

VODG ANNUAL CONFERENCE 2019

Leadership for
collaboration

Cavendish Venues
America Square Conference Centre
17 Crosswall, London EC3N 2LB

Monday
9 September
09:30 - 16:30



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V O D G



Welcome to our annual conference 2019

Welcome!

The culture within the VODG membership is founded on a shared purpose of providing the very best services and support for disabled people. We strive to achieve the right balance between seeking out and supporting new and progressive approaches, as well as collaboratively dealing with sector issues as they emerge. For example, our cross-sector activity to secure sustainable funding for the sector and detailed representation on recent mental capacity reforms have been balanced with work to shine a light on the unique role of the voluntary sector. VODG members are doing much more than delivering public sector contracts and today's annual conference is also reflective of that. We are offering chief executives and directors space and time to share ideas and learn from each other. Some sessions build on existing topics whilst others are seeking to carve out new thinking and ways of working together.

All this is premised on supporting disabled people, in the ways these choose, and through an ambitious, trusted and vibrant voluntary sector remaining absolutely core to what we all do.

Steve Scown
Chair

Rhidian Hughes
Chief Executive

With thanks to:

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Conference programme **morning**

9.30 - 10.00	Registration, refreshments and a chance to engage with industry experts (Cornhill Suite)
10.00 - 11.50	Morning plenaries
10.00 - 10.10	Welcome <i>Rhidian Hughes, Chief Executive VODG</i>
10.10 - 10.50	Leadership for collaboration <i>Michael McGrath Change agent and polar adventurer</i>
10.50 - 11.30	The disability agenda – prospects for change <i>Frances Ryan, Journalist The Guardian</i>
11.30 - 11.50	Refreshments in the mini-market place (Cornhill Suite)
11.50 - 13.00	Morning breakout sessions <i>Please note there are limited spaces and registration is essential.</i>
1	Getting ahead with digital <i>Neil Taylor, Chief Executive Langdon</i> Technology and digital are developing at pace within the sector. How can we understand these developments and what kinds of issues should organisations be thinking about? We will also use this session to capture members' views on digital priorities ahead of a full day VODG event on digital on 27 November.
<p>Digital Social Care is a partnership project that is supporting adult social care providers with technology and information sharing. Find out more: www.digitalsocialcare.co.uk</p> 	
2	Developing VODG's position on strategic commissioning <i>John Tizard, Independent strategic adviser and commentator</i> <i>Lesley Dixon, Chief Executive PSS</i> Some councils are taking back contracts into local authority control. What relationship should voluntary sector providers be seeking from commissioners, and what should VODG's position be in relation to insourcing? Join this facilitated discussion and help develop the collective VODG position.
13.00 - 14.00	Lunch in the mini-market place (Cornhill Suite)

Conference programme **afternoon**

14.00 - 14.30	Afternoon plenary: Partnerships with providers <i>Kate Terroni - Chief Inspector of Adult Social Care Care Quality Commission</i>
14.30 - 15.30	Afternoon breakout sessions <i>Please note there are limited spaces and registration is essential.</i>
1	Understanding Universal Personalised Care and making personal health budgets a reality for voluntary sector providers <i>Angie Boyle, Head of Partnerships NHS England and NHS Improvement</i> <i>Jennie Walker, head of Personalised Care NHS England and NHS Improvement</i> Universal Personalised Care sets out a range of actions to help change the health and care system, to become more personalised. Personal health budgets are a way of personalising care, based around what matters to people and their individual strengths and needs. They are a key component of the NHS's long-term plan. We want to update you on the latest policy, talk about good social care providers working in this space and hear from you, about the issues and barriers you see as providers of services.
2	Everyone needs a place to call home <i>Diane French, Chief Executive Reside</i> <i>Maria Mills, Chief Executive Active Prospects</i> We all need a place to call home, somewhere that is 'ours'. How do we ensure that disabled people and people with long term health conditions have access to good quality, affordable housing that offers security of tenure? This breakout is an opportunity to understand more about the different opportunities to access housing through partners as well as options for capital funding for development. Diane will also be talking about a new social impact fund to invest in housing for people with support needs.
3	Seizing opportunities to address the disability employment gap <i>Diane Lightfoot, Chief Executive Business Disability Forum</i> <i>Karyn Kirkpatrick, Chief Executive KeyRing</i> What more can organisations supporting disabled people do to reduce the disability employment gap? What progress is being made and what more needs to be done, especially when disability organisations are delivering public service contracts? At the same time, social care – and other sectors – are facing a looming crisis in the recruitment and retention of frontline staff, particularly given the advent of Brexit and the potential loss of a migrant labour workforce. How can these two issues be brought together to create a win: win for all? This breakout will critically appraise the current agenda, highlight good practice from across sectors and ask the question, what can you do?
15.30 - 15.45	Refreshments in the mini marketplace (Cornhill Suite)
15.45 - 16.15	Closing plenary: Untangling old ways of doing <i>Thomas Muirhead, Founder Utopy</i>
16.15 - 16.30	Closing discussion and event evaluation

