

# Glossary of Health and Care sector and Voluntary, Community and Social Enterprise (VCSE) sector terms

This glossary is designed to help with demystifying both the Health and Care sector and the VCSE sector. This is to raise awareness and bring a baseline understanding of each sector to enable us to foster greater collaboration.

For terminology related to research, you may wish to view the National Institute for Health and Care Research (NIHR) glossary, [which can be found here](#).

For terminology relating to health and care policy, you can view the King's Fund glossary, [which can be found here](#).

Further resources on all these topics and terms are available on the right-hand side of the table. These definitions are not an exhaustive account of what a term could mean as language changes frequently and the **terms that have been chosen may relate more closely to [VONNE Health and Wellbeing](#) projects rather than the sector overall. These terms are marked with an asterisk\***. However, if there is something that you see which needs to be amended or if there is a term you would like to be added, please contact our Health and Wellbeing Coordinator [beth.reeves@vonne.org.uk](mailto:beth.reeves@vonne.org.uk).

## Section 1: Health and Care Sector

Terminology	Definition	Resources
Agenda for Change (AFC)	The main pay system for NHS staff, except doctors, dentists and senior managers. Also known as NHS Terms and Conditions of Service.	<a href="#">Glossary   Health Careers</a>
Area-Integrated Care Partnership (Area-ICP)	<p>Our Integrated Care System (ICS) (see below) is divided into 4 Area-ICPs: North Cumbria ICP, North ICP, Central ICP, Tees Valley ICP. This enables co-design and strategy to happen in an area larger than place but smaller than the whole ICS.</p> <p><b>Where does each area ICP cover?</b></p> <p><b>North Cumbria:</b> Cumbria, Carlisle, Eden, Allerdale, and Copeland.</p> <p><b>North:</b> Gateshead, Newcastle upon Tyne, North Tyneside, and Northumberland.</p> <p><b>Central:</b> Durham, South Tyneside and Sunderland.</p> <p><b>Tees Valley:</b> Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton.</p>	<ol style="list-style-type: none"> <li>1) <a href="#">The North East and North Cumbria Integrated Care System, Explained   Voluntary Organisations' Network North East (vonne.org.uk)</a></li> <li>2) <a href="#">Integrated Care Partnership   North East and North Cumbria NHS (northeastnorthcumbria.nhs.uk)</a></li> </ol>
Asset-Based Approach	<p>"Asset-based approaches to integrated care seek to build on existing human, social, cultural, and environmental resources when addressing the challenges and realising the aspirations of a community. Based on co-production, they look to combine formal health and social care services with those of communities and informal networks. Their principles are common to those of 'strengths-based practice' in which health and social care professionals take a solution-focussed approach to supporting individual people and their families. Both seek to move away from traditional models of care and support which focus primarily on the deficits (i.e. what is going wrong or missing) of an individual or community and in which answers are seen to lie predominantly with professional expertise and resources."</p>	<a href="#">Asset-based approaches for integrated care   SCIE</a>

<p>Care Pathway</p>	<p>A Care Pathway is the identified core components of an optimal service for people who have certain conditions. There are a variety of ‘Care Pathways’.</p> <p>For example, there are care pathways for diabetes, falls and fragility fractures and chronic obstructive pulmonary disease (COPD).</p>	<ol style="list-style-type: none"> <li>1) <a href="https://www.england.nhs.uk/rightcare/falls-and-fragility-fractures-pathway/">NHS RightCare » Falls and Fragility Fractures Pathway (england.nhs.uk)</a></li> <li>2) <a href="https://www.england.nhs.uk/rightcare/diabetes-pathway/">NHS RightCare » Diabetes pathway (england.nhs.uk)</a></li> <li>3) <a href="https://www.england.nhs.uk/rightcare/chronic-obstructive-pulmonary-disease-copd-pathway/">NHS RightCare » Chronic Obstructive Pulmonary Disease (COPD) Pathway (england.nhs.uk)</a></li> </ol>
<p>Clinical Commissioning Groups (CCG’s)</p>	<p>Clinical Commissioning Groups previously held budgetary and commissioning functions within NHS England. The ICB (see below) have replaced and taken on the responsibilities of the eight clinical commissioning groups (CCGs).</p>	<p><a href="https://www.northeastnorthcumbria.nhs.uk/">Home   North East and North Cumbria NHS (northeastnorthcumbria.nhs.uk)</a></p>
<p>Clinical networks (CN’s) / workstreams</p>	<p>“Clinical Networks (CNs) are hosted by NHS England and are non-statutory bodies. They adopt a ‘whole system’ approach to healthcare design, working with commissioners and providers of healthcare aiming to reduce variation and improve quality of care. The work programme of the CNs support NHS England National priorities, which includes many health initiatives to improve care, from diagnosis through to treatments, enabling a more patient-centred focus.”</p>	<p><a href="https://www.england.nhs.uk/about/east-of-england/">NHS England — East of England » About us</a></p>
<p>Commissioning</p>	<p>“Commissioning is the continual process of planning, agreeing and monitoring services.</p> <p>Commissioning is not one action but many, ranging from the health-needs assessment for a population, through the clinically based design of patient pathways, to service specification and contract negotiation or procurement, with continuous quality assessment.</p> <p>There is no single geography across which all services should be commissioned: some local services can be designed and secured for a population of a few thousand, while for rare disorders, services need to be considered and secured nationally.”</p>	<p><a href="https://www.england.nhs.uk/commissioning/">NHS commissioning (england.nhs.uk)</a></p>

