

# **Integrated Care Webinar series 2022 / 2023**

**Webinar: One year post ICS  
establishment – exploring the impact  
of the VCSE in amplifying the voices of  
people and communities**

**Tuesday 12 September 2023**

**NHS England in partnership with the  
Social Care Institute for Excellence  
(SCIE)**



# Your panel today

- Chair: Emma Easton, Deputy Director, Equalities, Partnership and Experience, NHS England
- Dr Neil Churchill OBE, Director of Equalities, Partnership and Experience, NHS England
- Tessa Fulton, Policy Manager, National Voices
- Jill Parker, Head of Operations, Gloucestershire VCS Alliance
- Fiona Hill, Deputy Chief Executive, Harlington Hospice and Lead Exec Officer for Third Sector Together North West London.



Dr Neil Churchill OBE,  
Director of Equalities,  
Partnership and Experience,  
NHS England



# **VCSE sector alliances: Amplifying the voices of people and communities in integrating care**

12<sup>th</sup> September 2023



# The voluntary sector in numbers

**£18.2 billion**

contribution to  
the UK economy;  
0.9% of total GDP



Assets of  
**£131.2  
billion**



**166,592**  
voluntary  
organisations  
in the UK



**80%**

have incomes  
less than  
**£100,000**



Value of  
volunteering is  
**£23.9 billion**



**Nine in ten UK households have accessed a  
service delivered by a voluntary organisation**



# The scale of the Social Enterprise sector in the UK



**100,000 Social Enterprises**

(source SEUK 2018)

**2 million employees**



**Worth £24 billion**

Source: NCVO Almanac 2020

NB: this data does not include unregistered community groups

# National picture/ context

## **Government guidance and legislation**

- Health and Care Act (2022): Working together to improve health and social care for all
- Health and care integration White Paper ['Joining up care for people, places and populations'](#)

## **NHS England strategy and guidance**

- The Long Term plan (2019)
- Operational Planning guidance 2022/2023
- Winter planning (2023)
- Long term Workforce plan (2023)

## **Guidance for Integrated Care Systems**

- The ICS Design Framework
- Working in partnership with the VCSE sector
- Working with People and Communities;
- Thriving Places
- Governance of Integrated Care Boards

# Role of VCSE in Integrated Care Systems



NHS England Guidance on Partnerships with the VCSE sector and the ICS Design Framework state;

The VCSE sector is a **vital cornerstone** of a progressive health and care system.

VCSE partnerships should be embedded as an **essential part of how the system operates at all levels.**

NHS England expects **ICBs and ICPs to develop a formal agreement for engaging and embedding the VCSE sector** in system level governance and decision-making arrangements, ideally by **working through a VCSE alliance** to reflect the diversity of the sector.”