Plenary speaker **biographies**

Michael McGrath

Change agent and polar adventurer

After being diagnosed with the muscle wasting condition Muscular Dystrophy in 1984, Michael made history 20 years later by becoming the first disabled person to lead expeditions to the North and South Poles. The journey gave rise to a new life plan, inspiring Michael to embark on a career as a sought after speaker, engaging and motivating teams to ultimately improve performance. Leadership, courage and trust combined with resolute self-belief, confidence, teamwork and a singularly focused obsession towards achieving desired outcomes were critical success factors – Michael draws on these experiences, giving wider business and life lessons.

Thomas Muirhead

Founder | Utopy

Approaching the charity sector with an entrepreneurial mindset has always seemed instinctive to Thomas. So far, he's loved applying that to individual organisations and causes. However, the opportunity to apply that approach to improving the machine that is our charity sector excites him. It's about finding opportunities to add value. If you do that, then people will buy what you're selling. The charity sector is heaving with opportunities. If we can take just some of those opportunities, the impact it could have on society could be huge.

Frances Ryan

Journalist | The Guardian

Frances Ryan is a journalist, broadcaster and author. Named one of the UK's most influential disabled people by the Shaw Trust in 2018, her work has taken her to lecture halls, the Women of the World Festival, BBC Radio 4's Woman's Hour and The World Tonight, Channel 4 News and more. Her weekly Guardian column, Hardworking Britain, has been at the forefront of coverage of austerity this decade. Ryan was highly commended Specialist Journalist of the Year at the 2019 National Press Awards for her work on disability, as well as shortlisted for the Orwell Prize 2019 for Exposing Britain's Social Evils. Her first book, Crippled: Austerity and the Demonisation of Disabled People, was published by Verso this summer.

Kate Terroni

Chief Inspector of Adult Social Care | Care Quality Commission

Kate joined the Care Quality Commission as Chief Inspector of Adult Social Care in May 2019. She is passionate about partnership working and believes that people get better outcomes and experience a higher quality of care, by working together to achieve this. Kate strongly believes that regulation can create the environment to nurture system working and therefore provide a more integrated experience for people who access health and care services. As an experienced social care leader with a career spanning operational social care delivery, commissioning and work at a national level, Kate is a qualified social worker and for the last two years served as Director of Adult Services in Oxfordshire.

Breakout speaker **biographies**

Angie Boyle

Head of Partnerships | NHS England and NHS Improvement

Currently, Angie is the Head of Partnerships for the Personalised Care Group, connecting and engaging with organisations and people to support the acceleration of Universal Personalised Care. A social worker by profession, Angie has held several senior positions in both statutory and third sector settings. She has also worked on a national platform, contributing to policy and transformation of the health and social care sector with Think Local Act Personal, In Control, the Mental Health Provider Forum and the Coalition for Collaborative Care. Angie continues to be resolutely passionate about citizenship and rights, having spent many years supporting people with learning disabilities and mental health needs and championing their right to an ordinary life.