<p>Community Connector</p>	<p>“The Core20PLUS Connector Programme funds integrated care systems (ICS) and place-based initiatives to recruit, mobilise and support influential community connectors to take practical action to improve health and reduce inequalities in their area.</p> <p>It builds on learning from many other community-based initiatives and ‘connector’ roles including vaccine champions, peer advocates and social prescribing link workers. (see below)</p> <p>Connectors are those with influence in their community who can help engage local people with health services. Offering unique insight into the barriers people living in their communities' face, connectors are ideally placed to advise local NHS services on how these can be overcome and what makes a good service.”</p>	<p><a href="#">NHS England » Core20PLUS5 Community Connectors</a></p>
<p>Core20plus5</p>	<p>“Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system level. The approach defines a target population – the ‘Core20PLUS’ – and identifies ‘5’ focus clinical areas requiring accelerated improvement.”</p>	<p><a href="#">NHS England » Core20PLUS5 (adults) – an approach to reducing healthcare inequalities</a></p>
<p>Care Quality Commission (CQC)</p>	<p>“The independent regulator of health and adult social care in England.” The CQC “make sure health and social care services provide people with safe, effective, compassionate, high-quality care”.</p>	<p><a href="#">Care Quality Commission (cqc.org.uk)</a></p>
<p>Department for Health and Social Care (DHSC)</p>	<p>“Support[s] ministers in leading the nation’s health and social care to help people live more independent, healthier lives for longer.”</p>	<p><a href="#">About us - Department of Health and Social Care - GOV.UK (www.gov.uk)</a></p>
<p>Foundation Trust</p>	<p>“A Foundation Trust is an NHS organisation which gives greater opportunities for people, patients and staff who have a genuine interest in the Trust to have more of a say about the way in which services are provided. Foundation Trust status is only awarded to hospitals who have shown they demonstrate the highest clinical standards, quality leadership and a great record of patient responsiveness and safety.”</p>	<p><a href="#">What it means to be an NHS Foundation Trust   Great Ormond Street Hospital (gosh.nhs.uk)</a></p>

<p>Frailty</p>	<p>“The term frailty or ‘being frail’ is often used to describe a particular state of health often experienced by older people. But sometimes it’s used inaccurately.</p> <p>If someone is living with frailty, it doesn’t mean they lack capacity or are incapable of living a full and independent life. When used properly, it actually describes someone's overall resilience and how this relates to their chance to recover quickly following health problems.</p> <p>In practice being frail means a relatively ‘minor’ health problem, such as a urinary tract infection, can have a severe long term impact on someone’s health and wellbeing.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">What is frailty?   Age UK</a></li> <li>2) <a href="#">NHS England » Identifying frailty</a></li> <li>3) <a href="#">NHS England » Frailty resources</a></li> <li>4) <a href="#">NHS RightCare » Falls and Fragility Fractures Pathway (england.nhs.uk)</a></li> </ol>
<p>General Practitioner (GP)</p>	<p>“General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.”</p> <p>The NHS use "a GP" (rather than "your GP") when they are “advising people to get medical advice, care or treatment”.</p> <p>“Not all users are registered with a GP or have a regular GP.” They use "a GP" to emphasise that users should get help and that it doesn't matter which GP they see.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">General practitioner   Health Careers</a></li> <li>2) <a href="#">A to Z of NHS health writing - NHS digital service manual (service-manual.nhs.uk)</a></li> </ol>
<p>Health Inequalities</p>	<p>“Health inequalities are avoidable, unfair and systematic differences in health between different groups of people. There are many kinds of health inequality, and many ways in which the term is used.”</p>	<p><a href="#">What are health inequalities?   The King's Fund (kingsfund.org.uk)</a></p>
<p>Health Literacy</p>	<p>“Health literacy is about a person's ability to understand and use information to make decisions about their health.”</p>	<p><a href="#">Health literacy - NHS digital service manual (service-manual.nhs.uk)</a></p>
<p>Healthier and Fairer Programme</p>	<p>“The Healthier and Fairer programme is a system wide, multi-agency and ICS wide approach to coordinate efforts to prevent ill health, tackle inequalities and support the NHS to play a greater role in economic regeneration and addressing the social determinants of health.”</p>	<p><a href="#">The North East and North Cumbria Integrated Care System, Explained   Voluntary Organisations' Network North East (vonne.org.uk)</a></p>