# VCSE Alliances and the NHS



National VCSE Health and Wellbeing Alliance

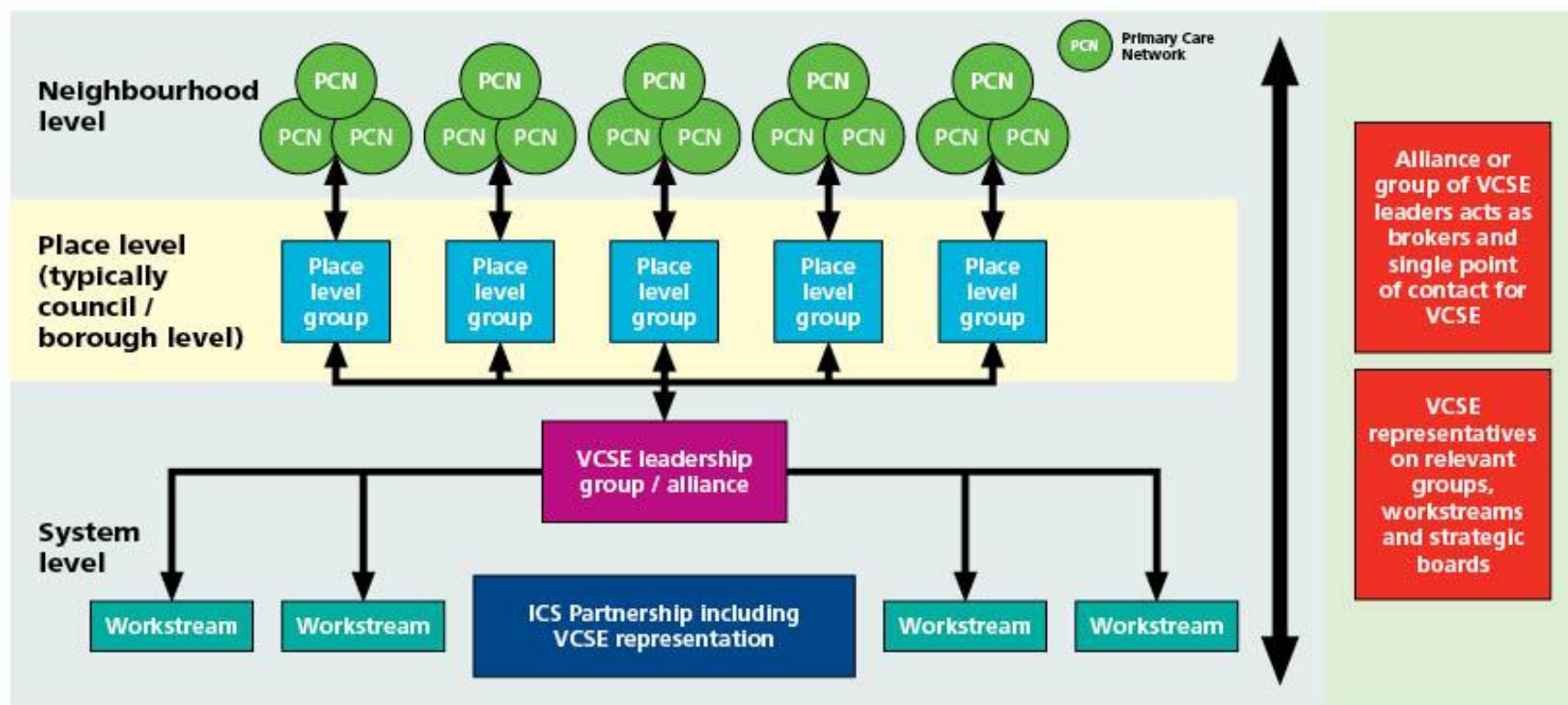
42 System level VCSE Alliances,

These alliances:

1. Encourage and enable the sector to work in a coordinated way to inform policy, strategy and decision making;
2. Provide the NHS with a single route of contact and engagement with the sector and links to communities;
3. Better position the VCSE sector to contribute to the design and delivery of integrated care.

# Visualisation of VCSE strategic engagement

The model below, based on emerging work in ICSs, shows a recommended structure for VCSE partnerships at wider ICS, place and neighbourhood level that will support relationships to deliver better health and care for local people.



# Continuing the journey



The new national team will be responsible for supporting regions and ICSs to embed the VCSE sector as a cornerstone of the health and care system. It will do this by;

- **Providing subject matter expertise** to region and ICBs on partnership working with the VCSE sector
- **Setting the direction for collaboration**
- **Supporting and developing people** by sharing learning across expert networks
- **Enabling improvement, by** sharing resources, tools, information and insight
- **Drive transformation**, VCSE as a key enabler to make positive transformational change across ICSs.

## Resources

- Joining the Working in Partnership with the Voluntary Community and Social Enterprise Sector Futures Platform is the best way to stay updated. Register for an account, with an nhs.net or nhs.uk email account, [here](#). Those working in organisations outside the NHS, request access by emailing [VCSES-manager@future.nhs.uk](mailto:VCSES-manager@future.nhs.uk)
- Key [resources](#) available on the platform include; VCSE Strategies, business cases, board papers, formal agreements and much more.
- There are a number of upcoming lunch and learn sessions including a series of deep dives into the case studies in the [Framework for addressing practical barriers to integration to the VCSE in ICSs](#). And a session focussing on the VCSE sector and discharge, more details can be found [here](#).

