



Partnership with the voluntary and community sector: building on the community response to COVID19

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Working with the Voluntary and Community Sector

Report Recommendations based on:

- ▶ 5 Key Themes
 - ▶ **Real Collaboration**
 - ▶ Culture and Mindset Shift
 - ▶ **Asset Mobilisation**
 - ▶ Different Conversation
 - ▶ Devolved Funding

How do we engage meaningfully with the Voluntary and Community sector to meet today's challenges (rising demand and the need to build resilient communities)?

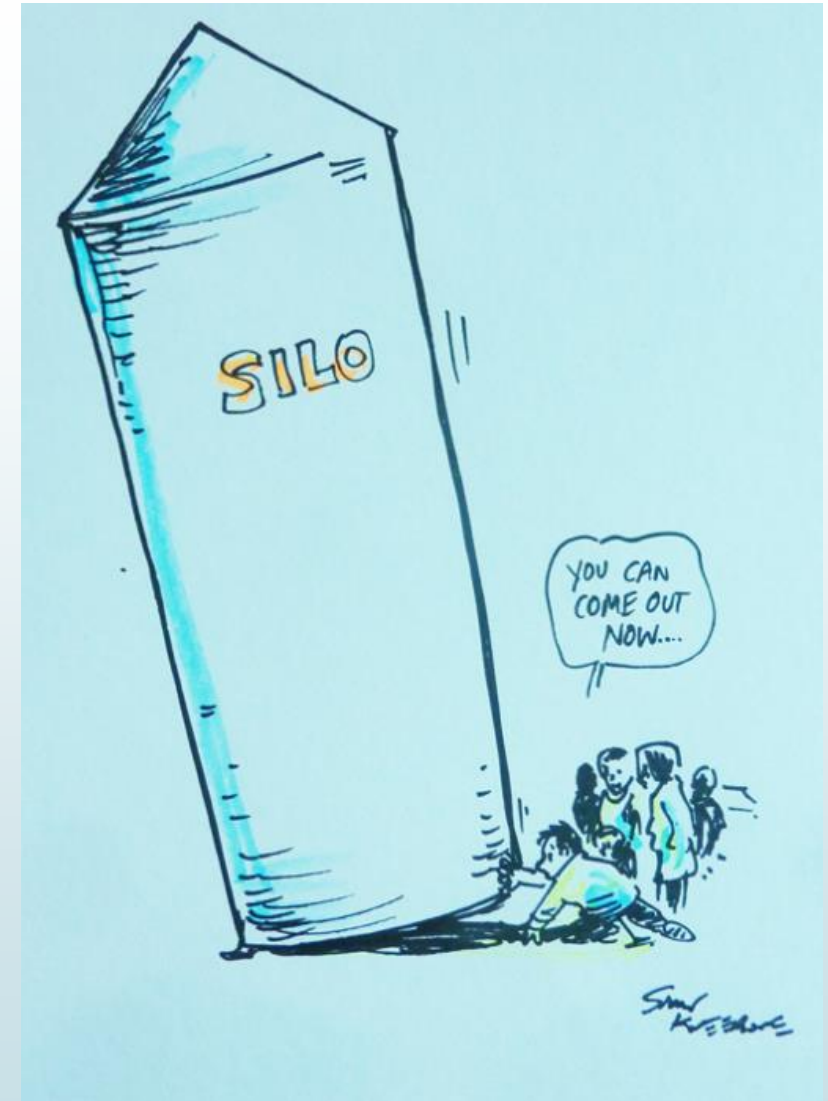
Real Collaboration

- ▶ Engage from the beginning - co-produce and design direction of travel
- ▶ Equal voice - not defined by role, size of organisation, turnover etc
- ▶ Transparent approach to VCS representation at System & Place level
 - ▶ Linked to system wide VCS leadership group:
 - ▶ Engage an honest broker to facilitate process
- ▶ Joint posts / secondments to harness partnership working
 - ▶ Learn from VCS - more lean, agile and connected
- ▶ Time for networking – key to developing good relationships
- ▶ Share data and information
 - ▶ Tell story once – data sharing agreements in place
 - ▶ Ability to measure impact at system and individual organisation level



Asset Mobilisation

- Recognise the assets already in place & use them to leverage more effective partnership working:
 - CAVA, VAC & other Anchor organisations
 - Recognise the skills and knowledge smaller organisations can bring
 - Understand the community we serve
- Drive the change at Place:
 - Identify champions - recognise appetite is different in communities and play to strengths
 - Different models shouldn't be discouraged – agree common set of design principles
 - Remove unnecessary system obstacles:
 - Tell story once
 - Shared outcomes framework
 - Explore use of technology



Working with the VCS during the COVID pandemic

- Government mandate – COVID 19 Hospital Discharge service requirements, March 2019
 - VCS supporting discharges system wide – Age UK – Pathway 3
 - Warwickshire wide discharge system leads liaised daily service across system – SWFT, WCC, Cov & Warks, UHCW, GEH and VCS via WCA
 - Pathway 3 for homelessness – joint initiative between VCS and housing services
- VCS services and individuals known to work together via collaboration - all offers bought together under one deal - system
- Snow Patrol 4 x 4 drivers – PBT – Hospital to Home service
- PBT relationships being built – Police officers, LA links, other services such as Psychology and VCS
- Patient and Public communication (YouTube videos, social media, Apps, video) – improved virtual access, expedited creative ways of working/information
- Cross service (District Nursing)
- WSBB Blood – supporting chemo deliveries to shielding patients
- Palliative Care services & Hospices (Myton Hospice opened up beds outside of normal criteria)
- Data sharing with Primary Care (EMIS)

Lots of working together!
Just a few examples listed

Why did it work?