Hewitt Review	<p>“The Hewitt Review is an independent review of Integrated Care Systems (ICS) produced by the Rt Hon Patricia Hewitt, who was commissioned to produce this report in November 2022.”</p>	<p><a href="#">What is the Hewitt Review and how can you feed into it?   Voluntary Organisations' Network North East (vonne.org.uk)</a></p>
Hospital Discharge	<p>“Hospital discharge is what happens when you leave hospital. Each hospital has its own discharge policy. You should be able to get a copy from the ward manager or the hospital's Patient Advice and Liaison Service (PALS). Once you're admitted to hospital, your treatment plan, including details for discharge or transfer, will be developed and discussed with you. A discharge assessment will determine whether you need more care after you leave hospital.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">Being discharged from hospital - NHS (www.nhs.uk)</a></li> <li>2) <a href="#">Getting hospital discharge right   British Red Cross</a></li> </ol>
Integrated Care Board (ICB)	<p>“Our Integrated Care System is led by our Integrated Care Board (ICB), a statutory organisation with responsibility for NHS budgets, functions and performance. The VCSE sector has a participant place on the ICB, which means the democratically agreed representative is able to fully participate in meetings but are not able to cast a vote, should a voting situation occur.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">The North East and North Cumbria Integrated Care System, Explained   Voluntary Organisations' Network North East (vonne.org.uk)</a></li> <li>2) <a href="#">ICB brochure by NENC ICS - Flipsnack</a></li> </ol>
Integrated Care Partnership (ICP)	<p>“The Integrated Care Partnership (ICP) is a committee of the Integrated Care Board (ICB) and our fourteen local authorities from across the North East and North Cumbria.”</p> <p>“The ICP is responsible for setting out key priorities and developing our strategy for health and care to meet the needs of our population by bring together local councils, hospitals, community services, primary care, hospices, and voluntary, community and social enterprise (VCSE) organisations and Healthwatch across the region.”</p> <p>“The VCSE sector is also represented via the Integrated Care Partnership (ICP), which sets out key priorities and strategies to meet the health and care needs of our population. ICP meetings include local authorities, Healthwatch and 2 places for people from the VCSE sector (VCSE representatives). One of the representatives is the VCSE representative on the</p>	<ol style="list-style-type: none"> <li>1) <a href="https://northeastnorthcumbria.nhs.uk/integrated-care-partnership/">https://northeastnorthcumbria.nhs.uk/integrated-care-partnership/</a></li> <li>2) <a href="#">Integrated Care Partnership   North East and North Cumbria NHS (northeastnorthcumbria.nhs.uk)</a></li> <li>3) <a href="#">The North East and North Cumbria Integrated Care System, Explained   Voluntary Organisations' Network North East (vonne.org.uk)</a></li> </ol>

	<p>ICB, the other representative is decided democratically via our Executive Group.”</p> <p>“Our ICS is divided into 4 Area-ICPs: North Cumbria ICP, North ICP, Central ICP, Tees Valley ICP. This enables co-design and strategy to happen in an area larger than place but smaller than the whole ICS.” (see above).</p>	
Integrated Care System (ICS)	<p>“Integrated care systems (ICSs) are partnerships that bring together NHS organisations, local authorities and others to take collective responsibility for planning services, improving health and reducing inequalities across geographical areas. There are 42 ICSs across England, covering populations of around 500,000 to 3 million people.”</p>	<p><a href="https://www.kingsfund.org.uk/integrated-care-systems-explained">Integrated care systems explained   The King's Fund (kingsfund.org.uk)</a></p>
Integrated Care Strategy	<p>“The purpose of the Integrated Care Strategy is to provide a strategic direction and agreed key commitments to improve the health and care of people in the North East and North Cumbria. This is based on the understanding of health and care needs across the region and at the 13 local authority places.”</p>	<p><a href="https://www.northeastnorthcumbria.nhs.uk/sites/default/files/2022-12/final-nenc-integrated-care-strategy-16-december-2022.pdf">final-nenc-integrated-care-strategy-16-december-2022.pdf (northeastnorthcumbria.nhs.uk)</a></p>
Long Term Plan (LTP)	<p>“The NHS Long Term Plan is a [...] plan for the NHS to improve the quality of patient care and health outcomes. It sets out how the £20.5 billion budget settlement for the NHS, announced by the Prime Minister in summer 2018, will be spent over the next 5 years.”</p> <p>“This NHS Long Term Plan takes all three of these realities* as its starting point.” ...the NHS “must keep all that’s good about our health service and its place in our national life. But...must tackle head-on the pressures our staff face, while making our extra funding go as far as possible.” “We must accelerate the redesign of patient care to future-proof the NHS for the decade ahead. This Plan sets out how we will do that.”</p> <p>*“There’s been concern – about funding, staffing, increasing inequalities and pressures from a growing and ageing population.”</p>	<ol style="list-style-type: none"> <li>1) <a href="https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/">NHS Long Term Plan » Overview and summary</a></li> <li>2) <a href="https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/">https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/</a></li> <li>3) <a href="https://www.gov.uk/government/news/nhs-long-term-plan-launched#:~:text=The%2010%2Dyear%20plan%20includes,services%20for%20adults%20and%20children.&amp;text=The%20NHS%20Long%20Term%20Plan,patient%20care%20a">https://www.gov.uk/government/news/nhs-long-term-plan-launched#:~:text=The%2010%2Dyear%20plan%20includes,services%20for%20adults%20and%20children.&amp;text=The%20NHS%20Long%20Term%20Plan,patient%20care%20a</a></li> </ol>

