

## **Delivering Change: Social Enterprise Health and Social Care Conference 2008**

The health and social care sectors in England are undergoing considerable change. Over the last few years the government has committed to an ongoing process of reform with the aim of delivering services that are increasingly personalised, offer more joined-up solutions, drive up standards and quality, and place decisions increasingly with front-line personnel. Social enterprise has been identified as an important delivery mechanism in achieving these ambitions.

*Putting People First: a shared vision and commitment to the transformation of adult social care* set out the shared aims and values of transforming adult social care. While in health the Darzi review: *High Quality Care for All* announced a "new wave" of public service reforms intended to put more services in the hands of social enterprises.

This one day conference will explore the opportunities and challenges these changes present. It is designed to provide an overview of the government's vision for the role of social enterprise in transforming health and social care in England, while providing more practical workshops for those interested in either establishing or expanding a social enterprise or commissioning services from them.

- Hear from top Government speakers on their vision for social enterprise
- Hear from some of the most successful social enterprises operating in the health and social care sectors
- Learn more about setting up a social enterprise including business models, finance and legal structures
- Learn about the benefits of commissioning from social enterprises

## Programme

<b>09.00 - 10.00</b>	<b>Coffee &amp; registration</b>
<b>10.00 – 11.15</b>	<b>Opening Plenary</b>
10.00 - 10.05	Welcome: Emma Wilson, Chief Executive, Local Care Direct and Chair Social Enterprise Coalition Health and Care Forum.
10.05 – 10.15	Dame Christine Beasley, Chief Nursing Officer – “What social enterprise can offer health professionals?”
10.15 – 10.25	Lord Victor Adebawale, Chief Executive, Turning Point – “Social enterprise in action”
10.25 – 10.35	David Behan, Director General of Social Care, Local Government and Care Partnerships, Department of Health – “Social enterprise and social care”
10.35 – 10.50	Panel discussion on future of social enterprise chaired by Julie Dent CBE
10.50 – 11.15	Q and A
<b>11.15 – 11.45</b>	<b>Break and networking</b>
<b>11.45 – 13.00</b>	<b>Morning workshops</b>
<b>13.00 – 14.15</b>	<b>Lunch and networking</b>
<b>14.15 – 15.30</b>	<b>Afternoon workshops</b>
<b>15.30 – 16.30</b>	<b>Closing Plenary</b>
15.30 – 15.45	Mark Britnell, Director General of Commissioning and System Management, Department of Health
15.45 – 15.55	Jo Pritchard, Central Surrey Health – “Moving out of the NHS”
15.55 – 16.05	Douglas Johnson-Poensgen, Director of Strategy & Transformation, BT Public Sector
16.05 – 16.25	Panel discussion
16.25 – 16.30	Jonathan Bland, Chief Executive, Social Enterprise Coalition - Close

## Workshops

**Audiences:** NHS Commissioning Managers and Provider Services teams; Commissioning and Procurement Officers; Social Services Managers; Frontline providers of Health and Social Care Services and social enterprises and other third sector organisations, support organisations.

**Levels:** The workshops are based on a range of levels of understanding of social enterprise and are graded levels 1 (beginner) and Level: 2 (advanced).

### Morning workshops

1. **Social enterprise: An introduction** – Dave Dawes, Entreprenurses

**Audience:** Provider service teams, frontline personnel, charities and voluntary organisations and start-up social enterprises.

**Level: 1**

This session is aimed at those interested in increasing their understanding of social enterprise. It includes what the advantages of the social enterprise model are for health and social care. It will then go on to include more practical information on what a social enterprise is, the various legal structures, developing a basic business plan, accessing finance and pensions and TUPE issues.

2. **Social enterprise: Doing things differently** - Lance Gardner, Open Door

**Audience: all**

**Level: 1 and 2**

Many social enterprises look beyond traditional public service delivery mechanisms developing services which address the needs - whether of an individual or the community - in a much more holistic and joined up way. This session will present two organisations that have innovated and redesigned services to meet the needs of the individuals and communities they serve and how they have funded these services.

3. **Personalisation of social care: Individualised service design**

**Audience: all**

**Level: 1 and 2**

Individual budgets are changing how social care is both delivered and funded placing the people who use social care services and their families fully in control of their own lives. This is presenting both challenges and opportunities for social enterprises operating in social care. This session will discuss what the implications of individual budgets are for social enterprises and how they can best respond to the opportunities this presents.

4. **Strategic commissioning: Market shaping** – David Harrison, Partnerships UK

**Audience:** commissioning managers and provider services teams; commissioning and procurement officers; social enterprises and other third sector organisations.

**Level: 2**

There is wide recognition of the contribution social enterprises are making to health and social care. However, there remain a number of challenges to overcome if the commissioning from social enterprises is going to occur at any scale. This session will be a facilitated market stimulation session. It will investigate what it means for a market to support a truly mixed economy. This will include what the questions are that commissioners should ask to be able to evaluate all forms of organisation including social enterprise; and what are the traps that social enterprises shouldn't fall into.

### Afternoon workshops

5. **The right to request: What this means for you** – Rebecca Chaloner, Social Enterprise Unit DH

**Audience:** frontline health professionals, provider service teams, support organisations

**Level: 1**

One of the recommendations in the final report for the Darzi review: *High Quality Care for All* was the 'right to request' enabling staff working in community health services can request to opt out of primary care trusts and establish social enterprises. This session will set out what the "Right to Request" means in practice, the support available to those interested in establishing social enterprises and the Departments of Health's vision for social enterprise.

6. **Social enterprise: An expert's opinion** - Mark Johnson, TPPLaw; Puchka Sahay Direnzo, Big Invest, David Harrison, Partnerships UK; Matthew Wolton, TPPLaw

**Audience:** existing social enterprises, charities and voluntary orgs, provider services teams, support organisations.

**Level: 2**

This session will involve a panel of experts who will address questions on more complex issues regarding the legal and commercial considerations involved in establishing and running social enterprises, organisational change, and finance. These may include contract negotiation, PQQ, Insurances (medical malpractice and public liability, employer's liability, business interruption, trustee liability), regulation and licensing (Healthcare Commission, CSCI, Local Authority), Data Protection, Tax and VAT, accessing different forms of finance and organisational and systems change.

**7. Integrating health and social care - Richard Kramer, Turning Point**

**Audience: all**

**Level: all**

**Turning Point's** Connected Care model is leading thinking in the UK regarding "whole person" approaches to providing health and social care services. The Connected Care model integrates health, housing and social care with the community playing a central role in the design and delivery of those services. This session will explain the model and how it operates, and how both social enterprises can adopt some of its thinking and how commissioners can use this model in commissioning and designing services.

**8. Social enterprise: A great employer – Geoff Walker, Sandwell Community Caring Trust; Martin Kinsella, P3**

**Audience: all**

**Level: all**

Social enterprises regularly feature very highly in the Times 100 best employers competition. Many social enterprises consider employee satisfaction and empowerment to be a key part of their organisations goal for employees are involved in the governance of the organisation. This session will discuss the importance of being good employers for your business and the various mechanisms by which you can engage and empower your staff.