

Reaching People



Commitment to
Lasting Change

Achieving more with less

The Reaching People consortium model

Reaching People works in areas including housing, health and social care, and drug and alcohol services. We have an **innovative consortium framework** that links member organisations in a practical, dynamic and creative association.

Our model brings specific benefits to funders and to clients:

- > it achieves **more with less**, thanks to the efficiencies from shared services, joint working, duplication reduction and the maximising of scarce resources.
- > it creates opportunities and **changes lives** in fundamental and long-lasting ways, thanks to the flexibility of response, co-ordination and continuity of services across organisations.

Practical examples

Here are some examples of the ways that the consortium and the connections it makes can achieve better outcomes for our clients—with fewer resources.

- > One of our organisations was renting office space from the council at a cost of around £10,000 a year. It was reducing staff numbers and needed a cheaper alternative. We found one. The organisation now rents a single room from another of the Reaching People member organisations. This is enough for their basic needs, at a cost of £150 a month. It includes access to services including broadband, the use of a virtual private network and receptionist support. Additional rooms and conference space can be hired at locally competitive prices. The result is a major cost saving for one organisation and a welcome source of steady income for another.
- > Taking an audit of member organisations' facilities, we discovered five had well-equipped community kitchens. None were used to full capacity. No one much outside the particular organisation knew of them. Thanks to Reaching People's contacts and local knowledge, an embryonic social enterprise with considerable experience in community baking was offered an opportunity to use bread making to bring communities together. Baking sessions are now running in each of the four kitchens, with more planned.

- > Accessing professional finance services can be a major challenge for many community-based organisations. So one member organisation was delighted to follow the example of another and use the freelance services of a local voluntary sector finance specialist. Such sharing of contacts and resources are built-in to the Reaching People model.
- > Membership of Reaching People commits organisations to annual checks and updating of their internal policies, including health and safety, environment, safeguarding, data protection, whistleblowing, fraud, cybersecurity and business continuity. The process ensures members are up-to-date with current best practice. It also means they are tender-ready, when it comes to bidding for public sector service contracts. That is a major time-saver which, along with Reaching People's bid writing skills and services, can make a significant difference to bid success rates.

Reaching People approach and principles

So how does this transformation of people's lives happen? To understand our approach, picture someone sleeping in a shop doorway in a city centre. Imagine that same person some time later, with a place to live, having trained for a skill and starting a new business. Such journeys are possible. We know, because we have facilitated more than one. But there are many pitfalls along the way, setbacks that can cause it to falter or fail. So we have created Reaching People around the following specific principles or qualities which make up our innovative approach and which we believe underpin our success.

Continuity and commitment

Meeting complex needs takes time. We helped facilitate one man's journey three-year-journey from rough sleeping to operating his own building trade business. It could easily take longer. The organisations in our network are established, sometimes for decades, their strengths well known throughout the sector. So we are able to co-ordinate services to be available exactly when they are needed. We can maintain contact with clients at times when project funding has ended.

Communication and shared systems

All our organisations delivering on our Moneywise Plus project use the same customer relationship management system. That alone has made a massive difference to our ability to co-ordinate our services, avoid duplication and be there when people need us most. Our members share in many other ways, through joint ventures and supportive local meetings. Ours is the opposite of silo-working, where we manage and facilitate provision across independent member organisations.

Specialist services with shared standards and values

Any organisation that is part of Reaching People has to meet the same high standards in policies and practice. If necessary, we arrange member organisation training on anything from safeguarding or data protection to quality management. While the standards are common, we are also widely diverse in our specialist services. If the most appropriate key worker for a client is one with experience and understanding of drug and alcohol, domestic violence, mental health or offending issues, we will be able to allocate one.

