

Nottingham City Council

MARKET POSITION STATEMENT

MESSAGES FOR THE ADULT SOCIAL CARE PROVIDER MARKET IN NOTTINGHAM



August 2013

Contents

1. Introduction	page 2
2. Strategic overview	page 3
3. How services will be contracted and paid for	page 6
4. The Market Development Team	page 8
5. Support for providers	page 10
6. Good practice	page 14
7. Business support guidance	page 15



1. Introduction

This document is designed to help current and potential providers of adult social care services operating in Nottingham. It indicates a future direction for adult social care provision, and shows the tools and support available to current and potential providers.

Nottingham City Council is currently working with its partners to provide messages for the children's social care provider market; these will be available on Nottingham City Council's website shortly:

www.nottinghamcity.gov.uk

Nottingham City Council hopes you, as a provider, find the information contained in this document useful and would welcome your feedback. To do this you can contact one of the [Market Development Team](#) (details are given on page 8) or visit our website:

<http://www.nottinghamcity.gov.uk/article/23876/Market-Development>

This is the start of a dialogue between Nottingham City Council and 'The Market', to help maximise business potential and increase the quality, choice and value for money of care packages for our citizens.



2. Strategic overview

2.1 Background and opportunities

The role of local authorities in health and social care markets is evolving; Councils now need to act as facilitators of their local markets as opposed to simply being funders, purchasers and suppliers of care services.

There is a shift away from the delivery of just traditional services to a more personalised approach, bringing about the need for greater choice and control for our citizens. People are living longer and therefore demand for services is likely to increase. Yet at the same time the economic climate is changing and budgets are reducing.

Opportunities

The reforms introduced under the '[Caring For our Future: reforming care and support' White Paper 2012](#) present opportunities for the provider market and the Council to work together to develop innovative solutions for our citizens. The Council wants to share its underpinning priorities with providers in Nottingham to support collaborative thinking.

These include:

- Enabling care packages which do not isolate citizens but help them to retain their independence for longer, thus delaying the need for formal care.
- Putting communities at the heart of developing local solutions, making them more sustainable.
- Supporting the provider market to focus on solutions which follow the principles of early intervention and prevention through innovative working practice.
- Creating a balance between large contracts - which may be cheaper - versus the need for smaller, more bespoke care packages.
- Mixed models of provision, from small socially owned businesses through to large profit making organisations.

- Affordable, accessible provision that is of sufficient quality, integrated and sustainable, built around the needs of vulnerable adults in Nottingham City.

Developing the market

To support the provider market in embracing these opportunities Nottingham City Council has recently developed a dedicated [Market Development Team](#) within the Quality and Commissioning Directorate. The Market Development Team will help the market understand the needs of citizens within the changing landscape around Health and Social Care.

The key purposes of Market Development can be summarised as;

- Working with the market, to facilitate choice and appropriate supply that best meets the needs of vulnerable adults and citizens.
- Providing information for both citizens and providers relating to availability, quality, cost and use of social care services; responsible for dissemination of information in relation to new, alternate or preferred models of care.
- Working as an intermediary between prospective purchasers, providers and commissioning arms, helping to balance supply and demand in the market place.

[Contact details for the Market Development Team can be found on page 8.](#)

2.2 National Context

One of the main drivers of national policy has been the introduction of 'personal budgets' resulting from the Government's [Putting People First Strategy published in 2007](#), with a target of providing every Council-funded user of community-based support with a personal budget by 2015.

The Self-Directed Support Strategy describes in further detail plans to roll out personal budgets, and legislation now exists through the Social Care (Self-Directed Support) Act

2013. This requires Councils to offer people eligible for social care support the option of:

- a direct payment, paid to the individual to enable them to choose the care package they want.
- an individual budget managed by the Council on behalf of the citizen, and support to choose a care package.
- a service directly commissioned by the Council.
- or a mixture of any of the three.

Further information on how services are paid for is available on page 6.

The Department for Health produced '[A Vision for Social Care](#)' in November 2010 which introduced reform and improvements in social care based on a national set of key principles:

Prevention: empowered people and strong communities working together to maintain independence.

Personalisation: individuals not institutions taking control of their care.

Partnership: care and support delivered in partnership between individuals, communities, the third sector and statutory services.

Plurality: the variety of people's needs is matched by the diverse service provision

Protection: safeguarding against the risk of abuse and neglect; risk should not limit freedom.

Productivity: higher productivity and higher quality.

People: workforce in partnership with those who use services, working together to achieve change.

