



# The Wales Co-operative Centre Canolfan Cydweithredol Cymru



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[www.walescoop.com](http://www.walescoop.com)

# Health & Housing Conference

Can the Cooperative model of service delivery  
work for housing and support providers  
delivering care services



# Introductions

Glenn Bowen  
Director of Enterprise  
029 2055 6153

Twitter @glennwalescoop  
glenn.bowen@walescooperative.org



# Who Are We?

- Set up in 1982, offices across Wales, 50+members of staff
- Delivering projects on behalf of Welsh Government and the European Union
- Our vision: For Wales to be the international leader for co-operative thinking and action
- Our mission: To develop sustainable businesses and strong, inclusive communities by working co-operatively



# Three key areas of work

- **Enterprise Support**

Support to set up and run co-operatives and social enterprises, including employee buy-outs, community based co-ops and co-operative consortia. Business consultancy service provides paid-for support.

- **Digital Inclusion**

Helping enterprises, community groups and voluntary organisations become more competitive and take advantage of information, services and opportunities online.

- **Financial Inclusion**

Advising public sector organisations on how to help people avoid financial problems, and supporting credit unions in their mission to provide affordable, secure financial services to all parts of our community.



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# Agenda

- Context of Co-operation
- Opportunities – Social Services & Well Being Bill
- Co-operatives – Definition
- Types of Co-operatives
- Case Studies
- Barriers & Challenges



# Context of Co-operation

- Aging population
- Challenging financial settlements
- Co-operatives and Mutual Commission
- Social Services and Wellbeing (Wales) Bill
- Direct Payments



# WARNING!

## Social Services and Wellbeing (Wales) Bill

Legal Speak

Stay with me!!



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# Social Services and Wellbeing (Wales) Bill

Requires local authorities to make arrangements to promote co-operation with their relevant partners and others in relation to adults with needs for care and support, carers and children (sections 143 and 144);

imposes a duty to co-operate and provide information in relation to the exercise of social services functions on local authorities and their relevant partners (section 145);

makes provision about promoting the integration of care and support with health services (section 146);



# Social Services and Wellbeing (Wales) Bill

provides for partnership arrangements between local authorities and Local Health Boards for the discharge of their functions (sections 147 to 150);

Part 2 (general duties)

(d) requires the promotion by local authorities of social enterprises, co-operatives, user led services and the third sector in the provision in their areas of care and support and support for carers (section 7);



# Promoting social enterprises, co-operatives, user led services and the third sector

A local authority must promote—

- (a) the development in its area of **social enterprises** to provide care and support and preventative services;
- (b) the development in its area of **co-operative organisations** or arrangements to provide care and support and preventative services;
- (c) the provision of care and support and preventative services in its area in ways that **involve service users in the design and running of services**;
- (d) the availability in its area of care and support and preventative services from **third sector organisations**.



## A local authority must make arrangements to promote co-operation between—

(a) the local authority,

(b) the officers of the authority who exercise the authority's functions,

(c) each of the authority's relevant partners, and

(d) such other persons or bodies as the authority consider appropriate,



# Relevant Partners

- Police Authority/Chief Officer
- Other Local Authorities
- Probation Services
- Local Health Board
- NHS Trust



# Potential Service Models

- Delivered in house by the LA
- Wholly owned subsidiary of the LA
- Contracted out to commercial market
- Contracted out to social enterprise or worker co-operative
- Partnership working-jointly owned SPV
- Collaborative working - Multi stakeholder Co-operative



# What is a Co-operative

Co-operatives are businesses which are jointly owned and democratically controlled by their workers or members. Co-operative businesses should operate within seven internationally recognised Co-operative Principles



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# The Co-operative Principles

- Voluntary & Open Membership
- Democratic Control
- Member Economic Participation
- Autonomy & Independence
- Education, Training & Information
- Co-operating With Other Co-operatives
- Concern for the Community



# Types of Co-operative

- Worker Co-operative
- Consumer Co-operative
- Multi Stakeholder Co-operative



# Case Studies

- **CASA** –domiciliary care for the elderly and adults with varying disabilities. "Because our employees have a share in the business our staff turnover is much lower than the private sector and overall our business model yields significant benefits on performance”
- **SEQOL** – “a social enterprise supporting people to make the most of their lives”. Provides a range of services including day services for adults with learning disabilities and for older people; nursing and social care for adults with long term health conditions; residential accommodation specialising in dementia care

<http://www.seqol.org/>



# Barriers & Challenges

- Political buy in from potential stakeholders
- Finance
- Technical expertise
- Staff & staff training
- Potential TUPE issues
- Displacement
- Member engagement and training
- Business support
- Winning contracts



# Barriers & Challenges

Established RSL  
V's  
New Co-operative



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# Discussion

Future Opportunities?

Future Barriers and Challenges?



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## Contact details

Glenn Bowen

Enterprise Programme Director

Tel: 029 2055 6153

Email: [glenn.bowen@walescooperative.org](mailto:glenn.bowen@walescooperative.org)



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