

Voluntary Partnerships and Volunteering Making the offer to STP and ICS systems A co-ordinated approach

Overview

We are working to develop and maximise the contribution and impact that the Voluntary, Community and Social Enterprise (VCSE) sector and Volunteering can have on services, communities and individuals.

We aim to do this by:

- Strengthening the voice of the VCSE sector within health policy and strategy
- Supporting the development of effective partnership working to deliver integrated care and realise the full contribution the voluntary sector can make
- Working to realise the potential significant benefits and impact that volunteering can have across patient experience, staff experience, on services and for volunteers themselves.
- Developing more inclusive volunteering opportunities

The key to all of our work is focusing on the impact and benefits the voluntary sector and volunteering can bring, not only to patients but also contributing towards meeting national and local priorities. We are also supporting the reduction of health inequalities through improved partnership with the VCSE sector organisations and by supporting the sector to develop and provide more inclusive volunteering opportunities.

We hope this brochure will help STPs to think about a strategy for increasing and integrating volunteering, supporting the VCSE sector and nurturing community assets, which will align with your emerging plans for universalising personalised care. This brochure is intended to bring these opportunities to your attention and



enable you to bring these benefits into your own projects, change programmes and transformation plans.

Contact us

If you want to follow up on any of the contents, please follow the links or get in touch by email: england.voluntarypartnerships@nhs.net

Volunteering

Supporting volunteering leads across the NHS and voluntary sector to develop volunteering and realise the potential significant benefits and impact that volunteering can have on patients, staff, services, and on volunteers themselves.

The Policy Driver

Long term Plan (Para 4.54) demonstrates a commitment to double the number of volunteers in the NHS in three years, to increase its impact, especially in deprived communities, and to improve access to volunteering opportunities for young people and those with protected characteristics.

NHS England and NHS Improvement offer and support:

- Integrated approaches to volunteering in system transformation three year programme
- £35K funding to all systems in year one to develop an oversight and enable a focus on integrating volunteering approaches to support priority outcomes through system transformation.
- Dedicated network to share learning.
- Access to support, tools and resources (existing and emergent).
- Developing shared understanding of the potential for volunteering – benefits and return on investment.
- Potential to be considered for additional funding (c£150K in years one and three) to support: implementing those approaches; measuring their impact; and sharing the learning to support spread.

The benefits of volunteers and volunteering approaches

To people, patients and service users

- enhances patient experience and outcomes
- enables people to take control and manage their own health and wellbeing

To services and staff

- extends and adds value to service
- facilitates new approaches to health and care including community centred approaches and social prescribing
- helps the NHS to engage with communities and citizens in new ways
- helps to connect services and provide more integrated care
- engages hard to reach groups and tackles health inequalities
- helps change the culture of organisations and the way they operate
- supports governance and accountability
- brings unique perspectives and credibility
- helps access new skills, knowledge and experience
- helps free up staff time
- improves staff satisfaction

To volunteers

- supports the health and wellbeing of the volunteer
- provides opportunities to meet people and get to know the community
- develops skills and experience through volunteering

What's in it for Sustainability and Transformation Partnerships / Integrated Care Systems

- STPs can use the funding to add to an existing change programme where volunteering can add value.
- This programme can support services and staff across the STP.
- Funds can be held or passed on to STP/ICS partners with proven impact through volunteering approaches such as LGA or VCSE partners.
- Volunteering programmes across their STP could help them to improve outcomes for their population etc.
- Offers opportunity to be considered for more funding in years two and three.
- Networking and sharing learning with other STP leads and experts in the field.

What could your STP/ICS aim to achieve?

- In the context of your local population needs and desired outcomes STP/ICSs could set ambitions:
- to increase the number of volunteers in the NHS in three years
- to increase the impact of volunteering, especially in deprived communities,

- to improve access to volunteering opportunities for young people and those with protected characteristics.

[See here to for more information and submit expression of interest in participating in this programme.](#)

Case study - Bradford Doulas

Funded by Bradford CCG and Better Start Bradford the Bradford Volunteers Doulas Service offers peer support to vulnerable pregnant women, six weeks antenatal, during childbirth and six weeks postnatal.

Project partners:

CCG, Better Start Bradford, Maternity Voices Partnership, Midwifery team, Breastfeeding network, Social Services.

- Doulas contribute towards key system outcomes:
- Increasing and extending breastfeeding
- Reducing smoking during pregnancy
- Reducing pressure on staff
- Providing personalised care for the mum
- Signpost and link into non-NHS services (reducing pressure on services)
- Reducing infant mortality

<https://betterstartbradford.org.uk/families-get-involved/our-projects/bradforddoulas/>

Voluntary Sector Partnerships

Strengthening the voice and influence of the voluntary community and social enterprise sector (VCSE) within health policy and strategy and enhancing partnership working and the integrated delivery of care.

Policy Drivers

The NHS Long Term Plan states “Every ICS will have a partnership board, drawn from and representing commissioners, trusts, primary care networks, and – with the clear expectation that they will wish to participate – local authorities, the voluntary and community sector and other partners”.

Paragraph 2.37 demonstrates a commitment to continue to commission, partner with and champion local charities, social enterprises and community interest companies providing services and support to vulnerable and at-risk groups.

NHS England and Improvement offer and support:

- Developing an investment programme to support VCSE partnerships at system, place and neighbourhood level.
- Access to good practice - Online support, tools and resources, coaching and workshops and a dedicated practice development network to share learning – more information can be found at <https://www.ivar.org.uk/transforming-together/>
- Access to place based Leadership Programmes
- Use of our Principles for VCSE engagement to help develop local models of practice. Further information can be found at <https://www.england.nhs.uk/ourwork/part-rel/>
- Developing VCSE ICS Board members network.
- Direct advice and support from the Voluntary Partnership Team.

