



Refresh 2024-2025



Refresh: Gaps & Challenges

Gap

- Support for young adults
- Engaging men
- Support in languages other than English
- Access (outside of working hours)

Challenges

- Low number of referrals from health providers
- Decreased funding for providers
- Outcomes framework
- Two providers have decided not to take funds for 24-25

Key Decision/Changes

- 5% uplift for all providers
- Small investment in digital infrastructure, outreach & training
- Establish additional support (via current or new providers) to address gaps around men, young adults and/or support in other languages
- Increase referrals through pro-active engagement with local health professionals & General Practices
- Support providers to develop a straightforward and sure method that support inter-referrals between organisations



2025 & Beyond; On our Own Terms Insights

Semi-structured interviews took place with 14 VCS organisations serving North Kensington in 2024. In each, a set of open questions explored how the sector demonstrates impacts and seeks to answer the question ‘what would work best for you in future’?

Emerging Themes

- **Flexibility** – above all, organisations must be able to adapt a framework to ensure it is relevant to the support being provided
- **Relevancy** – a future model must be applicable to all sizes and types of VCS organisations, not just large VCS providers with established funder relationships
- **Informed by residents** – the opportunity for people accessing support to shape what outcomes are being used to demonstrate impact
- **Ways of working** - funders need to understand & adapt their approach to better meet the needs of the VCS

Recommendation

- **Develop an adaptive outcomes model** - work with statutory funders, commissioning bodies and evaluation experts to co-design an adapt VCS outcomes framework.
- **Resources** - Invest financial resources to develop data systems across the VCS, with a particular focus on smaller community-based organisations.
- **Alternate reporting** – Develop reporting processes that allow VCS to export the data already collected and take away the administrative burden of copying information into dashboards.
- **Utilise wider system data** - Further explore how wider health and social care system data (such a WSIC & Local Authority Data) can be used to demonstrate impact in the VCS