		<a href="#">nd%20health%20out comes.</a>
Multidisciplinary Team (MDT)	“Different professionals meet together to discuss the diagnosis and treatment of patients. They include doctors from different specialties, nurses and many other professionals such as physiotherapists and occupational therapists.”	<a href="#">Glossary   Health Careers</a>
Neighbourhoods	<p>“Neighbourhoods (covering populations of around 30,000 to 50,000 people*): where groups of GP practices work with NHS community services, social care and other providers to deliver more co-ordinated and proactive care, including through the formation of <a href="#">primary care networks</a> (PCNs) (see below) and multi-agency neighbourhood teams.”</p> <p>* Population sizes are variable – numbers vary from area to area and may be larger or smaller than those presented here. Systems are adapting this model to suit their local contexts, for example some larger systems have an additional intermediate tier between place and system.</p>	<a href="#">Integrated care systems explained   The King's Fund (kingsfund.org.uk)</a>
North East and North Cumbria (NENC)	North East and North Cumbria is the geography that the ICS and VCSE Partnership Programme covers (see below). It is often abbreviated to NENC.	<a href="#">Our Integrated Care System and Partnerships (icb.nhs.uk)</a>
NHS England	“NHS England leads the National Health Service (NHS) in England.”	<a href="#">NHS England » About us</a>
The National Institute for Health and Care Excellence (NICE)	“Provides national guidance and advice to improve health and social care.”	<a href="#">Glossary   Health Careers</a>
Office for Health Improvement and Disparities (OHID)	<p>The Office for Health Improvement and Disparities (OHID) is part of the Department of Health and Social Care. It focuses “on improving the nation's health so that everyone can expect to live more of life in good health, and on levelling up health disparities to break the link between background and prospects for a healthy life.”</p> <p>“OHID will work across the Department of Health and Social Care (DHSC), the rest of government, the</p>	<a href="#">About us - Office for Health Improvement and Disparities - GOV.UK (www.gov.uk)</a>



	healthcare system, local government and industry to be creative about how we shift our focus towards preventing ill health, in particular in the places and communities where there are the most significant disparities.”	
Patient outcomes	“Patient outcomes are the results from care and treatments patients have received whilst in hospital, other clinical or care settings. They focus on meeting the physical, social, and emotional needs of patients from their own perspective to highlight what is important to them.”	<a href="#">Patient Outcomes and How to Improve Them   The Access Group</a>
Primary Care Networks (PCNs)	“ <a href="#">Primary care networks</a> (PCNs) bring together general practice and other primary care services, such as community pharmacy, to work at scale and provide a wider range of services at neighbourhood level.”	<a href="#">Integrated care systems: how will they work under the Health and Care Act?   The King's Fund (kingsfund.org.uk)</a>
Personal Assistant (PA)	“Personal assistants usually support individuals in their own home or to go out in the community.” They can be “employed directly by an individual...or “can be employed directly by one employer or work for a number of different people.”	<a href="#">Personal assistant (skillsforcare.org.uk)</a>
Personalised Care	“Personalised care means people have choice and control over the way their care is planned and delivered. It is based on ‘what matters’ to them and their individual strengths and needs.”	<a href="#">NHS England » What is personalised care?</a>
Places	<p>“Places (covering populations of around 250,000 to 500,000 people*): where partnerships of health and care organisations in a town or district – including local government, NHS providers, VCSE organisations, social care providers and others – come together to join up the planning and delivery of services, redesign care pathways, engage with local communities and address health inequalities and the social and economic determinants of health. In many (but not all) cases, place footprints are based on local authority boundaries.”</p> <p>* Population sizes are variable – numbers vary from area to area and may be larger or smaller than those presented here. Systems are adapting this model to suit their local contexts, for example some larger</p>	<a href="#">Integrated care systems explained   The King's Fund (kingsfund.org.uk)</a>