# Tessa Fulton, Policy Manager, National Voices





National partnership between voluntary sector representatives and the health and care system in England, jointly managed and funded by DHSC, NHS England and the UKHSA.



Over 70 equalities focused charities of varying sizes are members. Collectively have strong connections with the majority of groups of people in England experiencing health inequalities.



Each year Alliance members undertake 50+ projects where they work in partnership with policy leads across the DHSC, NHS England and the UKHSA to address issues of importance to the communities they work with.



National Voices is joint coordinator of the Alliance with NAVCA (the National Association for Voluntary and Community Action). We bring members together at key moments to input into policy making in a strategic and impactful way.

# The big challenge – access to appropriate services and support

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The HW Alliance's mission is to enable policy, commissioning and provider organisations to design services and support based on the needs of people and communities who face disadvantage and exclusion, including digital exclusion. This means:

1. Improved access to services and support, including via digital, for those that experience barriers.
2. Providers and policy-makers supported and challenged to embed inclusion in service design and improvement.
3. Improved inclusivity and codesign across the HW Alliance.



## VCSE Health and Wellbeing Alliance: Strategic Priorities 23 - 24

This infographic sets out the key areas for the HW Alliance's collective and collaborative work over the next year.



### Policy areas

Key areas of policy making the HW Alliance will work collaboratively on.



### Cross-cutting themes

Topics which overlap multiple policy areas which are important to the HW Alliance.



### Horizon scanning

Responding to new areas of strategic importance, for example:

- Emerging strategic priorities at system partner organisations, such as the development of a new strategy, an important consultation, a new policy initiative.
- Issues or concerns raised by people, communities and voluntary sector organisations about their health and care.



# Example outputs



**Coordinated insight gathering** to inform DHSCs planned Major Conditions Strategy. Over two sessions between Alliance members and DHSC policy leads we spoke to issues such as ‘How can the health and care sector improve outcomes for people living with multiple conditions, particularly those from groups experiencing inequalities?’.



**Published work project:** Homeless Health Consortium developed capacity building resources and tools which upskill the homelessness workforce to enable more effective conversations about health that lead to improved signposting and advocacy. [Holding conversations about health | Homeless Link](#)



**Published work project:** Good Things Foundation produced a [Practical guide on health inequalities and mitigating risks of digital exclusion](#).



**Alliance briefings** for policy makers on cross-cutting issues. [Tackling the cost of living crisis and impacts on health and wellbeing: Key actions health and care policy makers, commissioners and provider organisations can take](#)

# Learnings

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Partnership working between the VCSE sector and the health and care system needs:

- Infrastructure to enable sustainable inclusion and funding.
- Genuine appetite within the health and care system to listen to alternative voices, work collaboratively and respond to the communities we all serve, come from and work alongside.

## Further information

[Working with the Voluntary, Community and Social Enterprise Sector | National Voices](#)

Full details of the HW Alliance and its members are published on the NHS England website <https://www.england.nhs.uk/hwalliance/>

Contact: [england.hwprogramme@nhs.net](mailto:england.hwprogramme@nhs.net)

Social media: #HWalliance



Fiona Hill, Deputy Chief  
Executive, Harlington Hospice  
and Lead Exec Officer for  
Third Sector Together North  
West London





THIRD SECTOR  
TOGETHER

in north west London

**3ST aspires to creating environments where all NWL residents have access to responsive, fully-integrated, quality and culturally-appropriate support and advice that reduce health inequalities and helps them to stay independent and to take control of their lives**

# Our Role



- Endorsed Third Sector Partner of the ICB
- Engagement with the wider sector
- Supporting sector understanding of the ICS
- Health inequalities
- Influencing strategy and policy
- Advocating for the sector as a delivery partner particularly around preventative services

# Our Structure

We work at 3 Levels:

- ICB
- Placed Based Partnerships
- Neighbourhood

We achieve this through our structure:

- Leadership team
- Strategic Team
- Placed based teams with wider local engagement undertaken by the CVS.