In July 2012 the Government published the '[Care and Support](#)' White Paper, setting out its vision for a reformed care and support system. All Local Authorities have been introducing the necessary reforms at a local level to be able to respond to these challenges. Among the major themes of the White Paper are:

- Focus on wellbeing, and supporting people to stay independent for as long as possible.

- Introduce greater national consistency in access to care and support.
- Provide better information to help people make choices about their care.
- Give people more control over their care.
- Improve support for carers.
- Improve the quality of care and support.
- Improve integration of different services.

2.3 Local Context

The [Nottingham Plan 2020](#) sets the overall strategic direction and the long term vision for the economic, social and environmental wellbeing of the City of Nottingham.

The Plan prioritises the following:

- Support for the most vulnerable people.
- Early intervention and prevention.
- Local jobs for local people.

Key messages about the Nottingham City Context

- Ageing population and increasing demand.
- Reducing budgets, so more innovative care solutions required.
- Shift to more personalised care packages leading to more citizen choice and control.
- Mixed model of provision from strong local community based organisations, providing local jobs for local people.
- A closer working relationship between providers and Nottingham City Council.
- An appropriate balance between quality and cost that together represent value for money.
- Enabling solutions for care which do not isolate citizens but help them retain their independence for longer.
- Early intervention solutions which prevent or delay the need for formal care services.
- So that citizens can see all services available to them, Nottingham City Council has joined the [Choose My Support service directory](#) (further details on page 10).

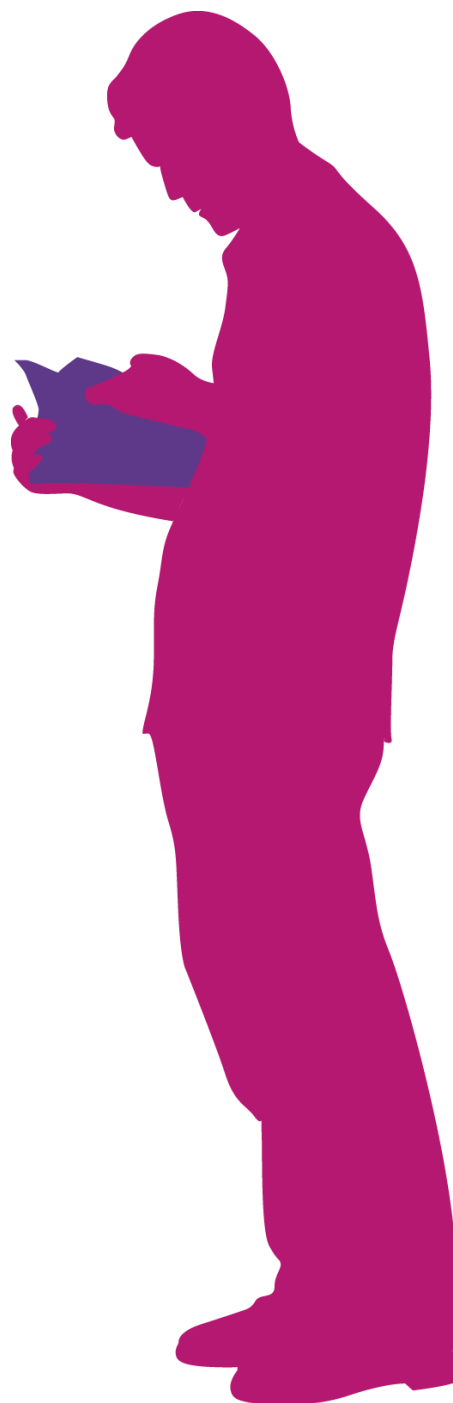
For an Overview of local plans and priorities, please refer to the following linked documents:

[The Nottingham Plan 2020](#)
[Children and Young People's Plan](#)
[Vulnerable Adults Plan 2013 - 2015](#)
[Family Support Strategy](#)
[Joint Health & Wellbeing Strategy 2013-16 \(draft\)](#)
[NHS Nottingham City CCG Commissioning Strategy 2013 - 2016](#)

2.4 Key principles of the Market Development Strategy

With all of this in mind, the **Market Development Strategy** has four key principles. These are:

- To ensure the development of a diverse, vibrant and sustainable provider market that meet the current and future needs and aspirations of our citizens whilst offering value for money.
- To prevent, postpone and minimise people's need for formal care and support through early intervention and prevention approaches.
- To empower citizens to have choice and control of their own care packages, enjoying freedom of choice through better information systems, personal budgets and integrated health and social care services.
- To help people with care needs fulfil their potential, whatever their circumstances, by developing a responsive bespoke provider market.