	systems have an additional intermediate tier between place and system.	
Place-Based / Place-Based Partnerships	<p>“<a href="#">Place-based partnerships</a> operate on a smaller footprint within an ICS, often that of a local authority. They are where much of the heavy lifting of integration will take place through multi-agency partnerships involving the NHS, local authorities, the VCSE sector and local communities themselves.”</p>	<p><a href="#">Integrated care systems: how will they work under the Health and Care Act?   The King's Fund</a> (<a href="https://kingsfund.org.uk">kingsfund.org.uk</a>)</p>
Population Health	<p>“There are several definitions of population health in use. The King’s Fund defines it as: An approach aimed at improving the health of an entire population. It is about improving the physical and mental health outcomes and wellbeing of people within and across a defined local, regional or national population, while reducing health inequalities. It includes action to reduce the occurrence of ill health, action to deliver appropriate health and care services and action on the wider determinants of health. It requires working with communities and partner agencies.”</p> <p><a href="#">Buck et al 2018, p 18</a></p>	<p><a href="#">What is a population health approach?   The King's Fund</a> (<a href="https://kingsfund.org.uk">kingsfund.org.uk</a>)</p>
Prevention	<p>“The treatment and prevention of illness by supporting patients to adopt improved healthy behaviours. This will both help people to live longer, have healthier lives, and reduce the demand for and delays in treatment and care.”</p> <p>“‘prevention’ involves a range of activity including primary, secondary and tertiary prevention, much of it carried out by local government and VCFSE partners as well as within the NHS itself. Furthermore, much ‘prevention’ work is embedded within other services that are also directly concerned with treatment.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">The Hewitt Review: an independent review of integrated care systems</a> (<a href="https://publishing.service.gov.uk">publishing.service.gov.uk</a>)</li> <li>2) <a href="#">NHS England » NHS Prevention Programme</a></li> <li>3) <a href="#">NHS England » Prevention</a></li> <li>4) <a href="#">Falls Prevention</a> (<a href="https://gatesheadopa.org.uk">gatesheadopa.org.uk</a>)</li> <li>5) <a href="#">Prevention and policy: hoping for a gathering storm and</a></li> </ol>

		<a href="#">not a storm in a teacup   The King's Fund</a> <a href="https://kingsfund.org.uk">kingsfund.org.uk</a>
Primary Care	<p>“Care provided by GP practices, dental practices, community pharmacies and high street optometrists. It is many people's first (primary) point of contact with the NHS. Around 90% of patient interaction is with primary care services.”</p>	<a href="#">Glossary   Health Careers</a>
Provider Collaboratives	<p>“<a href="#">Provider collaboratives</a> are partnerships that bring together two or more NHS trusts (public providers of NHS services including hospitals and mental health services) to work together at scale to benefit their populations.”</p>	<a href="#">Provider collaboratives: explaining their role in system working   The King's Fund</a> ( <a href="https://kingsfund.org.uk">kingsfund.org.uk</a> )
Research Engagement Network (REN)	<p>‘The Research Engagement Network [...] aims to increase diversity in research participation through the development of research engagement networks with communities who are often underserved by research, and by ensuring diversity in research is considered by integrated care systems (ICSs).</p> <p>Launched in 2022, NHS England and the Department of Health and Social Care have funded all 42 ICSs in England to grow their local research engagement networks by working with local voluntary, community and social enterprises to engage underserved communities. In addition, a further 9 teams, [including NENC, were] funded to plan how to address specific existing barriers to inclusion in research such as language, cultural barriers and/or age limitations and/or restrictions across a range of conditions and clinical or care settings.”</p> <p>“Our [NENC] REN development programme is a partnership focusing on increasing diversity in children and young people’s participation in mental health research. National REN funding went to voluntary sector organisations across the North East and North Cumbria, who have trusted relationships with communities, to explore barriers and enablers to taking part research and to understand how best to engage to encourage future participation.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">Embedding research in the NHS   NHS England</a></li> <li>2) <a href="#">Research Engagement Network (REN)   Boost</a></li> </ol>

Secondary Care	<p>“Relates to services provided by specialist doctors or other health professionals who generally don't have the first contact with the patient but are referred by primary care (often by a GP). Secondary care services are usually provided in a hospital or clinic.”</p>	<a href="#">Glossary   Health Careers</a>
Self-management	<p>“Part of the NHS Long Term Plan’s commitment to make personalised care the norm.”</p> <p>The NHS “use the term ‘supported self-management’ to mean the ways that health and care services encourage, support and empower people to manage their ongoing physical and mental health conditions themselves.”</p>	<a href="#">NHS England » Supported self-management</a>
Service-User	<p>“A service-user is simply someone who may use NHS services. It is more commonly preferred to be written as "people" or "patients" - or in social services "people who use services”.</p>	<a href="#">A to Z of NHS health writing - NHS digital service manual (service-manual.nhs.uk)</a>
Social Care	<p>“Social Care covers a huge range of activities, and it can be often difficult to define. Such activities can include child protection, end of life care, adult social care which is designed to help, care and protect those from harm for adults with physical disabilities, learning disabilities or mental illness.</p> <p>Social care can help people with their daily lives, things such as washing, getting dressed in the morning, help with medicine and much more.”</p>	<a href="#">What is social care and how does it work?   The King's Fund (kingsfund.org.uk)</a>
Social Prescribing	<p>“Social prescribing enables local GPs and other local agencies to refer people to link workers, who operate at the heart of primary care.</p> <p>Social prescribing is suitable for a wide range of people, including people with one or more long-term condition, those who need support with their mental health, those who are lonely or isolated, or those who have complex social needs which affect their wellbeing.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">NHS England » A social prescribing link worker’s perspective</a></li> <li>2) <a href="#">The National Academy for Social Prescribing   NASP (socialprescribingacademy.org.uk)</a></li> </ol>
Link worker/ Social Prescribing Link Worker (SPLW)	<p>“Social Prescribing Link Worker[s] [...] provide specialist support to individuals who need more than just medical care to help them live healthier, more fulfilling lives. By spending time with a person, they</p>	1) <a href="#">NHS England » A social prescribing link worker’s perspective</a>

