

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

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| Date of Meeting | 2 nd March 2017 |
| Report Subject | Double Click Social Enterprise – Progress Report |
| Portfolio Holder | Cabinet Member for Social Services |
| Report Author | Chief Officer for Social Services |
| Type of Report | Operational – Progress Report |

EXECUTIVE SUMMARY

This report is to provide a Progress Report on Double Click Design and Print which is one year old as a Social Enterprise.

Double Click Design is a computer design and print social enterprise based in Shotton. The business produces leaflets, brochures, photographic cards and other printed material for its customers.

The report is accompanied by promotional material which is produced and sold by Double Click design, we hope you will find this useful. A DVD created by one of the people who have found benefit in our Mental Health Service will be shown to Overview and Scrutiny Committee which tells the story of just one of our successes.

RECOMMENDATIONS

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| 1 | Committee Members note the progress achieved within 1 year. |
| 2 | Members continue to support and promote Double Click Design as a Social Enterprise. |

REPORT DETAILS

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| 1.00 | EXPLAINING DOUBLE CLICK DESIGN AS A SOCIAL ENTERPRISE |
| 1.01 | In January 2016, after a number of years of hard work in developing a robust business and legal framework, Double Click Design was transformed from a Flintshire County Council Mental Health Support Service to a Social Enterprise independent of the council. |
| 1.02 | To ensure its success The Council still allows for one employee of the Mental Health Services team to continue to work within the business as a secondment arrangement. All others are employed by Double Click. |
| 1.03 | The Council has a three year contract with Double Click to provide 15 training placements to people with mental health and substance misuse issues. The Mental Health Support Services continue to oversee the referral process. |
| 1.04 | The main aim of the business (alongside its provision to the public of a Design and Print service) is to enable individuals with mental health problems and substance misuse issues to gain work based skills and experience. |
| 1.05 | People train alongside staff to gain both formal and informal qualifications within the work base and in community settings. People are encouraged to play a role in all aspects of the running of the business, via marketing, customer contact, administration, team meetings, and the design and production of printed materials. |
| 1.06 | Informal peer support is also practised within the workplace, with individuals teaching each other skills. The business also has a number of skilled volunteers, some of whom may have direct experience of mental health/substance misuse issues. |
| 1.07 | The transformation of Double Click Design into an independent Social Enterprise allows more freedom to operate the design and print business in a way which will give people real work experience and provide an opportunity for trainees to undertake paid employment where appropriate. |
| | CURRENT POSITION |
| 1.08 | The business in 2016 employed a part time trainee graphic designer who originally came to the workplace as a trainee/service user. It's our aim to encourage more of this type of opportunity. |
| 1.09 | Each trainee has a personal development training program with a clear learning plan. This allows individuals to gain real work experience in a variety of tasks ranging from office based skills to computer graphic design skills. |
| 1.10 | Individuals have received qualifications via Learn Direct courses, and this |

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| | has helped them to grow in confidence. Double Click is currently liaising with educational establishments to further develop opportunities for accredited training. |
| 1.11 | As a Social Enterprise Double Click has much more flexibility in terms of employment and can now employ people with a range of skills, they have, for example, just employed a graphic designer/trainer who can share her skills with trainees and improve the products. They have also introduced an internship post to increase the skills in the graphic design area. |
| | AREAS OF DEVELOPMENT |
| 1.12 | Double Click's specialism is in helping small businesses and start-up companies to craft a professional image to present to clients. Their customer base is gradually increasing and the team is now a mix of designers and trainees. |
| 1.13 | Recently Double Click were shortlisted to be involved in Asda Social Enterprise Academy, which provides learning opportunities in retail, marketing, product improvement and business development. Despite them not being successful on this occasion, the feedback received as part of this process was extremely positive and encouraging. |
| 1.14 | The Team Manager of Mental Health Support Services in 2016 was nominated by a member of Social Firms Wales for a Leading Wales award for her contribution in the process of transforming Double Click to a Social Enterprise. She was announced the winner of the Leadership in the Public Sector category in the awards ceremony in Cardiff in June 2016. |
| 1.15 | We have introduced a new payment system used in business, and have also set up easier ways for customers to pay by card. Pay Pal is now linked, which is a practical advantage, actually making Double Click more business-like. |
| 1.16 | Partnerships We have begun partnerships with Glyndŵr University and the charity Tŷ Gobaith. Double Click can now forge ahead with partners to further enhance the experiences of trainees/volunteers. |
| 1.17 | Training Double Click can now be more flexible/creative in their training. They have recently funded a training day to include web design tutorials. This would not have been easy to provide within Flintshire County Council. |
| 1.18 | Double Click still benefits from expertise within Flintshire County Council in areas such as Safeguarding/Introduction of SSWB Act/HR/Mental Health Knowledge/Health and Safety. |
| 1.19 | Grant funding As a social enterprise, Double Click are able to apply for grants to promote their businesses and fund developments. As an example, they have received National Lottery funding for computer equipment, something not |

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| | previously open to them. |
| 1.20 | Opening We have new opening hours and are now open 5 days per week, rather than 4 days. |
| 1.21 | THE BOARD The Board of Directors meet monthly with Social Firms Wales and FCC Advisors attend quarterly. Double Click Board is made up of :- 1. Flintshire County Council Councillor 2. A person with a finance background, 3. A person with Mental Health background 4. Two advisors from Flintshire County Council and Social Firms Wales |
| 1.22 | This brings a range and balance of contributions. People with relevant skills and background can be brought onto the Board of Directors as required |

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| 2.00 | RESOURCE IMPLICATIONS |
| 2.01 | Flintshire County Council contribute £110,000 per annum to Double Click. This amount has not increased or been uplifted, demonstrating that it is operating effectively. |

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| 3.00 | CONSULTATIONS REQUIRED / CARRIED OUT |
| 3.01 | N/A |

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| 4.00 | RISK MANAGEMENT |
| 4.01 | Contractual arrangements are in place and have been agreed with the Council's Legal Department. Funding is linked to contract and considered low risk. |

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| 5.00 | APPENDICES |
| 5.01 | Double Click has had 19 new referrals since January 2016 until end Jan 2017: 1. 16 of these have engaged – 3 never engaged. 2. 15 people have signed up to learn direct course. 3. 3 people are working on a Photo Shop Course. 4. 3 people doing office skills. |

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| | <p>Last year 2 people started employment and 3 people became volunteers.</p> <p>Of the people who are no longer with Double Click:</p> <ol style="list-style-type: none"> 1. 1 moved onto delivering training 2. 1 person has gone travelling 3. 1 person became unwell 4. 1 person went to college 5. 2 people have disengaged with all services 6. 1 person moved back to Next Steps and decided she wanted to change direction with career into animal care. 7. 1 person has gone to work in Spain. |
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| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
| 6.01 | <p>Double Click Promotional Pack.</p> <p>Contact Officer: Jo Taylor, Service Manager, Disability, Progression and Recovery – Adult Services</p> <p>Telephone: 01352 701341</p> <p>E-mail: jo.taylor@flintshire.gov.uk</p> |

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| 7.00 | GLOSSARY OF TERMS |
| 7.01 | <p>(1) Mental Health Support Services A range of Social Services managed teams who support people with mental health problems into employment / training and supported living.</p> <p>(2) Social Enterprise A type of non-profit business that employs people and earns income in order to help address perceived social or environmental issues. For example, a social enterprise might provide valuable services to a population in need, or they might perform volunteer or even paid consulting work or environmental clean-up projects.</p> |