3. How services are contracted and paid for

With the continuing move to more individual choice and citizen-centred services, the way in which providers can do business with Nottingham City Council, and how the services you offer are paid for, are changing. Nottingham City Council is likely to have less traditional contracting arrangements; more and more services will be contracted directly by citizens themselves with service providers.

This means there will be a number of ways that you, as providers, may be able to receive payment for delivering your services. In broad terms these will fall into the following categories:

3.1 Local Authority Contracts and Frameworks

There will remain a number of services that are *directly* contracted or procured by Nottingham City Council on behalf of citizens. The following gives an explanation of the main processes used by the Council:

Procurement

This is where the City Council uses a formal legal system and process to buy services and goods. The system most frequently used is an 'open tender' exercise. **Tendering** is where the Council tells providers what it wants to buy (this may include details such as the volume of goods/services, the quality and the style – this is often known as the 'Service Specification'). Providers are then formally asked to let Nottingham City Council know how they would deliver the goods/services. If this meets the City Council's expectations and requirements, the provider may be successful in securing contracts.

A variation on this approach which is increasingly being used is '**Framework Contracts**'. These are a type of contract agreement with one or more Providers for certain services that enables the Council to establish the terms, conditions and costs under which those services will be purchased, **if and when they are actually**

required. Therefore although there is a formal agreement, there is no guarantee that any particular level of business (or indeed any at all) will be done with that Provider. But when such business **is** done, the complication of negotiating a new contract each time is removed.

'Frameworks' are usually established through a number of Providers being approved using a Tender process, typically for a set period of years (though they can sometimes be re-opened to allow new entrants to the Market if the need arises). We're working hard to make our Frameworks much simpler and more user-friendly for smaller providers, to enable them to qualify to participate in business of this nature in future.

These procurement exercises will be managed via Nottingham City Council's e-procurement system, 'East Midlands Procurement Portal'. Providers should therefore subscribe to and regularly check the Website: www.eastmidstenders.org

Managed Personal Budgets

These are individual Personal Budgets that have been allocated to citizens but are managed on their behalf by Nottingham City Council. In the main, while citizens will be able to choose a mix of services to make up their care package, appropriate providers of such services will have been identified as part of a wider Nottingham City Council contract through the procurement process, as above.

For legal reasons, the Council has to make authorised payments from a citizen's Personal Budget straight to an approved provider, and so the money never actually passes through the citizen's own hands; therefore we can only use providers who have a Framework or other contract.

3.2 Personal Budgets (Direct Payments)

These are individual Personal Budgets that have been allocated to citizens, where the individual has elected to manage their own budget and source provision to meet their agreed care and support needs. In these cases the individual themselves will contract and make payments *directly* with providers for the services in their approved Care Plan. Providers will therefore need to market their services directly to such citizens.

An on-line Service Directory of provision ([Choose My Support](#)) has been created to help citizens find services and providers to market them. This is far more than a simple listing with contact details; registered providers can manage your own information and describe your services and products in your own words, and citizens can seek quotes, make comparisons and even specify their own requirements which relevant providers can then bid to meet.

Best of all, **there is no charge for providers to feature in the *Choose My Support* directory.** To advertise your services, please see: www.choosemysupport.org.uk



3.3 Self Funders

These are citizens who either do not come through Nottingham City Council's social care services or are not eligible for publicly-funded support.

These individuals will decide on their own care needs and will source, contract and make payments directly with individual providers.

Again providers will need to market their organisation and services directly to such citizens. The [section on *Choose My Support*](#) gives more information about how we can help you do this. (See page 10 section 5.2)

4. The Market Development Team



Irene Andrews
Market Development
Programme Manager

0115-8765506

irene.andrews@nottinghamcity.gov.uk

Main contact for:

- Strategic Commissioning Reviews
- Client Relationship Management
- Business Support and Development
- General Provider Support Enquiries



Richard Kent
Market Development Project
Officer

0115-8764457

richard.kent@nottinghamcity.gov.uk

Main contact for:

- Learning Disability Services Providers
- Home Care Providers
- Mental Health Service Providers
- Residential and Nursing Care Providers



Karla Kerr
Market Development Project
Officer

0115-8764796

karla.kerr@nottinghamcity.gov.uk

Main contact for:

- Third Sector Providers
- Children's Services Providers



Malcolm Swift
Market Development Project
Officer

0115-8764830

malcolm.swift@nottinghamcity.gov.uk

Main contact for:

- *Choose My Support* Directory
- Micro Providers
- Financial and Business Planning

Nottingham City Council is committed to ensuring the adult social care market has sufficient capacity, variety and sustainability in provision to offer the range of service options that meet citizens' needs and aspirations, and provide value for money

We recognise that local providers will need help with managing the changes facing the health and social care market over the next few years. To help, the City Council has created a Market Development (MD) Team within its Quality and Commissioning Directorate. The Team sits alongside other service areas including Procurement and Commissioning.