	<p>help to unpick the things that may be holding them back and help them identify and connect up with organisations and activities in their community. Typically, these activities can be within the VCSE sector.”</p>	<p>2) <a href="http://nalw.org.uk">Home - National Association of Link Workers (nalw.org.uk)</a></p> <p>3) <a href="http://socialprescribingacademy.org.uk">The National Academy for Social Prescribing   NASP (socialprescribingacademy.org.uk)</a></p>
Sustainable Transformation Partnerships (STPs)	<p>ICS’s (see above) “evolved from sustainability and transformation plans/partnerships (STPs) – geographical groupings of health and care organisations formed in 2016 to develop ‘place-based plans’ for the future of health and care services in their areas.” They were the precursor to ICS’s.</p>	<p><a href="http://kingsfund.org.uk">Integrated care systems explained   The King's Fund (kingsfund.org.uk)</a></p>
Systems	<p>“Systems (covering populations of around 500,000 to 3 million people*): where health and care partners come together at scale to set overall system strategy, manage resources and performance, plan specialist services, and drive strategic improvements in areas such as workforce planning, digital infrastructure and estates.</p> <p>* Population sizes are variable – numbers vary from area to area and may be larger or smaller than those presented here. Systems are adapting this model to suit their local contexts, for example some larger systems have an additional intermediate tier between place and system.”</p>	<p><a href="http://kingsfund.org.uk">Integrated care systems explained   The King's Fund (kingsfund.org.uk)</a></p>
Waiting Well	<p>“‘Waiting Well’ is a regionwide programme that aims to support patients who are waiting for planned care such as knee and hip replacements.</p> <p>Evidence shows that taking simple steps before surgery or treatment to improve fitness, diet and mental health plays a crucial role in helping patients to recover more quickly and reduces the chance of being re-admitted to hospital. By empowering them to manage elements of their own health and be in as good shape as they can for their treatment means that there is much less chance of their planned care being cancelled.”</p>	<p><a href="#">What is the need?   What is Waiting Well?   Projects   Ways to Wellness</a></p>

<p>Wider Determinants of Health</p>	<p>“Wider determinants, also known as social determinants, are a diverse range of social, economic and environmental factors which impact on people’s health. Such factors are influenced by the local, national and international distribution of power and resources which shape the conditions of daily life. “</p>	<p><a href="https://www.phe.org.uk/about/our-work/health-promotion-and-prevention/wider-determinants-of-health">Wider Determinants of Health - OHID (phe.org.uk)</a></p>
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## Section 2: The Voluntary, Community and Social Enterprise Sector (VCSE)

Terminology	Definition	Resources
Advocacy	<p>“Advocacy is taking action to support people to say what they want, secure their rights, pursue their interests and obtain the services they need. Advocacy providers and advocates work in partnership with the people they support and take their side, promoting social inclusion, equality and social justice”</p> <p>There are several different types of advocacy for example, independent, statutory, community.</p>	<a href="#">What is Advocacy? - Advocacy Matters</a>
Beneficiaries	“Those who benefit from the charity’s work, as defined by the charity’s purpose.”	<a href="#">Charity ethical principles   NCVO</a>
Black and Minoritised Communities*	<p>Within VONNE’s Health and Wellbeing team, our Black and Minoritised Communities Network remit covers people/organisations led by or with beneficiaries from Ethnically Minoritised communities, inclusive of asylum-seeker and refugees.</p> <p>Our NENC VCSE Black and Minoritised Communities Sub-Group currently acts as a Network.</p>	
Capacity building	“Capacity building is fundamentally about improving effectiveness, often at the organisational level. The term is sometimes used interchangeably with other terms like organisational development, institution building, and funding plus.”	<a href="#">What Is Capacity Building and Why Is It Important?   Candid Learning for Funders</a>
Community Interest Company (CIC)	“A Community Interest Company (CIC) is a limited company, with special additional features, created for the use of people who want to conduct a business or other activity for community benefit, and not purely for private advantage.”	<a href="#">Community interest companies: forms and step-by-step guides - GOV.UK (www.gov.uk)</a>