Lesley Dixon

Chief Executive | PSS

Lesley is the Chief Executive at PSS, a social enterprise that works across the UK helping people to get the most from their lives. Lesley's commitment to empowering people who need support goes beyond her role within PSS, Lesley was previously a vice-chair of Mind, and she is a trustee of the Furniture Resource Centre – one of the first social enterprises in the UK. Before joining PSS Lesley worked at the University of Leeds and in 2010 received an honorary doctorate for her contribution to the student experience. She was a commissioner on the Liverpool Fairness Commission and was also part of the ACEVO's 'preventative task-force' working to create a fairer society by living the principles of equality. Lesley is also a Chartered Manager and Fellow of the Chartered Management Institute.

Diane French

Chief Executive | Reside

Diane joined Reside Housing as CEO in 2018. Reside is a Registered Housing Provider providing housing for those with support needs. She started her career working in homelessness and mental health and has held a variety of roles in health, housing and social care including as a director in national Mental Health and Learning Disability charities. She has worked in support providers who don't provide housing, housing providers that provide support, support providers that are also housing providers and now in a housing provider that doesn't provide support direct; so she brings a range of perspectives to the supported housing debate.

Karyn Kirkpatrick

Chief Executive | KeyRing

Karyn is passionate about people having their own homes, lives and voices in their local community. At KeyRing she leads a national team breaking down barriers to independence. Karyn joined KeyRing because people receive the type of support and connection that she feels they need. Having started her career as a learning disability nurse, Karyn moved to work with advocacy and advice organisations. She has also taken on roles on the boards of Learning Disability England, Neighborhood Networks and a seconded role as the Valuing People Housing Lead. Keen that people with support needs have employment opportunities, Karyn is leading KeyRing through several projects to make employment a reality for their members.

Breakout speaker **biographies**

Diane Lightfoot

Chief Executive | Business Disability Forum

Diane is CEO of Business Disability Forum, a not-for-profit membership organisation that supports businesses of all shapes, sizes and sectors to recruit and retain disabled employees and to serve disabled customers. Business Disability Forum's 300 members now employ around 15% of the UK workforce and 8 million people worldwide. They range from FTSE 100 companies and central Government departments to technology, transport and construction companies, retailers, higher education providers and public services bodies. Business Disability Forum supports them via its advice service, events, learning & development courses, consultancy and a growing range of networks including technology, global, customer and Access to Employment taskforces and a growing range of regional and sector networks.

Maria Mills

Chief Executive | Active Prospects

Maria joined Active Prospects as CEO in October 2015 and has doubled its turnover since then. Active Prospects has recently won national awards for its supported housing developments and for its co-production with people. They are Surrey's leading provider of new Transforming Care services and have developed 37 new homes for people over the last two years, as well significantly modernising their housing stock, personalised together with people. Maria has an extensive background in the social care and health sectors and has worked in senior positions for a number of national charities and social enterprises, as well more local organisations. She brings with her a deep commitment to enabling people we support to shape their organisations, developing partnerships to provide integrated approaches to meeting needs and looking to create a deeper impact for our people and communities.

Neil Taylor

Chief Executive | Langdon

Since September 2018, Neil has been the chief executive of Langdon, a leading learning disability charity in the Jewish Community in the UK. A highly experienced senior manager of health and social care services in older people and adult mental health sectors for over 26 years, Neil was Director of Care and Community Services at Jewish Care for fourteen years, responsible for all its operational services and 3,000 volunteers. In this capacity Neil led the development of a digital transformation and information governance programme for the organisation. He is currently the Vice Chair of Skills for Care and has been the Vice Chair of Governors of Waverley School for special needs for eight years, as well as a trustee of the Jewish Association for Mental Illness and Care England board member.

