



Third Sector Strategic Partner Programme 2010 - 11

Information pack for third sector organisations

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Third Sector Strategic Partner Programme 2010 - 11

Information pack for Third Sector organisations

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Executive summary

This document provides third sector organisations with information about the Department of Health Third Sector Strategic Partner Programme for 2010 - 11.

Organisations should read the information carefully to consider whether this is an appropriate programme to apply to participate in.

This information pack will provide third sector organisations with the information to help them decide if the Strategic Partner Programme is applicable to their organisation. It details the outcomes and activities that the Department of Health (DH) is seeking to invest in through more strategic relationships with a small number of strategic third sector organisations operating at national level for 2010 - 11 and the criteria we will use for assessing applications. The Third Sector Strategic Partner programme has been developed through 2009 – 10 and details of the existing Third Sector Strategic Partners and the programmes work plan are available at www.dh.gov.uk/strategicpartners

We recommend that you consider the Strategic Partner Programme Values Statement, Terms of Reference and current summary work plan in considering whether to apply to this programme.

An additional six strategic partners may be successful in being appointed to join the programme for 2010 – 11. One strategic partner will be successful under each of the following areas:

- Mental Health
- Women's Sector
- Carers
- Armed Forces and Veterans
- Lesbian, Gay, Bisexual and Transgender
- Offender health and social care

If you need more information you can contact the Third Sector Partnership Team:

- By email at strategic.partners@dh.gsi.gov.uk
- By telephone on 0113 2545450

Department of Health: our core purpose and role

The Department of Health's purpose is to achieve:

- **Better health and well-being for all:**
helping people stay healthy and well, empowering people to live independently, and tackling health inequalities.
- **Better care for all:**
the best possible health and social care, offering safe and effective care, when and where people need help, and empowering you in your choices.
- **Better value for all:**
Delivering affordable, efficient and sustainable services, contributing to the wider economy and the nation.

We need to work together to achieve this purpose with other Government Departments, with our partners and stakeholders and with the NHS, social care and other organisations that deliver services to people on the ground. This core purpose – what we are here for - is enshrined in the Department's Strategic Objectives.

The Department of Health delivers this purpose through our core roles of:

- **Setting direction**
For the NHS, for adult social care and public health through developing strategies, policies, legislation & regulation; and through allocating resources.
- **Supporting delivery**
By finding the best way to support and mobilise the health and social care system to deliver improvements for patients and the public
- **Leading health and well being for Government**
We lead the integration of health and wellbeing into wider government policy and integrating wider public policy into health and care services.
- **Accounting to Parliament and the public**
The Department is responsible for looking after and allocating large amounts of public money and we have a responsibility to explain to the public how their money is being spent and what is being achieved as a result.

Third Sector Strategic Partner Programme 2010 – 11

Overview

The Strategic Partner Programme aims to invest in a small number of strategic partners from April 2010-11 (for three years, subject to the availability of funds) who will work collaboratively with the Department of Health to:

- Advise and inform the Department about key issues in the health and social care field affecting the third sector
- Develop capability and capacity in the third sector
- Establish a coherent and rational framework for engaging with third sector organisations at a national level in a systematic and mutually beneficial way
- Achieve shared objectives in improving health and well-being and reducing health inequalities
- Provide robust and systematic dissemination methods for information, policy developments and key programmes enabling third sector organisations to engage in the delivery of health and well-being objectives

The Department currently has eleven third sector Strategic Partners:

- National Association of Voluntary and Community Action
- National Heart Forum
- Men's Health Forum
- Faith Action
- RADAR / National Centre for Independent Living / Shaping Our Lives
- Age Concern and Help the Aged
- National Council for Palliative Care
- National Children's Bureau
- Race Equality Foundation
- Voluntary Organisations Disability Group / National Care Forum
- Regional Voices

We are seeking to extend the Strategic Partner Programme to reach third sector organisations working in and with:

- Mental Health organisations
- Women's Sector organisations
- Carers Organisations
- Armed Forces and Veterans Charities

- Lesbian, Gay, Bisexual and Transgender organisations
- Offender health and social care organisations

We are inviting organisations to consider applying to the programme where they can demonstrate reach and engagement across any one of these areas of interest. Applications from partnership and consortia of organisations are welcome, the lead and accountable body for the partnership or consortia must be clear in the application.