- ▶ The right conditions in place:
 - ▶ Flattening of hierarchy and giving people autonomy (e.g. teams/services)
 - ▶ Able to work differently, to try things
 - ▶ Some relationships already in place (e.g. VCS)
 - ▶ Use of technology (e.g. social media) as enabler to working together more easily
 - ▶ Felt appreciated & had visible support from public/peers - voluntary agencies & public
 - ▶ Connected & able to mobilise quickly - people don't venture far
 - ▶ ...
- ▶ Use of...
 - ▶ ... collaborate, empower, criteria led discharge, criteria to reside support, health & well-being, resilience, etc...
 - ▶ As opposed to delayed/blocking etc...

How do we take the learning and not go back?

Un-lock ~~down~~

Public sector and community: connecting for good

Nov 10th 10am to 12pm

WE'VE WITNESSED A SHIFT...



FROM

Doubting

Controlling

Competing

Standardised

If it ain't broke

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>

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TO

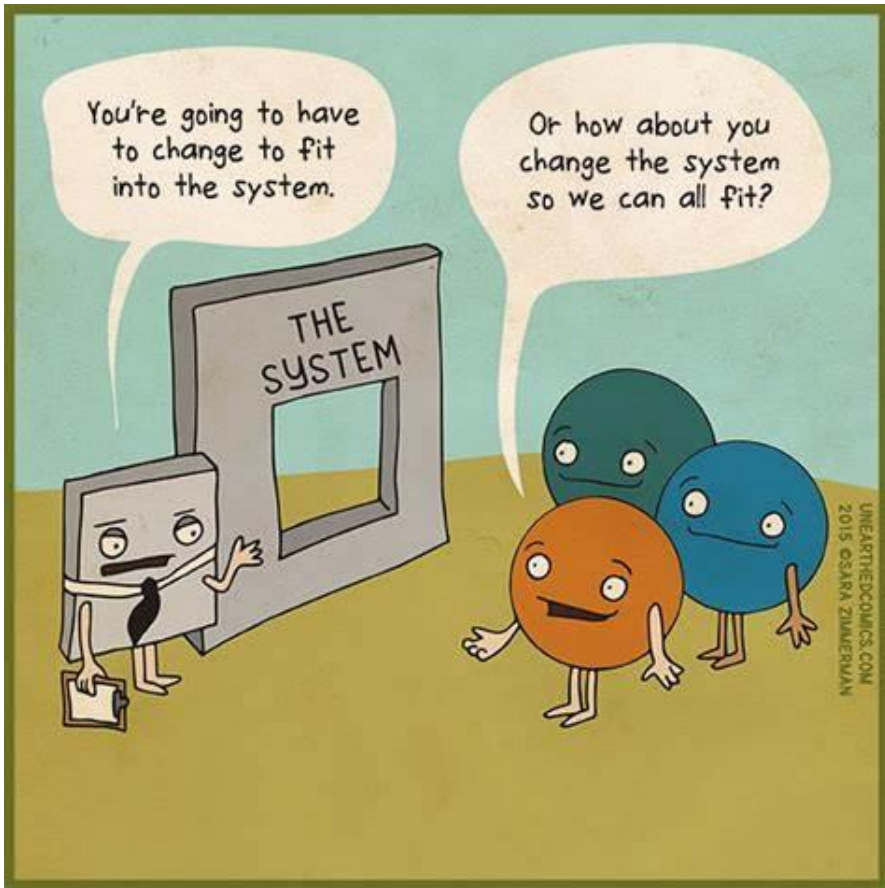
Trusting

Enabling

Cooperating

Personalised

What if?



Healthy
Communities
Together –
Latest
update

How the Coventry and Warwickshire Health and Care Partnership can support the System.....

Suggested Next Steps:

1. Review Report Recommendations
2. Learning from Covid-19 – permission to do things differently
3. COVID-19 Health Impact Assessment, Coventry and Warwickshire (Coventry and Warwickshire Health and Care Partnership Needs Assessment, July 2020 – re-emphasises need for a (more integrated, multi-agency, population health approach to tackle inequalities)
4. Understanding the VCS landscape - focus on the private sector
 - Report: State of the VSCE Sector in Warwickshire
5. Work alongside organisations to support Place development

Suggested focus

Sustainability at Place:

Learning – let's not go back
Asset Mobilisation & Social value
Funding
Technology

Suggested areas of focus - Place:

Inequalities
TBC:
Mental Health
Children