The Market Development Team can offer direct support to local providers of care services. This includes:

- Facilitating a mutual dialogue, and acting with the Market.
- A Nottingham City Council webpage to show what Commissioning Reviews are happening and when providers can be involved.
- Producing information offering direction to the market through Market Position Statements.
- Working in partnership to collate business support available to the Market.
- Run forums and sector specialist groups to share and learn from each other.
- Facilitate focus groups so providers and key stakeholders have the opportunity to hear and respond to each other.
- Promote workforce development principles and best practice.
- Provide bespoke *one to one* support and client relationship management.
- Help providers market themselves to citizens, via the [Choose My Support](#) Service Directory.

There is also a wealth of information and useful resources on the Market Development web pages including:

- Market Position Statements.
- Business Planning guides.
- Help on finance and grants.
- Workforce Planning tools.
- Information on local business support organisations.

For more information and downloads visit:
www.nottinghamcity.gov.uk/CommissioningContractingandProcurement

The Market Development Team is constantly looking to improve information and tools on its web pages. Providers can contact the Council with comments by e-mailing:
market.development@nottinghamcity.gov.uk



5. Support for Providers

5.1 Market Position Statements (MPS)

A Market Position Statement is the Council's way of giving current or potential providers of services, key information to help them make proactive business decisions. A MPS will make providers aware of potential opportunities to deliver services, or to consider diversifying services towards supported initiatives. It is also aimed at helping internal Nottingham City Council departments understand the Provider Market.

Each MPS is intended as an **overview** of the current market and covers social care and housing related type services for specific types of social care needs. The Market Development Team have published the first of these relating to services for people with Learning Disabilities. Market Position Statements for Mental Health, Social Exclusion, Older People and Physical Disability will follow in the coming months.

To see the Market Position Statements visit: <http://www.nottinghamcity.gov.uk/article/25285/Market-Position-Statements>

Each MPS document contains useful information for providers around:

PROCURING

This is provision / services that we are currently purchasing or due to purchase.

SUPPORTING

These are models of provision/services that we have researched and would like to either introduce in Nottingham or would like to see more of. These types of provisions / services will be supported by the Local Authority.

EXPLORING

These are models of provision/services that we have researched and would like to scope out the feasibility of implementing in

Nottingham. We would like to explore these ideas with providers.

5.2 Service Directory

With the move to more choice for citizens and the introduction of personalised budgets, providers will find more and more business will be generated directly with individuals. It will become vitally important that Providers are able to promote their services directly to them, and that citizens have the information required to make an informed choice about the types of care that meet their needs and aspirations.

The screenshot shows the homepage of the ChooseMySupport website. At the top, there is a navigation bar with the logo and links for 'Help' and 'Contact Us'. The main content area features a header with the text 'ChooseMySupport' and the slogan 'Without options there is no real choice'. Below this, a paragraph explains that the service gives residents in the City of Leicester and Leicestershire choice and control to decide which services enable them to have independent lives. A section titled 'Who can use ChooseMySupport' states that everyone can use the service, including those with a Personal Budget. At the bottom, there are three main buttons: 'SHOP' (See what's available in your area), 'REGISTER' (Create a user account), and 'LOG IN' (To view your account). There are also links for '5 steps to how ChooseMySupport works' and 'Things I need to know before I start'.

Choose My Support is an on-line service directory being launched by Nottingham City Council in partnership with other local authorities in the East Midlands.

The directory will allow providers themselves to give details on the services they offer, the geographical area covered and information about charging policy.

Nottingham City Council will direct all citizens, carers and brokers to the Choose My Support directory, as "the first place to look".

5.3 Research, Data and Analysis

Nottingham City Council's Quality and Commissioning Directorate has a team of analysts specialising in research, data analysis and performance reporting. Working across Nottingham City Council and with partner organisations, the analysts source and evaluate data in order to provide insight to improve both our internal services and those we commission.

Much of this information is also available for use by current and prospective service providers and can be found on the partnership website: [Nottingham Insight](http://www.nottinghaminsight.org.uk) at www.nottinghaminsight.org.uk. This website contains lots of useful datasets about the City, as well as reports and strategic documents.