One of the defining features of the programme is the explicit expectation that all of the Strategic Partners will work co-operatively and collaboratively together and with the Department in partnership.

Only one application will be successful under each of the areas identified. We strongly encourage organisations to discuss their applications with similar organisations, and the scope for collaborative bids, before submitting them.

Is your organisation eligible to apply?

Grants from the Department of Health to support Strategic Partner activity will be made using powers provided by Section 64 of the Health Services and Public Health Act 1968.

Organisations must meet the criteria set out in Section 64 of the Health Services and Public Health Act 1968 to be eligible to receive a grant under the third sector investment programme. Organisations must meet the following legal requirements (which are a summary of the criteria in Section 64 and do not represent a complete description of the law):

- Your organisation must be carrying out activities that involve:

“... providing a service similar to a service provided by the National Health service or by local authority social services, promoting, publicising or providing advice concerning the provision of either a National Health or local authority social service or a similar service.”

- A ‘relevant service’ is defined in the 1968 Act and means;
“ a service which must or may, by virtue of the relevant legislation, be provided or the provision of which must or may, by virtue of that legislation, be secured by the Secretary of State or a number of other public authorities, or a service for the provision of which a Primary Care Trust or other health service body under Part 2 of the National Health Service Act 2006 are under a duty (by virtue of Part 2 of the 2006 Act) to make arrangements; and
- A ‘voluntary organisation’ is defined in the 1968 Act as:

“... a body the activities of which are carried on otherwise than for profit, but does not include any public or local authority.”

In addition to the legal requirements in section 64 of the 1968 Act, the following eligibility criteria also apply to voluntary organisations applying to the Strategic Partner Programme:

- Your organisation must work in England. The devolved administrations of Scotland, Wales and Northern Ireland have their own arrangements.
- Your organisation should be a corporate body or have a formal constitution if not incorporated. A corporate body would have a Board of Trustees or Directors. An unincorporated association would have a management committee.
- If your organisation has charitable objects, and registration is required, the organisation must be registered with the Charity Commission. See www.charity-commission.gov.uk for information about charity registration. Exempt or Excepted charities, and those with income below a set level, may not have to register.
- Your organisation must have an Equal Opportunities Policy and Health & Safety Policy.

Is your proposal to the Strategic Partner Programme eligible?

A voluntary organisation will be eligible for investment through the programme if the proposed approach and work plan contribute to the Department of Health's strategic objectives:

- **Better health and well-being for all:** helping people stay healthy and well, empowering people to live independently, and tackling health inequalities.
- **Better care for all:** the best possible health and social care, offering safe and effective care, when and where people need help, and empowering you in your choices.
- **Better value for all:** Delivering affordable, efficient and sustainable services, contributing to the wider economy and the nation.

The following types of project proposals are not eligible for investment through the Strategic Partner Programme:

- Activities not permitted under your organisation's Objects;
- Local delivery of an existing service that is the responsibility of local commissioners to commission based on local needs assessments;
- Proposals that duplicate existing initiatives or activities;
- Routine ongoing costs of website maintenance / telephone help lines;
- Party political activities;
- Fundraising;
- Research projects. Research is defined for this purpose as 'creative work carried out systematically to increase knowledge'. If you are unsure about whether your work falls within this definition please contact us.
- Proposals where the funding sought exceeds 25% of your annual income (based on your most recent available final accounts). If your proposal exceeds this amount you should contact us to discuss this. There may be exceptional circumstances where we will consider the potential benefit and impact of the proposal. If your application is for more than 25% of your organisations turnover you should contact us to discuss this in more detail.

If your organisation meets the legal requirements and eligibility criteria and you can demonstrate reach and engagement in one of the areas of the third sector identified you should now look at which of the strategic partner roles and functions your organisation would have the capability to undertake. An organisation may not be able to undertake all of the roles and functions described but successful applications will demonstrate how they would work collaboratively with the Department and other third sector organisations to develop the programme and contribute to achieving the outcomes described.

Organisations considering applying to the Strategic Partner Programme are strongly advised to contact us to discuss before submitting an application.