# Our expectations are of the ICB

- Be acknowledged and treated first and foremost as a delivery partner
- Be recognised as representing the sector not the organisations our representatives are employed by
- Be involved in strategic financial plans
- Be recognised for addressing System challenges and involved at the design stage of strategic plans, service transformation, contracts and tenders
- Have a named point of contact in all directorates
- Have a recognised conflict resolution mechanism

# Our Achievements – to date

- Places on all ICB Boards
- PHM
  - Core20Plus5
  - Funding
- Infrastructure funding for 23/24; 24/25
  - Create a support service to manage and maintain third sector participation within ICB Board, ICB Programme Boards, Placed Based boards and associated working groups.
  - Create reporting mechanism to be able to demonstrate attendance and inputs/outputs of representation



# Our Achievements – to date (continued)

- Project funding to:
  - Develop our Website
  - To support wider engagement of the sector including sector learning
  - Develop an impact framework
  - Develop a contract vehicle
- ICB Anchor work
- REND Project and funding
- ICB Strategy response
- A legal entity

# Current work

- Refreshing our governance
- Developing our role
- Website being developed
- Impact Framework
- Sector Data
- Role as a contract vehicle and opportunities
- 2<sup>nd</sup> Round of Rend funding
- Supporting members at a Place based level.

# Questions



Jill Parker, Head of  
Operations,  
Gloucestershire VCS  
Alliance



# Amplifying the voice of people and communities

Jill Parker, Gloucestershire VCS Alliance





## MEMORANDUM OF UNDERSTANDING

between

The Voluntary Community and Social Enterprise (VCSE) Sector in Gloucestershire  
and the public sector partner organisations in One Gloucestershire



## Gloucestershire VCS Alliance

- 1,800 charities in Gloucestershire
- Around 300 Community Interest Companies
- ICS is co-terminous with the county boundaries
- VCSE sector viewed as a key system partner
- £120K joint investment from ICB and LA in Glos VCS Alliance
- £30K to fund representative activity of VCSE leaders

# Listening to people with chronic pain



AIM: To discover what support people with chronic pain want



METHODOLOGY: Focus groups



Key findings:

Patients are less medication-focussed than clinicians

Financial stability is the key determining factor in how people cope

# What next?

Pain Management Clinical  
Programme Group is  
developing new workstreams  
based on research findings

People who took part in the  
research have the opportunity  
to join a community action  
group of individuals who want  
to change what is available to  
people with chronic pain





## Forest of Dean mental health scoping project

- AIM: To enable the voices, stories and opinions of people from the Forest's communities to be at the forefront of decisions to develop mental health support
- METHODOLOGY:
  - Steering group of professionals and people with lived experience who believed that action was needed to support better mental health
  - Each led a focus group from their networks
  - Walks and talks with people who couldn't attend focus groups
  - Survey

Navigation and skills  
development

Accessibility and early  
intervention

Connectivity

Walking safely with  
someone

Key themes

Evidence base for  
designing and funding  
mental health support

Community Mental  
Health Transformation  
work piloted in the  
Forest of Dean

Community navigator  
roles

Forest of Dean mental  
health partnership –VCS  
working together to fill  
identified gaps in  
support

Weekly recovery and  
mental health  
educational group for  
professionals AND the  
wider public

