

# Voluntary, Community, Faith and Social Enterprises (VCFSE) - Commissioners update

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# VPAC 'offer' to vulnerable adults



Long term conditions



Dementia



Carers Support



Grant funding (BLC, HSF and ICS winter funds)



Crisis intervention service



Finance support



Reducing Social isolation



Info, advice and Advocacy



Food Support



**CommunityHelp**  
Hertfordshire

A partnership of voluntary sector infrastructure organisations funded by Hertfordshire's public sector



**Hertfordshire**  
**Independent Living Service**  
Supporting your independence

**Number of People Supported between March 2020 - March 2021**

- **32,000 carers registered with Carers in Herts**, 10,000 new registrations
- **11,000 volunteers registered**, 5,000 deployed and 90,000 volunteer tasks completed (including 2,300 pharmacy deliveries)
- **140,000 calls to HertsHelp** (compared to 35,000 a year previously)
- **35,000 residents supported by CAB**
- **12,000 HCNS referrals**
- **600,000 heated meals delivered by HILLS**

**100+ VCFSE contracts and 30+ projects to deliver support to these areas**

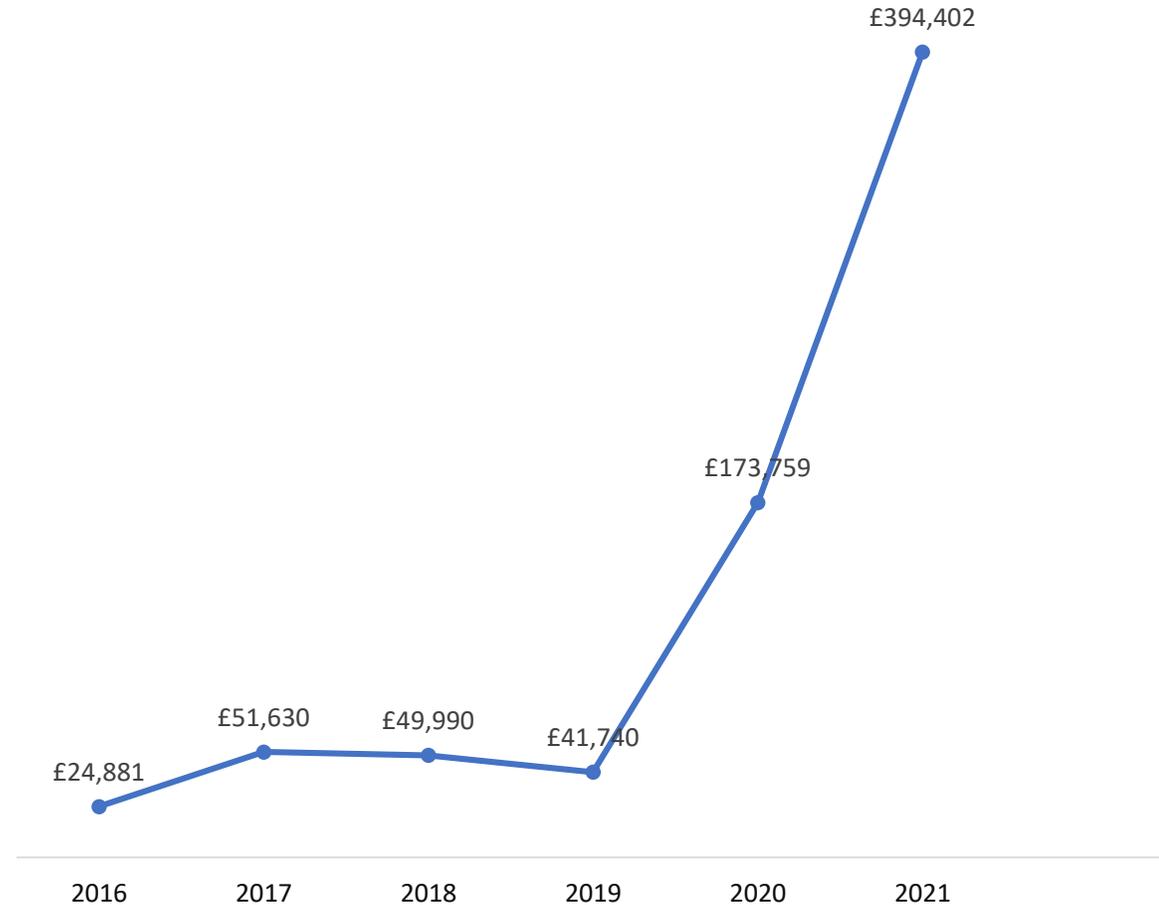
# Projects List

- Key achievements:
  - Shielding support
  - Volunteers co-ordination via CHH
  - Covid Information Champions
  - HertsHelp central gateway
  - Cost of living crisis
  - Afghan / Ukraine response
  - Carers support
  - Hospital discharge and winter pressures
- Working with...
  - Voluntary and Community sector
  - NHS
  - Districts and Boroughs
  - Internal departments - Childrens services, Public Health, Comms..
  - Central Government

# Context – increased demand and uncertainty

- Uncertain environment – still COVID response/recovery phase, cost of living crisis, forthcoming Social Care Reform, ICS changes
- Increased demand – example of the tiered CIS services – and don't foresee this reducing significantly

Crisis Spend by year



# Challenges and responses

- **Cost of living crisis** – using HSF and BLC funding to support with food, fuel and wider issues.
- **Funding and resources** – offering flexible volunteering opportunities and sharing of VCS resources, investing into preventative services in the short, medium and longer term.
- **Digital exclusion** – supporting service users and carers toward digital inclusion through access to equipment, coaching and ongoing support.
- **COVID** – supporting anxious residents with socialising and gathering face to face, so people will be helped to feel safe to come out of their homes to access and enjoy these services and community assets.

# What do we mean by health creation?

*'Health Creation is the process through which individuals and communities gain a sense of purpose, hope, mastery and control over their own lives and immediate environment; when this happens their health and wellbeing is enhanced.'*



**The Health  
Creation  
Alliance**

# Why a VCFSE health creation strategy?

- We didn't know we were (collectively) commissioning £40m of VCFSE services in Herts!
- We do know VCFSE reaches parts we don't (eg 20,000 SP interventions pa 26% in bottom quintile)
- We do know statutory sector puts barriers in way of accessing some support (eligibility, waiting lists) and disempowers some people (DNA's, non-intuitive gateways and processes)
- We do know we couldn't have kept the population as safe as we did during Covid without the VCFSE

# Principles

- Not replacing/duplicating/cutting across other strategies
- Focus = which bit of the pathway/service/gaps left by services are best filled by the community/VCFSE sector?
- Focus on humanising/kindness role of sector (time and friendship, not clinical or technical skills)
- Focus on making sure people know where they can go for help to stay well (broadly interpreted)
- Focus on socialising medicine
- Focus on helping communities look after their own health – with obvious links to prevention, health inequalities, proactive social prescribing and anticipatory care, personalisation, stronger communities etc

# Next Steps

- VCFSE Alliance Steering Committee comes into being this week (Wednesday 15 July)
- 8/12 members will be from Herts (and half of first committee = 'continuity roles')
- Will sign off the Health Creation Strategy from VCFSE end (partnership document the ICS will sign off too)
- Joint direction of travel, ensuring sector seen as key, equal partner
- Sector becoming more transparent about what it does, who it represents, as flip side of statutory sector making better use of the VCFSE and understanding what is possible **with resources available**
- Strategy to fit within the Integrated Care Strategy
- Sign off by ICB coming via our Population Health Board and ICP