Third Sector Strategic Partner Criteria & Role Description

- Facilitate communication between DH and third sector organisations operating in health and social care settings
 - Advise DH on key issues affecting the sector in relation to health and social care
 - Provide regular updates to the sector about key issues and policy developments from DH
 - Provide regular feedback from third sector organisations to DH about the key issues affecting the sector and its ability to engage with the wider reform process
 - Enable effective, inclusive and open representation from third sector organisations
- Work collaboratively towards common goals both short and long term
 - Have clear links and networks with health and social care organisations in the third sector and be committed to working towards the DH strategic objectives
- Contribute experience and expertise to policy development as a ‘critical friend’
 - Be able to contribute evidence based expertise, drawing on experience within the third sector, to inform policy and programme development
 - Be able to provide constructive criticism of DH policies and programmes
- Support synergy with other government departments and statutory organisations
 - Have experience and links with other government departments and utilise these to address cross-cutting health and well-being issues
- Give ‘voice’ to service users and communities of interest
 - Have a demonstrable track record of enabling service users, local communities and ‘seldom heard voices’ to have their experience and issues articulated at national level

- Underpin strategic sector capacity, capability and credibility in the health and social care system
 - Work collaboratively with DH to deliver capacity building events / workshops to build knowledge and skills within the sector
 - Have experience of 'interpreting' policy for relevant local application
 - Connect DH strategic work with other work programmes and initiatives in the third sector, ensuring relevance for local application
- Support coherence between organisations in the sector – including support for smaller organisations
 - Have experience of facilitating partnerships and collaborative working
 - Ensure that small organisations are able to engage and participate either through existing networks and fora or through partnerships with other membership organisations

Expectations of Strategic Partners:

We would expect successful applicants to the Strategic Partner Programme to demonstrate their capability and commitment to:

- work collaboratively with other organisations in the third sector at local, regional and national level
- support the development and capacity of organisations in the third sector including smaller organisations at local level
- have a track record of working at a strategic level informing and advocating on behalf of the wider third sector to Government or other statutory sector agency
- have a well developed understanding of the health and social care reform agenda and the roles third sector organisations have to play in improving the health and well-being of the population

Example Activities

Activities a strategic partner might undertake to deliver through this programme may include (this list is not exhaustive):

- Advising DH on key issues affecting the sector
- Articulating views and experiences of their membership and networks to DH. This could include attending meetings, seminars, workshops and debating issues.

- Structured programmes of knowledge building activities informing and involving third sector organisations to support understanding of the architecture and policy that underpins the wider health and social care economy
- Active dissemination of information and advice to wider third sector, replicating the communication DH has with Primary Care Trusts (PCTs) and ensuring that third sector organisations are informed and aware of key policy publications and strategies.
- Developing appropriate briefing / information papers, supported by workshops / learning events, that interpret DH policy and strategy into a meaningful application for third sector organisations
- Identifying key barriers to third sector engagement and working collaboratively with DH to address these
- Active dissemination of learning from grant funded projects to wider networks and memberships supporting the replication of successful innovation at local level
- Informing and awareness-raising with DH of successful partnerships, activities and projects within the sector that will inform future developments
- Working with DH to develop a customer focus through developing volunteering links between DH and third sector organisations linked with DH workforce development

Applications are invited under the following six areas:

- Mental Health organisations
 - Applicants must demonstrate how they engage with third sector organisations that work in the Mental Health sector and how the interests of this diverse range of organisations would be represented and how small, medium and large organisations would be involved and engaged.
- Women's Sector organisations
 - Applicants must demonstrate how they engage with Women's third sector organisations and how the interests of this diverse range of organisations would be represented and engaged across health and social care policy areas.
- Carers Organisations
 - Applicants must demonstrate how they engage with other third sector organisations that work with and represent the views of carers including small, medium and large organisations.
- Armed Forces and Veterans Charities
 - Applicants must demonstrate how they engage with the diverse range of third sector organisations that work with armed forces personnel, their families and veterans, particularly on health and social care issues and policy.

- Lesbian, Gay, Bisexual and Transgender organisations
 - Applicants must demonstrate how they engage and work with the diverse range of third sector organisations that work and represent the views of Lesbian, Gay, Bisexual and Transgender people, including engagement across health and social care policy and small, medium and large organisations.