John Tizard

Independent strategic adviser and commentator

John is a strategic advisor and commentator on leadership, public policy and public services. He advises, writes and speaks on these and other issues nationally and internationally. John is currently a trustee, chair and non-executive director of several charities and a CIC. John was one of the founders of VODG when he was a senior executive at Scope. John was a county councillor for eighteen years until 1997 and was joint council leader. He had board experience with a central government programme, the police and NHS. He has had senior executive roles in the business and charity sectors. John has been an evaluator for the European Public Services Awards 2011 – 2019.

Jennie Walker

Head of Personalised Care | NHS England and NHS Improvement

Jennie is the national lead for Personal Health Budgets and also leads across the whole Personalised Care agenda for two regions: Midlands and the East. The Personalised Care group encompasses a number of interventions, all aimed at supporting people to achieve their health outcomes. Previously, Jennie was the Assistant Head of Patient Choice at NHS England, leading on the Maternity Choice and Personalisation Pioneers who are focused on widening choice across CCG boundaries and deepening choice by providing opportunities for new providers, empowering women to take control through Personal Maternity Care Budgets, and enabling women to make decisions about the care that they receive. Jennie is a solicitor with experience working with personalisation in social care through her previous role at the Independent Living Fund.

VODG's investors

VODG's investors programme is designed to further enable VODG to support its members to deliver progressive, high quality care and sustainable services. Investment, collaboration and co-production is allowing leading experts to take a share in VODG's success, at the same time as demonstrating a clear commitment to high quality disability provision.

Agenda Consulting



We are a research consultancy, helping not-for-profit organisations develop and sustain the highest levels of employee and volunteer engagement.

Our offer includes:

- Employee and volunteer engagement surveys, including the social care employee engagement survey;
- Respectful workplace surveys
- Pay and benefits benchmarking in the social care sector;
- Benchmarking studies on HR, work force and volunteer management metrics.

We are always keen to support VODG and its members, developing products for the sector. We offer special rates for our studies, surveys and also our annual event, the strategic people conference, which takes place in March.

@AgendaConsult

MHA MacIntyre Hudson



MHA MacIntyre Hudson

GLOBAL EXPERTISE • NATIONAL EXPERIENCE • LOCAL EXCELLENCE®

MHA MacIntyre Hudson is a national firm of chartered accounts, tax and business advisers. Our not for profit team is focussed on making a difference through assurance over your financial health, and support to maximise financial fitness, using sector knowledge and long term experience at policy setting level to identify practical and pragmatic solutions, and providing access to our national team that is a top 10 charity auditor, acting for over 1,600 charities.

@MHUpdates

Trowers & Hamlins LLP



Trowers & Hamlins have over 150 partners with more than 900 people in the UK, Middle East and Far East with a full-service offering to clients. Our employment team advise on a wide range of matters such as TUPE, data protection, changing terms and conditions, group structures, restructures and senior executive disputes, trade union issues, and more recently taking an active involvement for the sleep-in crisis for care providers. Our clients operate in both the private and public sector.

@Trowers

Care Shop and Delivered Health Solutions



Care Shop and Delivered Health Solutions are one of the UK's leading Healthcare providers, focused on delivering service excellence with a personality. With over 20 years' experience, we have evolved our products and solutions in line with the advancing requirements of our customers. From patient care to janitorial and cleaning product, deep clean and decontamination to interior design and fit out, Care Shop helps you every step of the way.

@CareShopUK

Charity Bank



Charity Bank is the loans and savings bank for charities and social enterprises. Since 2002, it has made over 1,000 loans to social sector organisations. Charity Bank offers loans to small and large organisations where the loan is being used for a social purpose. Our team of regional managers are there to help you find a solution to your funding needs. Loans are from £50k to £10 million+ (with loans above £4 million provided in partnership). Charity Bank is entirely owned by charitable foundations, trusts and social purpose organisations, so it can keep its social mission at the heart of everything it does.