Also on the Nottingham Insight website is Nottingham City's [Joint Strategic Needs Analysis \(JSNA\)](http://www.nottinghaminsight.org.uk/jsna/jsna-home.aspx) at: www.nottinghaminsight.org.uk/jsna/jsna-home.aspx

This is an online resource which structures key points from the latest national research, analysis of local data and insight from surveys and customer engagement material into regularly updated chapters. It summarises in chapters the levels of need, outcomes and services in the City on topics ranging from Domestic Violence to Mental Health, Teenage Pregnancy to Carers. It should be the first port of call for people wanting knowledge about needs in Nottingham.

The Market Development and Insight Teams are happy to help any current or prospective providers in finding and understanding the data available.

5.4 Other Support Available

There is a range of business tools available through the [Market Development web pages](#), including:

- Business Planning Templates
- Workforce Planning Tools
- Fact sheets on:
 - Budgets and Cashflow Forecasting
 - Financial Accounts
 - Personal Care Budgets.

There are also a number of organisations operating in Nottingham that can provide support, advice and guidance to providers. Some of this is specifically targeted at Third Sector providers and some is available to all.

If there are other templates and tools that would be helpful, please let us know by contacting the [Market Development Team](#) (see page 8 for contact details).

5.5 Third Sector Provider Support

A wide range of support mechanisms exist for Third Sector providers. In particular:

Nottingham Community and Voluntary Service (NVCS)

NVCS have a dedicated team which can give information and advice on all issues relating to the setting up and the day to day running of a group. This includes help with funding information and advice, information on training, requests for sample policies, and advice on constitutions, legal structures and governance.

Their weekly e-Bulletin is an invaluable source of news and information about current and upcoming matters affecting Third Sector organisations, who can register to receive it at:

<http://www.nottinghamcvcs.co.uk/news/ebulletin/form>

NVCS also offer more in depth one-to-one support through a casework service. This involves a more detailed look at needs and

working together to develop practical solutions, they can support with:

- Setting up a new voluntary or community group.
- Getting the right legal structure and charity registration.
- Putting a quality assurance system in place.
- Funding applications and tenders.
- Preparing for personal budgets.
- Planning for the future, business and strategic planning.
- Setting up a social enterprise and trading.
- Recruiting and supporting volunteers.
- Committees boards and governance issues.
- HR, payroll and finance.

NCVS also run a regular training programme as well as one-off workshops, networking events, briefings and conferences. The full training programme is available on their website:

www.nottinghamcvcs.co.uk/help-groups/training

NCVS Helpdesk is open weekdays from 10am- 1pm. Call **0115 934 9548** or email: helpdesk@nottinghamcvcs.co.uk

Health and Wellbeing Third Sector Provider Forum Steering Group

Under the [Health and Social Care Act 2012](#), all areas in England must have a Health and Wellbeing Board which involves all the key organisations who play a role in improving the health of citizens.

The **Health and Wellbeing Board Third Sector Forum ('HWB3')** exists to ensure effective representation of Third Sector Health and Social Care Providers, and to support those providers.

The Board aims to reduce health inequalities, improve the health and wellbeing of Nottingham citizens and connect health and social care services better for the people who use them. Responsibility for the delivery of the health

related targets in [The Nottingham Plan to 2020](#) and [Nottingham's Health and Wellbeing Strategy](#) sits with the Health and Wellbeing Board.

For more information or to get involved with the forum contact:

info@hwb3nottingham.org.uk or visit the website at www.hwb3nottingham.org.uk

HWB3 has recently commissioned a programme of training and support to assist the business development of third sector providers. This will cover topics such as:

- Business planning.
- Costing, pricing and Full Cost Recovery models.
- Personalisation – specific course related to business planning, costing, pricing in the context of Personal Budgets.
- Marketing and promotion of services.
- Measuring and demonstrating impact and value (including social impact).

For more information and dates for the training programme visit the [HWB3 website](#).

5.6 Support to all Sectors

There is also a range of support available to some Private Sector providers, including:

Micro-Providers

A micro-provider is a very small provider of services with five or fewer paid or unpaid full time equivalent workers, including the person managing the service. Support to micro-providers is delivered through the **Social Enterprise Hub** facilitated by local business support organisation Aspiren. They meet on the first Tuesday of every month from 6pm and aim to bring together local micro-providers as well as other social impact businesses to discuss current issues, exchange ideas and find networking opportunities. For more information and details of the meetings visit: www.nottinghamsehub.com

In addition, the Council's **Market Development Team** produces a regular Micro-Providers e-Bulletin newsletter. To receive this and other information of specific

relevance to micro-providers, please contact:

Malcolm Swift on **0115 87 64830**
or e-mail us at:
market.development@nottinghamcity.gov.uk

Home Care Providers

As part of a review of Home Care services a **Home Care Providers Forum** has been formed to help providers understand the proposed changes and to assist with other issues such as staff recruitment and development. To find out more or attend forum meetings please contact:

Richard Kent on **0115 -8764457** or
Email: richard.kent@nottinghamcity.gov.uk

Forums

A comprehensive list of local Provider Forums is available at:
www.nottinghamcity.gov.uk/CommissioningContractingandProcurement

Providers who think it would be useful to have a forum for their specific area of service delivery can [contact the Market Development Team](#). (See details on page 8)

Through Commissioning Reviews, views and ideas will be sought from a wide range of groups. Consultation events will be advertised on the commissioning section of the website at:
www.nottinghamcity.gov.uk/CommissioningContractingandProcurement

Business Support

There are a number of local Business Support organisations that may be able to help your business. These offer a range of free and charged-for services depending on the size and type of business you are, and your specific development needs.

Details of local business support providers and the services they offer are given at the end of this document and on the Market Development Web Pages:

www.nottinghamcity.gov.uk/CommissioningContractingandProcurement



6. Good Practice

6.1 Safeguarding

Providers of care services have a responsibility to ensure the people using their services are safeguarded and free from the danger of harm.

Providers who have concerns that a vulnerable adult is known or suspected to be a victim of abuse, can contact the Health and Care Point on: **0300 300 3333** for advice and guidance.

Queries regarding contractual requirements in relation to safeguarding can be directed to the [Market Development Team](#). (See contact details on page 8).

To access Safeguarding Training contact Nottingham City Council's Talent and Skills Team on: **0115 8763823** or learning.development@nottinghamcity.gov.uk

For general queries relating to Safeguarding which do not relate to the above, contact the Adult Safeguarding Quality Assurance Team on **0115 8764712** or adult.safeguarding.team@nottinghamcity.gov.uk

For more information and guidance visit the Safeguarding pages on Nottingham City Council's website:

www.nottinghamcity.gov.uk/article/22974/Safeguarding-Adults---Are-you-worried-about-an-adults-well-being

6.2 Quality Standards for Providers

Nottingham City Council's Strategic Procurement Team has undertaken a review of contract monitoring and compliance processes with a view to modernising and streamlining the process across the wide range of contracted service areas. The aim was to identify best practice and implement this in a generic framework for use across all areas, based on a number of key principles:

- Consistency across all contracted service areas.
- Streamlined; reducing duplication and repetition; reduced length of visits.
- Based on relevant key strategic drivers.
- Gathering and using meaningful, relevant information.

As a result, a generic Quality Monitoring Framework has been developed for all service areas. Accompanying guidance notes have been customised for each area with the aim of encouraging clarity concerning the expectations of quality standards. A self assessment has also been introduced which will encourage providers to reflect on the quality of their service in advance of validation visits. Additionally, we plan to review contracts periodically using a newly developed process which will cover a wider range of information and evidence about the overall performance of the contract. A number of providers recently participated in piloting the new compliance processes and the team are reaching the end of this project. The next stage is to review all feedback gathered during this period and agree on final versions of the new documentation. It is anticipated that the final versions will be implemented for all compliance visits from the autumn of 2013.

Further information on our quality framework is available at:

www.nottinghamcity.gov.uk/CommissioningContractingandProcurement

7. Business Support Guidance

- The links listed below include information about business support, local and central government funding sources, good practice and impact measuring tools. We can not accept responsibility for the content of these sites but they may be of assistance to providers.
- The Market Development Team request your feedback on the links found most useful (and the ones that aren't!)
- The Market Development Team would like to be informed of any other organisations that providers would like added to the list.

Please direct any feedback to the Market Development Team at:

market.development@nottinghamcity.gov.uk

National Business Support Organisations

The Social Enterprise Coalition is a national organisation, which provides support, advice and guidance to social enterprises

<http://www.socialenterprise.org.uk/>

The Small Charities Coalition is a free membership organisation that provides services such as a free matchmaking service, matching small charities with other organisations (large and small) that have the skills, experience, and in some cases resources, that the small charity lacks.

<http://www.smallcharities.org.uk/aboutus1/>

Pilotlight is a charity that matches small charities and social enterprises with personalised business mentoring support. This service is free of charge to small organisations concerned and it could suit small charities and social enterprises that have aspirations for long term sustainability via growth. It is a service that may be suitable for some, though not all third sector micro providers.

<http://www.pilotlight.org.uk/charities/>

The Disabled Entrepreneurs Network (DEN) aims to provide networking opportunities and information services for self-employed disabled people,

<http://www.disabled-entrepreneurs.net/original.html>

Social Firms UK offers support to established and emerging social firms.