- Offender health and social care organisations
 - Applicants must demonstrate how they engage and work with small, medium and large third sector organisations that work with people in contact with the criminal justice system on health and social care issues.

The application process

This section gives guidance on the application process and timescales.

What makes a good application?

A good application:

- is focussed with clearly defined objectives and measurable outputs;
- is relevant to and addresses the requirements of the Strategic Programme;
- demonstrates meaningful arrangements for partnership working;
- demonstrates national impact, or the potential for national impact;
- demonstrates how it will ensure equalities issues are an integral part of the programme.
- clearly describes what benefits the proposal will bring;
- is clear about how the proposal contributes to the Department's strategic objectives;
- has clear evaluation and dissemination strategies; and
- is clear about the type and range of organisations that would benefit.

How do I apply?

Applications for the 2010 – 11 Strategic Partner Programme will follow a recruitment style process as outlined below:

1. Written application submitted as a word document using the application form to strategic.partners@dh.gsi.gov.uk
Deadline: 12 noon, 12 March 2010
2. Applications received will be assessed against the criteria and role description detailed in this application pack. We may request further clarifying information at this stage.
3. Applications successful in the assessment may be invited for a face-to-face discussion, following which we may request further clarifying information.
4. Recommendations made to Ministers and successful applicants appointed as Third Sector Strategic Partners to join the existing programme.

Please note that we will only appoint a maximum of one Strategic Partner under each of the identified areas. This means a maximum of **six applications** will be successful.

Written application

Organisations intending to apply under this programme are strongly advised to contact DH officials to discuss their proposals before submitting an application.

We also strongly advise potential applicants to contact existing DH Third Sector Strategic Partners to discuss the programme before submitting their application. We are encouraging this as the expectation of the programmes activity is a high level of collaboration between the strategic partners which will reduce duplication and achieve greater efficiency and impact.

Written applications must be submitted using the word application form and e-mailed to strategic.partners@dh.gsi.gov.uk. The closing date for receipt of completed applications is 12 March 2010.

Applications will be sifted first using the eligibility criteria and those that do not meet the criteria will be rejected. You must submit your last audited accounts with your application to enable us to assess the '25% of income' rule (see 'Costing the project proposal' on page 20 for more detail). Only those applications that best meet the criteria and role description described in this information pack will be taken forward.

You should be aware that not all applications that meet the criteria and preferences will be progressed. We are looking for those that best meet the criteria and preferences and this will allow us to take account of duplication between proposals we receive. Where we identify similar proposals from different organisations we will either progress the one(s) that show most potential on the information provided or we may ask you to consider working together with the other organisation(s) who have submitted similar applications.

Remember that the information we use to sift will be that provided by you on the application form and our knowledge of existing / planned initiatives in that area. If you are aware of organisations undertaking similar activities you should explain on the form how your proposal complements but does not duplicate similar activities already provided.

The Department of Health maintains the right to sift applications using prior knowledge of an organisation's performance / delivery of previous funded projects. We would only use this in exceptional circumstances where we had doubts based on previous experience about an organisation's capability to deliver a project.

We will provide feedback on all unsuccessful applications linked to the eligibility rules, criteria and preferences. We provide this in a constructive way to enable you to review your proposals so you can see where we felt the strengths and weaknesses were in the application. We will provide feedback for successful applicants including areas for further discussion in the early stages of the programme.

Written application questions

Please provide a brief summary of your proposal.

In this box, please tell us how being a Strategic Partner in this programme you would achieve the outcomes identified in this information pack. Please be specific about the type and range of activities you propose to undertake and why, what will they achieve?

This summary may be used in any reports we produce and should be no more than 60 words.

What do you intend to achieve with this grant? What will the outcomes be?

Be clear about what your intended outcomes are for the proposed project. These should be clearly aligned with the outcomes described for the Strategic Partner Programme.

- Why do these outcomes need to be achieved?
- Why are you the best organisation to do this?
- How will you know you are achieving these outcomes?
- How will you measure your impact?

What new benefits will this proposal bring? Highlight the benefits and unique selling points of your proposal – why are you the best placed organisation to take on these roles?