<p>Communities of Interest (COI)*</p>	<p>“A Community of Interest is usually focused on a particular demographic of beneficiaries which a VCSE organisation may serve. In other spaces it could also be addressed as a vulnerable or marginalised community. However, we refer to the Sub-Groups (see below) as a Community of Interest as we incorporate health conditions, and don’t solely focus on protected characteristics such as LGBTQIA+.”</p>	<p><a href="#">Our NENC VCSE Sub-Group Road Map   Voluntary Organisations’ Network North East (vonne.org.uk)</a></p>
<p>Council for Voluntary Service (CVS)</p>	<p>CVS stands for Council for Voluntary Service. For example, VONNE works with Cumbria CVS to deliver the Partnership Programme (see below).</p> <p>Many CVSs have moved away from the term in recent years. CVSs are Local Infrastructure Organisations (see below).</p>	<p><a href="#">About Us   Cumbria CVS</a></p>
<p>Executive Group*</p>	<p>“The Executive Group supports the VCSE to have a collective sector voice and message when representing at ICS and other health and wellbeing meetings.</p> <p>The group consists of two nominated representatives from each group of Local Infrastructure Organisations (LIO’s)/organisations that provide health infrastructure support within each of the four <a href="#">Area ICPS</a>. Membership also consists of a nominated member/members from each of <a href="#">our Sub-Groups</a>, and agreed leads from other networks that are already in existence e.g. <a href="#">Clinks</a>, the criminal justice network. This ensures broad geographic and thematic representation within the group.”</p>	<p><a href="#">North East and North Cumbria VCSE Partnership Programme   Voluntary Organisations’ Network North East (vonne.org.uk)</a></p>
<p>Funds</p>	<p>“Charity funds fall into two broad categories: restricted and unrestricted.”</p> <p>“Restricted Funds are where the restriction is defined by the donor. If a donor gives money to your charity in a way that specifies how that should be spent – as part of an appeal for a new building, or</p>	<ol style="list-style-type: none"> <li>1) <a href="#">What’s different about charity finance   NCVO</a></li> <li>2) <a href="#">Understanding charity status and registration   NCVO</a></li> </ol>



	<p>as a grant to pay for a project – you are duty bound to spend it for that purpose. You shouldn't even borrow it to use for another project, because it isn't at your disposal.</p> <p>Unrestricted funds</p> <ul style="list-style-type: none"> <li>• General funds - This is money that you have at your disposal to spend on your charitable objects at your discretion. It is an unspoken assumption that this is what people are aiming to build up because it gives you most freedom to pursue your aims without external interference.</li> <li>• Designated funds - Designated funds are earmarked formally by the trustees for a particular purpose and can be formally undesignated and go back into the general fund."</li> </ul> <p>Overall responsibility to manage this falls to the board of trustees.</p>	
Governance	<p>"The systems and processes concerned with ensuring the overall direction, effectiveness, supervision and accountability of an organisation. (The Governance of Voluntary Organisations, Cornforth 2003)."</p>	<p><a href="#">Explaining governance   NCVO</a></p>
Health Champions	<p>"The NHS has developed the <a href="#">Core20Plus5 programme</a> which provides a framework for Integrated Care Systems (ICS) to target the most disadvantaged communities experiencing the greatest health inequalities. The North East and North Cumbria (NENC) Health Champion Model is part of our ICS's Core20Plus5 programme. (see above)</p> <p>The NENC Health Champion programme, hosted by VONNE, is one of nineteen NHS England funded pilots across the country."</p>	<p><a href="#">North East and North Cumbria Health Champions   Voluntary Organisations' Network North East (vonne.org.uk)</a></p>
Infrastructure Organisation	<p>"Infrastructure is defined as the organisations, structures, networks and systems that exist to support the voluntary, community and social enterprise sector. They</p>	<p>1) <a href="https://www.ncvo.org.uk/news-and-insights/news-index/new-research-increased-charity-demand-during-pandemic/">https://www.ncvo.org.uk/news-and-insights/news-index/new-research-increased-charity-demand-during-pandemic/</a></p>

	<p>may function at a national, regional or local level and can work across the sector or in specific fields (for example, homelessness) or with specific groups or organisations (for example, LGBTQ+ groups or small organisations).”</p> <p>LIO stands for Local Infrastructure Organisation. LIO’s operate at a local level, for example, Connected Voice covers Newcastle and Gateshead. VONNE is a Regional Infrastructure Organisation covering the North East.</p> <p>Vital to the health of the sector and understanding what’s happening on the ground. LIO’s provide information and support to organisations: funding, governance, capacity building, skills development, leadership, volunteering. Advocate on behalf of the sector and influence commissioning.</p> <p>Some LIO’s call themselves Council for Voluntary Service or CVS (see above).</p>	<p>2) <a href="#">Local Support Organisations and Volunteer Centres   Voluntary Organisations’ Network North East (vonne.org.uk)</a></p>
LGBTQIA+	LGBTQIA+ stands for Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual/Ace/Aromantic.	<a href="#">List of LGBTQ+ terms (stonewall.org.uk)</a>
Mapping*	<p>“When we map our Sub-Groups, we tend to mean that we are in the process of identifying and contacting the relevant organisations and individuals that we know of, who may want to be a part of the Sub-Group or work in the relevant area.</p> <p>Once we have identified these individuals or organisations, we usually ask if they know any people or organisations which we should be contacting to be apart of the group. This acts as a ‘snowball’ affect for the area of interest, giving us good coverage of the North East and North Cumbria.</p> <p>We also ensure that we gauge interest in the group itself, asking people working in the</p>	<p><a href="#">Our NENC VCSE Sub-Group Road Map   Voluntary Organisations’ Network North East (vonne.org.uk)</a></p>

