allowed the team to see the impact on individual children. The reporting of case studies has demonstrated the impact school uniform can have on an individual child.

With a number of children supported by the uniform shop are having to start at a new school at short notice, having the correct uniform supports integration into a new school. Local partners such as the Roberts Centre and the Royal Beach Hotel began to request batch orders for the families they are supporting.



Over the past 6 months the uniform sharestore has supported 324 families and 483 children. In the year 22-23 1081 families with 1545 children were in receipt of uniform. An event was held in July to promote the offer before summer school holiday period started. The HIVE Portsmouth also works with Kids clothesline and parenting network making and supporting referrals to these agencies when appropriate.

Cost of Living summit - A follow up Cost of Living event was convened by Portsmouth City Council in February 2023, with the HIVE Portsmouth organising and Father Bob hosting an hour of the event with presentations from 3 different VCSE organisations on the impact on their organisations, staff, and beneficiaries. Craig from Runr also talked about the social action campaign he is developing alongside Simon from Anglepoise which HIVE Portsmouth is supporting, to encourage businesses in the city to support food banks and pantries. This was very well received.

THEME - SOCIAL INCLUSION

Digital inclusion - This project was set up to provide devices and data to organisations and residents to access online services and become digitally active, either through the loan of a device through a partner organisation or facilitating the request for a device donation from the Shaping Portsmouth Bridging the Digital Divide project. Moving out of Covid, the project is focusing less on the digital loans library and more on providing training for digital champions and improving access in community settings to digital devices. Any site issued with a device will be expected to have a staff member or volunteer who has completed the free online digital champion training.

The Health / Access Kiosks are available at the Central Library and Citizens Advice Portsmouth. 2 additional kiosks are about to be installed at the new Spark Community Café. Drop-in sessions are held in the Library once a month with volunteers from Citizens Advice Portsmouth and Age UK Portsmouth and the HIVE Portsmouth have also supported GP surgeries in the city to encourage patients to set up and access their online services. The project is also exploring how our homeless residents can remain connected with free data and devices provided from the Society of St. James, Two Saints and City of Sanctuary.

THEME - SECTOR SUPPORT

Portsmouth Lottery - The Portsmouth Community Lottery has continued to offer an alternative funding source for groups across the city with stable numbers for both number of players and ticket sales. Regular social media posting has been embedded into the wider social media calendar.

Within the team, efforts have been made to ensure that internal controls and revised



processes. In 2022/23 regular panels were convened to award the community grants element of the Portsmouth Community Lottery. The application process and guidelines are now publicised on the HIVE Portsmouth website.

Volunteer recruitment/support/training - Together in HIVE Portsmouth continue to promote volunteer opportunities across the city, and have several current projects:

- **School reading volunteers** - For the last year the HIVE Portsmouth has supported Portsmouth children with their reading by supplying some Portsmouth schools with volunteers - recruiting, training, and supporting the volunteers. 20 volunteers have been placed in Portsmouth schools to help with the knock-on effect of covid on children's reading. , equating to 439 volunteer hours across the schools worth £8,780
- **Be there for Care** - 91 volunteer placements supporting Portsmouth Care homes and another 100 in the process. This includes 54 befrienders and 4 care hone gardeners.
- **Adult social care** - In the past year HIVE Portsmouth have started taking referrals from adult social care, to support their socially isolated clients that need support accessing the community through befrienders.
- **Digital Buddies** - HIVE Portsmouth is recruiting digital buddies to promote digital inclusion and provide a 1 to 1 support for residents with any IT problems.
- **One off events/volunteers** - We recruit a bank of one-off volunteers to support charities, organisations and council with any events. A total of 458 hours of volunteer support have been provided in the last year.
- **Bank of emergency volunteers** -a bank of 1,985 emergency response volunteers
- **Brokerage service** - HIVE Portsmouth now offers a more in-depth free brokerage service where volunteers are criteria checked to see if they match the volunteer opportunity they are applying for. This saves searching organisations time and money.

In the year 22- 23 HIVE Portsmouth placed 1039 volunteers with roles in groups and organisations, have received and managed 2519 volunteer enquiries, have advertised 244 volunteer opportunities, and currently hold details of 5,874 active volunteers on system.

Social enterprise development - HIVE Portsmouth continue to support new social enterprises in the City with governance, policy, and funding information. Many new organisations are attending the HIVE Portsmouth CaN networking meetings and engaging with other VCSE sector organisations, leading to potential partnership working as well as general awareness of services available.



New individuals approaching HIVE Portsmouth for start-up support continue at post pandemic levels; there seems to be more awareness about the Community Interest Company structure leading to more specific requests for support with applications to Companies House. Previously there was more interest in applying to the Charity Commission for CIO status and the preferred choice was to register as a charity. HIVE Portsmouth are now seeing more people asking about CIC status and support for application. HIVE Portsmouth provide a guidance sheet with relevant links and some people are able to take this and apply individually.

Community groups and smaller organisations still tend towards Charity Commission applications and although this is a longer and more complex process, there are groups that embark on the application.

HIVE Portsmouth are seeing an increase in requests for support for existing directors/trustees of social enterprises and VCSE groups and are working on the best way to support governance in the sector.