Use this box to tell us exactly what your proposal will achieve and how your proposal is unique. This may be about your ability to undertake activities in a new way or how you have the ability to reach groups, organisations and communities in a way that Government and other third sector organisations are not able to.

How will your proposal contribute to the Strategic Partner Programme objectives and how will you work with other Strategic Partners through this programme?

Use this space to clearly describe how you will work with DH to achieve the objectives of the Strategic Partner Programme, detailed in this information pack.

You should be clear about:

- The potential benefits your involvement would bring to the programme
- The opportunities that would be presented through joining up on key areas of work with other Strategic Partners.

Which third sector networks and organisations would you engage and work with and how will this addresses the areas identified?

You should identify here which type of third sector organisation your proposed activities will engage including the depth and breadth of your engagement with other third sector organisations. Please be specific and identify how you will ensure reach to those organisations who are not currently involved. It is important for you to identify here why it is important and what the benefits will be for DH to work with you to reach these organisations.

How will you ensure that equality and diversity issues are embedded throughout your proposed activities?

You should describe how you will:

- Ensure that equality and diversity issues are represented back to DH
- Work with third sector organisations who reach marginalised and excluded communities
- Work with DH to identify issues of discrimination and help address inequalities of access and reduce gaps in outcomes for disadvantaged groups

Assessment

Applications will be assessed by a panel drawn from relevant policy and programme areas across the Department. Where appropriate we will seek advice from other government departments.

Where we receive applications from a number of organisations addressing the same areas of the third sector we may ask you to consider working collaboratively with each other. We will only appoint one Strategic Partner for each area identified up to a maximum of six.

Interview

Applications that are successful at assessment may be invited to an interview with a panel of DH Officials.

Should an application be invited to interview, we will share with you any feedback from your written application and assessment, identifying those areas we would like to explore further.

Advice will be provided to Ministers on each proposal on how it matches up with the criteria and addresses the objectives for the programme, to inform them in taking final decisions on whether to fund or not. You should be aware that not all applications that meet the criteria and preferences will be funded. This is a competitive process for a high profile programme with a limited budget and we will be advising Ministers on which proposals best meet the criteria and preferences and will make the biggest impact to the health and wellbeing of people in England.

What supporting information do I need to supply?

With the written application you will need to provide:

- For established organisations:
 - An outline work plan that identifies the range and type of activities you would propose to undertake through this programme
 - Your most recent Annual Report and final audited accounts
 - Equal Opportunities Policy Statement
 - Health & Safety Policy Statement
 - Staffing structure for the organisation highlighting which roles would contribute to the programme
 - Your organisation's Business Plan
 - Copy of Memorandum and Articles of Association or constitution / governing document

In addition, for partnership or consortia applications you would need to provide:

- Details of the partnership or consortia including governance arrangements
- Confirmation from each organisation involved of their commitment to and role in the partnership / consortia – this could include a letter of support
- Confirmation of which organisation would be acting as the lead or accountable body

If you do not have electronic copies of your Annual Report and final accounts but these are available on the Charity Commission website please indicate this on the application form and we will access them from there. If you have electronic copies then attach to the application form before submitting the form.

If you do not have electronic copies and they are not available through the Charity Commission website you should send hard copies to:

Strategic Partner Programme 2010
Third Sector Partnership Team
Department of Health
3E60 Quarry House
Quarry Hill
Leeds
LS2 7UE

Costing the project proposal

Bids should be realistic and follow the principles of full cost recovery. We do not have a minimum or maximum amount you can apply for but you should be aware that this is a budget limited scheme. We would not expect to invest more than £200,000 per year in any one Strategic Partner.

Applicants may choose to develop their costs under two headings:

1. **Capacity** – establishing the infrastructure within the organisation to maintain a strategic partner role (staffing, office accommodation etc..)
2. **Activities** – detailed costs of the proposed activities (papers, seminars, development activities etc..) that would be undertaken in the role of Strategic Partner but that may not be fully developed at the start of the scheme – these costs may be negotiated throughout the development of the scheme in the first year

At the written application stage we do not expect you to have a fully developed project plan with detailed costings and so appreciate that your delivery costs may change during the initial phase. The budget provided at this stage is considered indicative and successful applicants will be able to negotiate their spending, up to a maximum agreed level not exceeding £200,000 per year of the programme.