<http://www.socialfirms.co.uk/>

The Prince's Trust Enterprise Programme supports unemployed young people aged 18-30 to work out if their business ideas are viable and whether self-employment is right for them

http://www.princes-trust.org.uk/need_help/the_business_programme.aspx

Local Business Support Organisations

Nottingham Business Venture (NBV) offer advice, information and resources to pre-start and small businesses and deliver a number of services designed to help people understand the different areas they need to consider when setting up a business.

<http://www.nbv.co.uk/?p=home>

First Enterprise Business Agency (FEBA) are a leading business support organisation in the heart of Nottingham, established to support the needs of pre-start and existing business owners in Nottingham and throughout the East Midlands. FEBA are also an accredited Community Development Finance Institution, which means that they may be able to help people who have been turned down by a high street bank with business loan funding.

<http://www.first-enterprise.co.uk/index.php>

The Renewal Trust offer Enterprise Coaching to people living in the communities of Sneinton and St. Ann's who have an idea for a business and who are considering self employment.

<http://www.renewaltrust.org.uk/>

Nottingham Community and Voluntary Service (NCVS) support Nottingham's voluntary and community sector groups at all stages of development. The range of services includes advice and information, for example, setting up a social enterprise, or on sources of grant funding. These services are available to any voluntary and community organisations based or working in Nottingham whether they are big or small, established or new.

<http://www.nottinghamcvs.co.uk/help-groups>

Disability Direct offer one to one business/infrastructure support to a small number of enterprises run by and for disabled people.

<http://www.disabilitydirect.com/nottingham/>

Social Enterprise East Midlands (SEEM) works across all sectors to enable social enterprise to develop and grow. Their website provides a range of information including practical resources and news on initiatives of interest and possible help to social enterprises.

<http://www.seem.uk.net/>

East Midlands Business Champions aims to match organisations looking for support with champions who have the right skills and expertise.

<http://www.bitc.org.uk/east-midlands/what-we-offer/business-champions>

Aspiren have developed a social enterprise hub <http://aspiren.net/SEHub/> and have produced a number of publications including a report on the social enterprise sector in Nottingham, a guide to the support available to social enterprises in Nottingham (which includes more information on some of the organisations listed above) and a number of practical tools.

<http://aspiren.net/SEHub/about-2/>

Nottingham Branch of the Federation for Small Businesses (membership incurs an annual charge)

<http://www.fsb.org.uk/notts-and-derby/nottingham>

Community Accounting Plus Key areas of support to groups are: Financial Training (managing finances), Preparation and Independent Examination of Accounts , Bookkeeping , Employment and HR advice, Payroll (for both Voluntary Sector and Private Companies)

<http://www.caplus.org.uk/>

National Funding Information and Sources

Information about business grants produced by small business.co.uk

<http://www.smallbusiness.co.uk/channels/small-business-finance/government-grants/guides-and-tips/1620928/how-your-business-can-get-a-grant-in-2011.shtml>

Funding Central is a free website for charities, voluntary organisations and social enterprises providing access to information about funding and finance opportunities together with a range of tools and resources to support organisations to develop sustainable income strategies appropriate to their needs.

<http://www.fundingcentral.org.uk/Default.aspx>

New Enterprise Allowance provides help for unemployed people who want to start their own business.

<http://www.dwp.gov.uk/adviser/updates/new-enterprise-allowance/>

The Social Enterprise Investment Fund (SEIF) was set up by government to stimulate the role of social enterprise in health and social care, through providing investment to help new social enterprises start up and existing social enterprises to grow.

<http://www.sibgroup.org.uk/past-funds/seif/>

The Social Enterprise Loan Fund provides loans to charities and social enterprises that are unable to secure sufficient funding from mainstream sources. Their aim is to help organisations that have a social impact, especially those working in disadvantaged communities.

<http://www.sibgroup.org.uk>

Charity Bank Ltd Loan finance for charities, social enterprises and voluntary groups

<http://www.charitybank.org/>

Unltd Practical and financial support to social entrepreneurs in the UK and one of the few sources of grant funding.

<http://unltd.org.uk/>

Social Enterprise East Midlands (SEEM) provides information about sources of funding for social enterprises:

<http://www.seem.uk.net/services/accessing-social-finance/>

Esmee Fairbairn Foundation has four areas of interest including enabling disadvantaged people to participate fully in society. This may be of interest to qualifying micro providers who, for example, currently or plan to support people with support needs into employment.

<http://www.esmeefairbairn.org.uk/funding/main-support.html>

The Prime Business Start-Up Loan from The Prince's Initiative for Mature Enterprise is designed to support people aged over 50 to get access to funds to become self-employed or set up their own business.