Support and development for the VCSE

Grant/Funding Support - Demand for the bid writing support has grown. To promote the support on offer and package it to the sector the bid writing offer infographic was developed. This is now sent out to the sector and there are regular posts on social media.

Dependent on the requested support, the team can then develop a bidding strategy and a pipeline of applications for each organisation. For example, the team worked with a new community organisation in the City to gain their charity status in 2019, subsequently they were invited to apply to the Transformation Fund but needed support in completing the application and compiling the relevant supporting documents. HIVE Portsmouth guided the applicant with the type of information and evidence of need required, along with a staffing structure and a three-year funding plan. This allowed them to make the initial submission and gain further support from the Transformation team.

An objective of the team has been to develop stronger links with funders, to be able to advocate for the VCSE sector, ask questions and confirm at an early stage an ideas eligibility for a specific funder. This ensures the team's ability to continually improve the advice given to organisations and broaden the organisational knowledge of the ever-changing funding landscape.

The team make good use of the Grantfinder funding portal and as groups come to use looking for funding, the team can run a personalised search, advising the group of funders that would be relevant to their needs. On average, HIVE Portsmouth run 6-8 funding searches a week and notify the wider sector of new funds coming online that are of interest. If a targeted fund is announced, relevant groups are notified.



HIVE Portsmouth will also be providing a **Children and Young People VCS Development Role**, to ensure that the voluntary and community sector in the city can support developments including the new Family Hubs and Start for Life programme. The postholder will focus on increasing sector capacity and developing a clear and effective co-production strategy.

The ambitions for the work are to see vulnerable families thrive, building their resilience by providing effective, whole family support to help prevent escalation into statutory services; and to drive system change locally and nationally, working with local authorities and their partners to create joined up local services, able to identify families in need, provide the right support at the right time, and track their outcomes in the long term.

The **Wellbeing Collective** is a pilot project which aims to avoid unnecessary hospital admissions and additional pressures on health services by working collectively with HIVE Portsmouth, the British Red Cross and the Salvation Army.

In the six months between July and December 2022, the project received 250 referrals with 87% being for residents aged 65+. 90% of those referred to the project were still at home at the point of discharge. The pilot has been extended for a second year and two organisations, Age UK Portsmouth and the Good Gym, have recently been awarded funding to build capacity in the city for this project.

THEME - INFORMATION, ADVICE AND GUIDANCE

Community Helpdesk - The community helpdesk is receiving a large number of enquiries from residents, face to face over the telephone and by email. In the last quarter this has averaged at 32 contacts per day. The last few months have seen a rise in enquiries from residents seeking support relating to the increased cost of living including white goods help with utilities and food.

HIVE Portsmouth work closely with partner agencies and can refer clients seeing support onwards to organisations such as advice Portsmouth, CAP, Baby bank, MOPP and others. The team keep up to date with the latest information about local services, organisations and schemes which are offering support to residents and so are best placed to be able to find the right support for their needs.

With a base in the Norrish central library, the team continue to work with individuals presenting as homeless. Links with local homelessness support has been made to ensure individuals can be directed to appropriate organisations. All new Housing officers now spend time with the Helpdesk as part of their induction process which has enabled good links to be made and pathways created for flow of information.

The Helpdesk have been supporting an increasing number of individuals to access these online services such as accessing services and contacting utility suppliers etc. An iPad is located next to the desk for visitors to make use of free of charge and if needed can support their use of this. This has enabled visitors book EConsults with their GP, contact their utility supplier and more.



HIVE Directory - the Directory continues to be a resource for individuals, professional and organisations across the city, to be able to identify available services. It also continues to be the most popular page on HIVE Portsmouth website. There is currently information regarding over 800 organisations on the directory, which is updated on a regular and ongoing basis.

Appendix Two - HIVE Portsmouth KPIs

Volunteering KPIs:

- Number of volunteer enquiries – face to face
- Number of volunteer enquiries – online
- Number of New volunteers registered and active
- Number of volunteers registered and available for one off events
- Number of volunteers registered for emergency stand up
- Number of new volunteers registered and placed with organisations
- Number of volunteer roles requested by organisation

Helpdesk KPIs:

- Number of face-to-face visitors supported
- Number of telephone interactions
- Number of email interactions
- Number of groups/organisations supporting the Helpdesk
- Number of individuals supported by those groups and organisations (average)

Uniform KPIs:

- Number of donations received
- Number of donations distributed
- Number of families supported

VCSE Sector Engagement and Partnership Working KPIs:

- Number of interactions – charity
- Number of interactions – voluntary groups/ individuals looking to start up a group
- Number of groups using HIVE Resource Centre
- Number of professional meetings/ forums and alliances attended
- Number of organisations connected

Social Enterprise KPIs:

- Number of organisations supported
- Number of governance enquiries
- Number of funding enquiries
- Number of business sector contacts

Grant and Funding Support KPIs:

- Number of organisations supported
- Number of opportunities sent to the sector
- Number of funding searches
- Number of desk reviews/governance support
- Number of awards bid for (with the support of HIVE Portsmouth)
- Number of successful awards for the sector (supported by and reported into HIVE Portsmouth)

HIVE Portsmouth also publishes a quarterly performance report which is shared with members and officers.