Don't forget to take account of cost increases for Year 2 and 3 of the project. We will not automatically increase future years in line with inflation.

We will look at each application on its merits, however, proposals where the costs exceed 25% of your annual income (based on your most recent available final accounts) will not usually be accepted. If you are a new organisation we will look at the finance forecasts included in your business plan to make this assessment of eligibility. We have introduced this rule because experience has shown that organisations where a single project grant is a high proportion of income may experience difficulty in covering core costs which then has an impact on ability to deliver the project. If there were particular circumstances which mean that the latest accounts are not representative of your current / projected income please explain on the form.

VAT is not payable on these grants as they are generally considered out of scope of VAT as the grant giver (DH) does not receive direct benefit from the grant. The Department of Health cannot advise a grant recipient on whether the activities they will be carrying out with the grant are subject to VAT - the organisation will need to discuss this with HMRC themselves. It could be that while the income (i.e. the grant) is outside the scope of VAT, the activities they are providing may be within scope. If you need to pay VAT on any aspects of the work and it is not recoverable you should include this in the initial costings.

A key and integral feature of the Strategic Partner Programme is the time taken to build working relationships and wider knowledge and understanding of the health and social care environment. Strategic Partners are expected to participate in and contribute to development days and you should consider the cost of this in planning your budget. We suggest that you plan for travel and related expenditure for approximately 25 events over the 3 year grant period and include this in your costings.

Any proposals to produce health & social care information should include plans to become a member of the Information Accreditation Scheme during the lifetime of the project. The costs of accreditation can be included in the financial costing when you apply.

Monitoring and Reporting

Successful organisations under the Strategic Partner Programme will agree at the outset of the arrangements the monitoring and reporting arrangements to the Department. The Department is seeking to minimise the monitoring and reporting burdens on third sector organisations while maintaining proper control of public money.

Successful organisations who do not meet the monitoring and reporting arrangements agreed at the outset may risk having future grant payments withheld.

Other issues to consider

If your proposal includes producing information on Long Term Conditions, we would expect to see a commitment for this information to be signposted to via Information Prescriptions on NHS Choices.

You will not be able to use the DH or NHS logo on any material produced through a grant from the Fund. You can use 'Produced with funding support from the Department of Health' or similar. The statement should not imply that the Department of Health has quality assured the Product or that the Department endorses the product. If you are a member of the Information Accreditation Scheme you will be able to use their logo to indicate membership of the scheme.

If you are producing material that has Intellectual Property Rights (IPR) and/or copyright issues you should address this in your application. We may want to discuss this with you.

Notification of decisions

The outcome of the initial application stage and feedback will be sent by email to the email address given on your application by the 31 March 2010. If you have not received notification by then please contact us. Please let us know if your organisation's email address or main contact changes.

If we assess your application and require you to attend an interview, we will contact the named contact to arrange this. You do not have to start the project on 1 April 2010 and an appropriate lead in time will be agreed with successful applicants.

Summary of conditions of the award

If you are successful you will be sent an award letter, which will reflect principles outlined in the Compact, detailing the full terms and conditions of the grant. Some of the terms you may wish to know in advance are:

- The terms and conditions must be accepted by a board member - Trustee or Director – or the Chair of the management committee if you are an unincorporated association.
- Year 1 is confirmed and year 2 and 3 amounts are provisional offers subject to approval by Parliament in the budget setting process.
- Grants are restricted funds.
- The grant is recoverable if you do not use it for the purposes intended.
- The grant may not be passed to a third party.
- There is no commitment to any funding after the agreed term of the grant.
- The grant must be identified in your accounts as being from the Department of Health.

Appeals

The Strategic Partner Programme is a discretionary scheme and there is no appeal process on decisions made by Ministers.

This is in line with the Compact Code on Funding paragraph 3.6 "the voluntary and community sector recognises that there are competing demands for public spending and that there may be more organisations applying than money is available. The sector recognises that the final decision is the funder's."