<http://www.primebusinessclub.com/loans/prime-business-start-up-loan/>

Big Issue Invest is a specialised provider of loan finance to social enterprises or trading arms of charities that are finding business solutions that create social and environmental transformation.

<http://www.bigissueinvest.com/>

The Princes Trust provides long term support to young people who have the potential, but few opportunities, to run their own business. The Princes Trust business programme helps people aged 18 – 30 who want to set up a business by providing low interest loans, grants and mentors.

http://www.princes-trust.org.uk/need_help.aspx

Local Sources of Funding and Funding Advice

Nottingham City Council's Voluntary and Community Sector Grants Team manages a variety of grants and funding schemes available to voluntary and community groups working within Nottingham City including the Communities for Health funding programme. For more information contact Louise Graham on 0115 8762177 or at Louise.Graham@nottinghamcity.gov.uk

Nottinghamshire Community Foundation provides strategic grant-making to meet the needs of local communities and local donors. They act as a link between those who need financial help and those who want to offer financial help. This link also includes access to information on grants that are available.

<http://www.nottscf.org.uk/>

Community Development Finance Institutions (CDFIs) are independent organisations, which provide loans and support to businesses and individuals. They help people who have had trouble getting finance to start or grow their business with funding from sources such as banks and building societies. Loan sizes vary from £100 to £20,000 and CDFI's also provide some mentoring and practical support to successful loan applicants.

<http://www.cdfa.org.uk/membership/our-members/>

FEBA are a local accredited Community Development Finance Institution in Nottingham

<http://www.first-enterprise.co.uk/index.php>

Nottingham CVS provide funding information, advice and support to voluntary and community groups.

<http://www.nottinghamcvs.co.uk/help-groups/funding>

On Line Business Support Resources

Business Start Up Guide provided on the Bystart Small Business Portal

http://www.bytestart.co.uk/content/24/24_4/index.shtml

Toolkit for Social Enterprises with downloadable sections and a business plan template

<http://unltd.org.uk/socialentrepreneurshiptoolkit/>

SENscot is an organisation, which supports social entrepreneurs in Scotland, and they have developed a business-planning guide to developing a social enterprise which micro providers considering setting up as a social enterprise may find useful as a reference document.

http://www.sel.org.uk/uploads/New_BusPlanGuide.pdf

The Princes Trust provide information on other sources of business support for people who do not fit the criteria for their Enterprise Programme, including support from Action for Blind People on blind or partially sighted entrepreneurs who are looking to establish new businesses or who are already in the process of developing a business.

http://www.princes-trust.org.uk/need_help/enterprise_programme/other_start-up_support.aspx

Business Balls is a free online career help, business training, organizational development - inspirational, innovative ideas, materials, exercises, tools, templates.

<http://www.businessballs.com/>

UK Business Forums is an online forum for small businesses owners to get expert advice from one another and share their experiences. Basic membership is free and there is a charge for full membership

[/www.ukbusinessforums.co.uk/forums/](http://www.ukbusinessforums.co.uk/forums/)

e-learning for not for profit organisations

E-learning charity KnowHow NonProfit has launched a new 'StudyZone' with short training videos and downloadable materials, discussion forums and exercises for voluntary sector organisations. Topics covered include writing bids, measuring your impact, leadership, digital communications, charity finance and budgeting.

www.knowhownonprofit.org/studyzone

Good Practice

SCIE (Social Care Institute for Excellence) have developed a wide range of 'at a glance' summaries to help people (providers and others) understand, as quickly and easily as possible, the important messages and practice advice in SCIE's guides.

<http://www.scie.org.uk/publications/ata glance/index.asp>

SCIE and other Personalisation self assessment tools

SCIE have worked with the Voluntary Organisations Disability Group (VODG) to develop a tool to help providers assess how ready they are to deliver personalised care services.

http://www.scie.org.uk/publications/perstool/index.aspx?dm_i=405,9FB1,2FR1C4,OZXW,1

Impact Measurement Tools

Views is an online suite of tools that enable providers and funders to track and report on social impact in real time. <http://www.views.coop/>:

The Centre for Excellence and Outcomes in Children and Young People's Services provides a range of products and support services to improve outcomes <http://www.c4eo.org.uk/>

The Outcomes Star™ is a unique tool for supporting and measuring change when working with vulnerable people. <http://www.outcomesstar.org.uk/>

<http://www.homelessoutcomes.org.uk/centralserviceoutcomes.aspx>

LIM is a Local Impact Measurement Tool designed for small and medium sized enterprises.

<http://aspiren.net/LIM/ncvs/>