

## HEALTH & CARE VOLUNTARY SECTOR STRATEGIC PARTNERSHIP PROGRAMME

### Volunteering and Social Action for Health and Well Being

#### ABOUT VOLUNTEERING MATTERS

1. Volunteering Matters (formerly CSV), the UK volunteering and social action charity has, for over 50 years, facilitated volunteering and social action for the benefit of people with health and care needs. Volunteering Matters' work at both national and local levels, like that of our partners in the wider volunteering involving sector, continues to demonstrate the value of volunteering and social action in improving health and care outcomes for people of all ages, backgrounds and circumstances-and in particular for some of the most excluded and vulnerable members of our society.

2. Volunteering Matters has been a member of the **Health and Care Voluntary Sector Strategic Partnership Programme** (<http://www.voluntarysectorhealthcare.org.uk/>), since April 2013. We are also members of **Think Local Act Personal** (<http://www.thinklocalactpersonal.org.uk/>) and the **Voluntary Voices** partnership (<http://www.nationalvoices.org.uk/pages/voluntary-voices> ). We are committed to helping to realise the potential for volunteering to support the delivery of the ambitions of NHS England's Five Year Forward View and the requirements of the Care Act 2014.

#### OUR WORK FOR THE HEALTH & CARE STRATEGIC PARTNERSHIP PROGRAMME

3. As a Strategic Partner, Volunteering Matters works to ensure that the contribution of volunteers and volunteering to improved health and care outcomes is recognised in the development and implementation of health and

care policy and in investment in the volunteering sector. Our current work for the Strategic Partnership Programme and related activity in includes:

a) A programme of work with Leeds Beckett University, supported by Public Health England, to identify the barriers to volunteering and identify examples of good practice in measuring the impact of volunteering in promoting health and wellbeing. This work is intended to **enable commissioners and funders to gain a clearer understanding of the value of volunteering as an effective intervention across health and care and prioritise investment in volunteering accordingly**. This work also supports a commitment to promote and demonstrate the impact of **volunteering and social action as effective public health interventions; and the identification of barriers to volunteering faced by individuals and communities most at risk of health inequalities**,

<https://www.gov.uk/government/publication/s/health-and-wellbeing-a-guide-to-community-centred-approaches>

b) Membership of **NHS England's Five Year Forward View People and Communities Board** and leadership of the Board's work concerned with ensuring that volunteering and social action are embraced as key enablers within a health and care system striving for good, person centred and community focussed care, <http://www.nationalvoices.org.uk/our-work/five-year-forward-view/five-year-forward-view>.

c) Demonstrating and promoting the contribution of volunteering to the delivery of the **Care Act 2014** and with the **Race Equality Foundation**, leading the work of the Strategic Partners' Care and Support Reform Group, which has a particular focus on promoting the full engagement of the voluntary and community sector in the delivery of the wellbeing duty in the Care Act and the allied

drives for person centred, integrated health and care.

d) With our colleagues in the **Voluntary Voices Partnership**, working with the **Health Foundation** and **NESTA** led **Realising the Value Programme** (funded by NHS England), which aims to equip the health and care system with (i) an understanding of the value of engaging citizens in their own health care; and (ii) with models and tools for culture change that enable this to happen, <http://www.nesta.org.uk/project/realising-value>.

e) Working with NHS England, National Voices and NAVCA to help build the capacity of voluntary and community sector organisations broadly (and volunteer involving agencies in particular) **to promote and support the delivery of person centred care, and in particular the Integrated Personal Commissioning Programme**. This work focuses on how the third sector and volunteering involving agencies can support the swiftly increasing reach of personal health budgets and the imperative to provide a more seamless experience for citizens. <http://volunteeringmatters.org.uk/app/uploads/2015/05/Centred-care-top-tips.pdf>

f) Working with the **Care Quality Commission (CQC)** to assess the extent of existing volunteer involvement in quality issues and reporting within social care and also to determine readiness and scope for increased engagement. This work reflects the imperatives for enhanced citizen engagement in the quality assurance and safeguarding arrangements for people in receipt of health and social care services, identified in both the inquiry into Winterbourne View and the recommendations of the Francis Report. It is also part of a wider piece of work supported by TLAP that is intended to highlight the potential for volunteering to improve outcomes for people living in residential care and nursing homes by connecting those settings and their residents with their local

communities.

<http://volunteeringmatters.org.uk/report/3172/>

g) Membership of **Strategic Partnership's System Resilience Group**, which works with DH and the Cabinet Office to identify how the voluntary and community sector at national and local levels can make the most effective contribution to the resilience of the health and care system in the context of managing winter and other pressures on it-particularly in terms of the demands on the capacity of the acute sector.

h) In our role as facilitator and chair of the **Network of National Volunteering Involving Agencies (NNVIA)**, co-ordinating discussions between volunteering organisations and CQC to establish **a better understanding of the work of the volunteering sector within health and social care and to ensure that the regulatory framework provides necessary safeguards**, whilst also supporting volunteering activity in health and care settings.

## TO FIND OUT MORE, CONTACT

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