The benefits

- To people, patients and service users
- VCSE organisations have a significant role in supporting the health and wellbeing of people and communities

To system partners

- VCSE organisations are key transformation, innovation and integration partners.
- Deliver services and make up a significant proportion of health and care workforce.
- Advocates for and works with different communities across systems (by condition, geography and protected characteristics) including seldom heard groups, helping to address health inequalities.
- Expertise and flexibility to deliver innovation and deliver these assets into the health and care system and economy.
- Credibility and trust and the ability to support non-medical needs and join up services where the NHS or social care cannot.

To voluntary, community and social enterprises

- VCSE are recognised as equal partners in supporting the development of integrated care.
- Ability to influence, shape and co design services and resources for people and communities.
- Opportunity to share expertise and collaborate beyond their organisation.

What's in it for Sustainability and Transformation Partnerships / Integrated Care Systems

- The STP/ICS Accelerator Programme has supported nine STP/ICSs in 2018/19 to develop VCSE Leadership Groups and Alliances. Further funding will be provided to these areas to embed and sustain these partnerships at system and place level. The second round of the programme is expected to launch in October. Five areas will be selected on advice from Regional Offices.

What could you aim to achieve?

- In the context of your local population needs and desired outcomes STP/ICSs could:
- Set ambitions to increase the number of VCSE organisations involved in integrated care.
- Harness the impact, expertise and flexibility of VCSE organisations as both system transformation partners and service deliverers.
- Improve access to support and services offered by VCSE organisation to support cross sector action to reduce health inequalities.

Case study - West Yorkshire and Harrogate

The Leadership Alliance provides representatives for the ICS Board and various Programme Boards. The VCSE is considered an equal partner across the system. The “Harnessing the Power of Communities” workstream supports the delivery of the VCSE 2020 strategy, based on four C’s:

1. Community engagement
2. Commissioning
3. Capacity building
4. Communication

“Our partnership includes the voluntary sector because they are fundamental to our future success. The sector is embedded in communities and has the ability to bring insight, connection, capacity and innovation to what we do. This is essential in an era when we are joining up care to better meet the mental, physical and social needs of people”. NHS colleague, West Yorkshire & Harrogate ICS

Find out more on <https://www.wyhppartnership.co.uk/our-priorities/harnessing-power-communities>

For more information

Email: Voluntarypartnerships@nhs.net. You can also join the practice development network www.ivar.org.uk/transforming-together

Social Prescribing

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on ‘what matters to me’ and taking a holistic approach to people’s health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

The Policy Driver

In the NHS Long Term Plan NHS England committed to building the infrastructure for social prescribing in primary care:

- there will be 1,000 new social prescribing link workers in place by 2020/21, with significantly more after that, so that
- at least 900,000 people will be referred to social prescribing by 2023/24.

NHS England and NHS Improvement offer and support

- Funding for the new social prescribing link workers became available to primary care networks (PCNs) from 1 July 2019, as part of the PCN Direct Enhanced Service contract.
- Publication of Social Prescribing Summary Guide, as part of Universal Personalised Care, including a Common Outcomes Framework to help measure the impact of social prescribing on people, the local system, and the voluntary and community sector.
- Publication of a Reference Guide for PCNs on embedding link workers within PCNs <https://www.england.nhs.uk/publication/social-prescribing-link-workers/>
- Series of themed webinars starting in September 2019.
- Regional Learning Coordinators employed to develop link worker networks within every STP area.
- Accredited online learning programme for link workers available from Autumn 2019.

The Benefits

There is [emerging evidence](#) that social prescribing can lead to a range of positive health and wellbeing outcomes for people, such as improved quality of life and emotional wellbeing. Analysis of wellbeing outcome data showed that, after three to four months, 83% of these patients had experienced positive change in at least one outcome area.

The [evidence](#) for social prescribing is broadly supportive of its potential to reduce demand on primary and secondary care. A clear overall trend points to reductions in patients' use of GP consultations, hospital resources (Inpatient admissions, Accident and Emergency attendances, Outpatient appointments) after they had been referred to social prescribing.

59% of GPs think social prescribing can help reduce their workload (Royal College of General Practitioners [RCGP] survey). In May 2018, RCGP identified social prescribing as a key General Practice Forward View (GPFV) High Impact Actions which helped GPs to raise morale and reduce pressure on their services.

There is a need for more robust and systematic evidence on the effectiveness of social prescribing.

What's in it for Sustainability and Transformation Partnerships / Integrated Care Systems

Social Prescribing:

- reduces pressure on services
- integrates local and community services with NHS services
- provides integrated support around a person
- leads to more appropriate use of NHS services
- Social Prescribing is a system expectation STP/ICSs have a role in ensuring that systems and community assets are integrated supporting universal personalised care.

Case study - South Yorkshire and Bassetlaw

Doncaster social prescribing team introduce patients to non-clinical services such as community, voluntary and private sector organisations within the community.

This offers patients personalised care beyond health needs and looks at the whole person's needs, such as housing solutions or financial advice. It allows GPs to refer isolated and vulnerable patients into a service that supports patients to have personalised care focusing beyond health needs. This is reducing pressure on NHS services thereby enabling GPs to meet more, and sooner with, patients with Long Term Conditions.

Watch this film to get more information about the potential benefits it brings to individuals, please follow the link: <https://youtu.be/rFXA5gD2QvU>

For more information contact: england.socialprescribing@nhs.net