Building relationships between commissioners and the voluntary, community and social enterprise sector

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Building strong relationships

1. Introduce yourself to your neighbour.
2. Think of a time when you built great relationships at work.
3. Take it in turns to find out what was it that made the relationships work well.

Find out what your neighbour did to create strong relationships? What was their role?

What were the elements that made it successful? What was it about their style of communication?
Building strong relationships

1. Now think of a time when relationships at work didn’t work so well.
2. Take it in turns to find out what was it that made the relationships difficult.

What was your neighbour’s role?
How did it make your neighbour feel?
What impact might that have had on other people and on your neighbour?
Are you?

1. From a voluntary/community/social enterprise organisation?
2. From a local authority/NHS?
3. From a private organisation?
4. Other?
Commissioner perspectives on working with the voluntary, community and social enterprise sector

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Be curious
Curious about the choices people make
Curious about the choices commissioners make

Joint review of partnerships and investment in voluntary, community and social enterprise organisations in the health and care sector


May 2016
Caveats

- Large sample?
- Representative sample?
- Open, honest answers?
Why are there big differences in the way the VCSE is commissioned?
How do commissioner perceive the role of the VCSE sector?
A. Commissioners perceive the VCSE as a partner in co-production

All the way through, individuals, families, carers and the wider community have been a core part... our main bit is the support...

We don’t see the third sector as separate

It’s a relationship business
B. Commissioners perceive the VCSE as a provider, just like any other

We’ve got a role in ensuring that the market is ready to respond to our commissioning intentions and work with lead providers to do that...
What helps or hinders a partnership approach to commissioning?
No question about the value placed on the VCSE
National v local drivers?
A sense of frustration

Just the conflict within the sector is my biggest challenge. You know, the back-stabbing. It's just lack of trust between organisations.

I just find that if you give one grant, the rest are all fed up and stomping around, whereas they should be pleased that the money is coming into the sector and supporting their colleagues to deliver. And that's really frustrating for me.

You don't all have to get on and be best friends, but have a unified voice and support each other.
We've got a role in ensuring that the market is ready to respond to our commissioning intentions and work with lead providers to do that…

Shared understanding of roles

We just don’t have the capacity to do anything. And kind of insisting to come and meet with us and tell us that, you know we’re not doing this, …it’s not helping, it’s just annoying.

I think sometimes they’re not really clear about what they are.
From our perspective...
From a commissioner’s perspective...
From your perspective:
Can you place commissioner/VCSE relationships on the spectrum for your area?

Strong, asset-based approach with commissioning coproduced with VCSE partners

Market-based approach, VCSE as a partner responding to the market

5 4 3 2 1 0

Don’t know
Thank you

Read the report:

www.kingsfund.org.uk