@CharityBank

Complete I.T.



Complete I.T. are an IT support provider with over 26 years' experience, focusing on the charity sector. Being local to their clients and able to get to them quickly and easily in case of an emergency is crucial. A friendly and proactive organisation, who become an extension of their client's own teams, building out IT roadmaps to help meet key goals leaving you to focus on your core responsibilities. Budget can be a major factor when it comes to IT so CIT work closely with clients to ensure they are getting the most out of the investment made.

@CompleteITLtd

First Response Training



Established in July 1997 by a former paramedic and Head of Governance for NHS Direct, First Response Training ("FRT") is one of the UK's largest and leading dedicated national training providers. We successfully train around 70,000 learners every year, working with a diverse range of organisations from all industry sectors to deliver training in the fields of health and safety, first aid, fire safety, manual handling, food hygiene, health and social care and other specialist topics. We have a portfolio of over 200 different courses and offer a range of different learning mediums including e-learning, webinar, distance learning and classroom based training.

@FRTLtd

Green Park



Green Park is an innovative provider of executive search, interim and board advisory solutions. Our mission is to change the face of work by helping people think differently about talent. We have a specialist charities and social enterprise practice focused on senior executive, chair and trustee recruitment and a strong track record in helping organisations build diverse and inclusive boards and senior leadership teams. We advise at all levels on helping organisations in the sector better reflect the communities they serve. Our client list includes Action on Hearing Loss, Dimensions UK, Enham Trust, FitzRoy, Livability, Mencap, and United Response.

@GreenParkLtd

Marr Procurement



Marr Procurement is the UK's health and care sector procurement specialist and is genuinely a values led business. We deliver real, auditable savings for health and care operators. Our most common project is to reduce temporary labour agency costs.

The financial pressures on health and care operators have never been greater and the results we have achieved for all of our clients demonstrate that we can deliver a real difference to your bottom line without compromising on care or quality.

@MarrProcurement

Skills for Care



Skills for Care helps create a well-led, skilled and valued adult social care workforce. We support adult social care employers to deliver what the people they support need and what commissioners and regulators expect. We do this by helping them get the best from their most valuable resource - their people. Our practical support helps employers recruit, develop and lead their staff - and retain them. We're a trusted independent charity with over 18 years' experience, working as a delivery partner for the Department of Health and Social Care. We also work closely with related services such as health and housing. Find out more by taking a look at our website www.skillsforcare.org.uk.

@skillsforcare

Towergate Insurance



At Towergate Insurance, we've been providing specialist insurance to the care sector for over 30 years. Our dedicated team are here to give you advice and support to ensure you get the right cover in place, tailoring our products for you and your business. We pride ourselves on being more than just an insurance broker, but also your risk management partner. We're here to help with health and safety, legal assistance, valuations and cyber to give you that extra peace of mind.

@Towergate

ASK | LISTEN | DO

Making conversations count

VODG backs the ASK | LISTEN | DO principles. This NHS England and NHS Improvement initiative seeks to ensure people feel able to give feedback about experiences of services and that organisations listen and act.

ASK



The organisation asks people about their experiences and makes it easy for people to do this.

The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern or make a complaint.

People feel able to speak up when they have feedback, a concern or complaint.

Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.

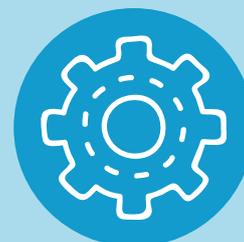
LISTEN



The organisation really listens to what has been said and is not defensive.

The organisation and staff have the skills to listen to and understand what it feels like for the person.

DO



The organisation does something positive about it in good time and tells the person what they are doing to put it right.

The organisation learns from the feedback, concern or complaint and changes things so the service can improve.

The organisation improves its services by working with the people that use them, listening to and learning from people's experiences.

Find out more via www.england.nhs.uk/learning-disabilities/about/ask-listen-do/

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 www.vodg.org.uk

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