However, we do recognise that, on occasions, applicants may feel that the grant application process has not been followed correctly and wish to raise a concern. We treat these requests as complaints and use the Department of Health Complaints Procedure. The first stage is Informal Resolution where your initial complaint would be handled by the Third Sector Partnership Team. If you are unhappy with their response you can make a formal complaint to the Third Sector Programme Manager and they will investigate and get back to you with their findings:

Third Sector Programme Manager
Third Sector Partnership Team
3E60 Quarry House
Quarry Hill
Leeds
LS2 7UE

If you are unhappy with this response then you can take this further within the Department's complaints procedure by writing to the Head of Customer Service:

Veronica Fraser
Head of Complaints and Public Enquiries
Customer Service Centre
Department of Health
Richmond House
79 Whitehall
London
SW1A 2NS

This is a summary of the Department of Health complaints procedure and full details are available at www.dh.gov.uk

References & background information

The Information Standard

The Information Standard is a new certification scheme for health and social care information producers. Those organisations that meet the criteria of The Information Standard will then be entitled to place a quality mark on their information materials so people searching for health and social care information can easily identify it as coming from a reliable, trustworthy source.

The Information Standard looks at processes and, in that respect, is similar to schemes such as 'Fair Trade'. The organisation's process for developing information will be assessed rather than individual pieces of information. The assessment will evaluate elements like the organisation's processes for making sure information produced is consistent with latest clinical evidence or their process for involving information users.

The Information Standard has been developed to support people in using health and social care information and, in doing so, help people to make confident, informed decisions about their health and social care. The Information Standard mark can help people make these decisions with confidence because it offers reassurance that health and social care information carrying the mark is from a reliable source

Full cost recovery

Third sector organisations should aim to recover the full costs of delivering services for public sector bodies, including overhead costs and irrecoverable VAT. Full cost recovery (FCR) entails funded bodies presenting applications for funding on the basis of robust and evidence based calculations of the costs of the funded activity or service. Overhead costs can include accommodation, human resources, utilities, premises maintenance and monitoring requirements. This list is not exhaustive. Such overhead costs need to be both relevant and reasonable.

(Reference: taken from Chapter 5, *Improving financial relationships with the third sector: Guidance to funders and purchasers*, HMT 2006)

Useful publications and websites

New Horizons: a shared vision for mental health, Department of Health December 2009

Improving Health, Supporting Justice: The National Delivery Plan of the Health and Criminal Justice Programme Board, HM Government 2009

www.thecompact.org.uk

Choosing Health: Making healthy choices easier. TSO 2004

Our health, our care, our say: a new direction for community services. TSO 2006.

Single Equality Scheme 2007-10 (ref281892), Department of Health 2007

Cancer Reform Strategy (ref 283524) Department of Health 2007

Strategic review of Department of Health funding of third sector organisations: consultation document. (ref 285034) Department of Health 2007

Health Inequalities: Progress and Next Steps (ref 288271), Department of Health 2008

Carers at the heart of 21st-century families and communities. Department of Health 2008

Working for a healthier tomorrow (ISBN 978 011 7025134), Dame Carol Black, National Director for Health and Work 2008

Towards a strategy to support volunteering in health and social care: response to the consultation, Department of Health 2008

Third Sector Strategic Partners websites:

National Association of Voluntary and Community Action www.navca.org.uk

National Heart Forum www.heartforum.org.uk

Men's Health Forum www.menshealthforum.org.uk

Faith Action www.faithaction.net

RADAR / National Centre for Independent Living / Shaping Our Lives -
www.radar.org.uk/radarwebsite

Age Concern and Help the Aged -
www.ageconcern.org.uk/AgeConcern/AgeConcernandHelptheAged.asp

National Council for Palliative Care www.ncpc.org.uk

National Children's Bureau - www.ncb.org.uk

Race Equality Foundation - www.raceequalityfoundation.org.uk

Voluntary Organisations Disability Group / National Care Forum - www.vodg.org.uk

The Regional Voices - www.yhregforum.org.uk

Other relevant publications can be downloaded from www.dh.gov.uk/publications

Timetable

1 February 2010	Applications open
12 March 2010	Closing date for applications
22 March 2010	Successful applicants notified of outcome

Contact us

By email:

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