Engagement work with  
the police

Next steps

# Embedding a partnership approach



Mechanistic approaches: representatives, meetings, newsletters, speakers



Pockets of participatory research



Shared event on how to progress cross-sector relationships



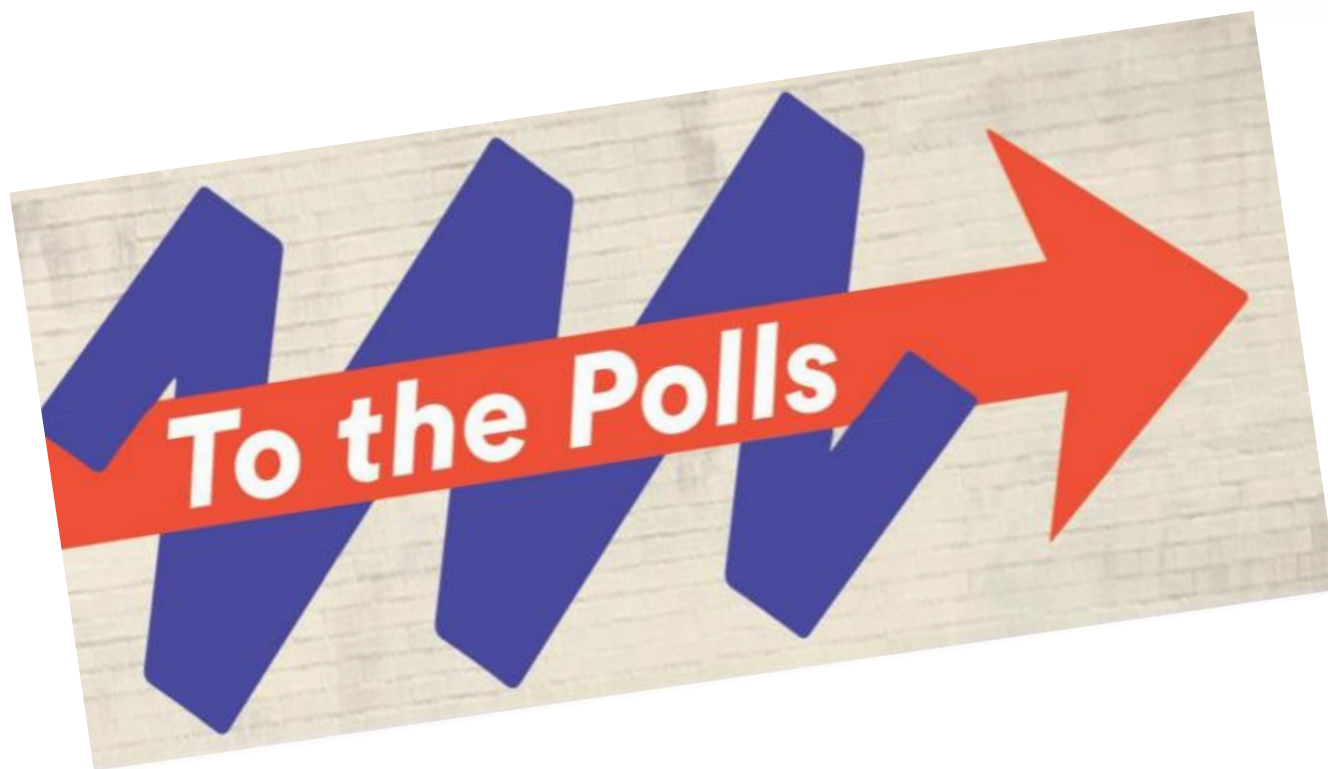
Building an ongoing relationship between a Clinical Programme Group (CPG), VCSE organisations and citizens with lived experience that informs the work of the CPG.

# Key messages

- Community research and community action can be your friend
- A VCSE Alliance acts as a first point of contact and provides support and advice for engagement
- Be prepared to hold a space where you aren't working to defined outcomes
- Build an ongoing relationship with people who are interested in informing your work
- Involve people and communities in the solutions, not just the research



[Jill.parker@glosvcsalliance.org.uk](mailto:Jill.parker@glosvcsalliance.org.uk)



## Poll 1

How much would you say this webinar has increased your understanding of the impact of the VCSE sector





## Poll 2

Has much would you say this ICS webinar met your expectations?



## More Information and Contacting Us

### Contact the team

[england.culture@nhs.net](mailto:england.culture@nhs.net)



@Culture\_nhs

Our webpages : <https://www.england.nhs.uk/culture/>

### Online Learning:

<https://www.england.nhs.uk/culture/learning-together/online-course/>

### Learning Network

This growing community is an interactive space to share your learning and ask your colleagues for advice and guidance, as well as accessing resources like case studies and blogs relevant to your 'community'. For more info visit: <https://www.england.nhs.uk/culture/learning-together/>



# Integrated Care Webinar

**series 2022 / 2023**

A recording of the webinar, slides and resources will be shared on the Integrated Care Learning Network.

To join the network email  
**[integratedcare-manager@future.nhs.uk](mailto:integratedcare-manager@future.nhs.uk)**