The Reaching People model

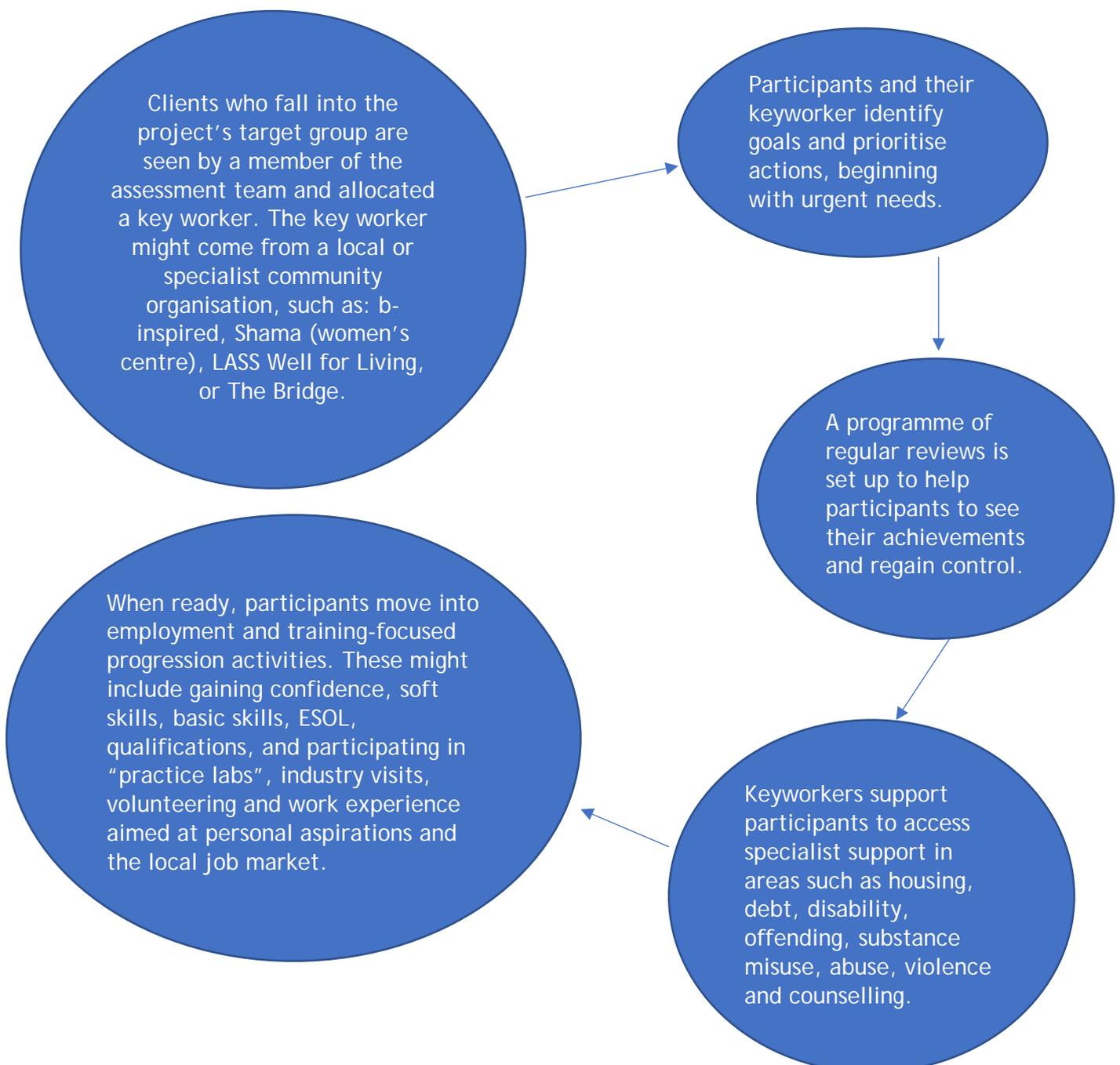
Reaching People is a growing consortium of 28 select not-for-profit organisations from across Leicester, Leicestershire and Rutland.

We have a tightly-knit but flexible centre—which can contract and expand according to demand. This core is lean, made up of just four staff. They are responsible for the management support and day-to-day communications with the individual member organisations who are the client-focused part of the delivery operation. The co-ordinating team also handle the public policy liaison, grant and funding applications, finance, project reporting, quality and other partnership arrangements.

When a Reaching People project launches, a **project management team** will be formed. Team personnel may come from existing partners or member organisations, or be trusted external consultants as well as RP core staff.

The project is likely to be delivered by several of the member organisations, each taking on tasks appropriate to their expertise and past experience.

Once set up, a process for a project might follow the following pattern:



All of the above, and more, are possible with input from the range of 28 organisations that make up Reaching People consortium.

Frequently asked questions

Who are the Reaching People member organisations?

Currently our members and associates are:

Action Deafness	Community Health and Learning Foundation (Associate)	LASS Social Enterprise Ltd - t/a "Well for Living"
Action Homeless		
b-inspired	The Cooke e-Learning Foundation	Leicester College
The Bridge		Leicester LGBT Centre (Associate)
The Bridge - Homelessness to Hope (Associate)	The Emerald Centre	PA Housing
	Emmaus (Associate)	Pedestrian
CASE (Co-operative and Social Enterprise) (Associate)	Equality Action Ltd (Associate)	Shama Womens Centre (Associate)
	Giving World (Associate)	
The Centre Project (Associate)	Healthy Working Futures (Associate)	Spire Homes Ltd (Associate)
Citizens Advice LeicesterShire	Home-Start Horizons	S.T.A.R.S
	Lamp	TRADE Sexual Health (Associate)
Community Advice & Law Service		The Y

How much does membership cost?

Payment relates to the annual income of your organisation and falls into the following bands for 2018

up to £100k		£70
£100k - £250k		£132
£250k - £500k		£264
£500k - £1.5m		£396
£1.5m +		528

Can anyone join?

Any not-for-profit organisation can apply. There are precise criteria for acceptance, including being local to Leicester, Leicestershire and Rutland and meeting all the requirements to deliver a public sector contract. Non-eligible organisations may become associate members.

Is Reaching People a charity? When was it set up, and how large is it?

Reaching People is actually the trading name of a charity, Leicestershire Voluntary Sector Resource Agency, registered charity number: 1072595 and a company limited by guarantee, number 3576786. LVSRA merged with Reaching People in June 2013.

The central charity is, compared with its impact, relatively small. Its total income for the most recent trading year was £127,000. However, the aggregate turnover of its 28 members was around £336m.

Is the structure unbalanced, with such a small core team at the heart of so many delivery organisations?

No. That's a common question based on a misunderstanding of the nature of the co-ordinating team. This is just the essential co-ordinating infrastructure that oils the wheels for the operation. It is not a delivery or even a project management mechanism. When a project is devised, a management team will be established which has all the functions and all the personnel appropriate to the size and scope of the project.

How often do Reaching People members meet?

That is up to them, and the work. On a project, contact and meetings will be driven by client need. In addition, there are very many informal contacts between members in the course of a year—sharing ideas, information and resources. We also have four scheduled members' meetings a year, one of which is the AGM. Meetings typically have a guest speaker and an opportunity for members to profile their work.

For more information on Reaching People consortium, don't hesitate to contact us. We will be pleased to answer your questions and tell you more about our achievements

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