	<p>area if the group is wanted, or needed, to avoid the replication of existing networks.”</p>	
<p>Partnership Forum*</p>	<p>“The Partnership Forum is where strategic health and wellbeing leaders from the VCSE come together and discuss the issues which matter to them. The Forum meetings occur every 2 months and feature presentations from a wide range of external stakeholders, including ICB leaders. This enables an additional form of two-way engagement between the ICS and the VCSE. The meetings also include updates regarding the Partnership Programme and ICS developments, as well as opportunities relevant to the VCSE sector.”</p>	<p><a href="#">North East and North Cumbria VCSE Partnership Programme   Voluntary Organisations’ Network North East (vonne.org.uk)</a></p>
<p>Registered Charity</p>	<p>“Organisations can only be charities if they work in the public interest. Must do at least one of the following:</p> <ul style="list-style-type: none"> <li>• relieve poverty, disability or distress</li> <li>• advance education</li> <li>• advance religion</li> <li>• do other charitable things that benefit the community”</li> </ul> <p>“The Charity Commission regulates registered charities in England and Wales. Even if you have charity status, not all charities are required to register with the Charity Commission. (see below) Charities have to register with the Charity Commission if:</p> <ul style="list-style-type: none"> <li>• the charity has, or expects to have, an annual income of over £5,000</li> <li>• the charity is not an exempt or excepted charity. These organisations don’t have to follow all or some of the Charity Commission’s rules.”</li> </ul>	<ol style="list-style-type: none"> <li>1) <a href="#">What makes a charity (CC4) - GOV.UK (www.gov.uk)</a></li> <li>2) <a href="#">Understanding charity status and registration   NCVO</a></li> </ol>

<p>Research Engagement Network (REN)</p>	<p>‘The Research Engagement Network [...] aims to increase diversity in research participation through the development of research engagement networks with communities who are often underserved by research, and by ensuring diversity in research is considered by integrated care systems (ICSs).</p> <p>Launched in 2022, NHS England and the Department of Health and Social Care have funded all 42 ICSs in England to grow their local research engagement networks by working with local voluntary, community and social enterprises to engage underserved communities. In addition, a further 9 teams, [including NENC, were] funded to plan how to address specific existing barriers to inclusion in research such as language, cultural barriers and/or age limitations and/or restrictions across a range of conditions and clinical or care settings.”</p> <p>“Our [NENC] REN development programme is a partnership focusing on increasing diversity in children and young people’s participation in mental health research. National REN funding went to voluntary sector organisations across the North East and North Cumbria, who have trusted relationships with communities, to explore barriers and enablers to taking part research and to understand how best to engage to encourage future participation.”</p>	<ol style="list-style-type: none"> <li>1) <a href="#">Embedding research in the NHS   NHS England</a></li> <li>2) <a href="#">Research Engagement Network (REN)   Boost</a></li> </ol>
<p>Social Enterprises</p>	<p>“Social enterprises are businesses that trade to tackle social problems. They make their money from selling goods and services in the open market but reinvest profits back into the business or local community. When they profit, society profits. Nearly 9% of the UK small business population are social enterprises.”</p>	<p><a href="#">Understanding social enterprise   NCVO</a></p>
<p>NENC VCSE Sub-Groups*</p>	<p>“The Sub-Groups are part of our NENC VCSE Partnership Programme and are exclusive to the VCSE sector. They span the geography of</p>	<p><a href="#">North East and North Cumbria VCSE Partnership Programme   Voluntary</a></p>

	<p>our ICS and provide representation for Communities of Interest (see below), and feed into our Partnership Forum, Executive Group and ICS-wide NHS networks and workstreams.</p> <p>Sub-Groups are for people responsible for health and wellbeing policy and strategic work within their VCSE organisation. Sub-Group members receive regular programme information and exclusive meeting invitations to our Sub-Group sessions. Sub-Groups also allow participants to actively connect with other VCSE sector colleagues from across our ICS geography to focus on key areas of policy and strategy.”</p>	<a href="https://vonne.org.uk">Organisations’ Network North East (vonne.org.uk)</a>
Terms of Reference (ToR)*	<p>“ToR decides the remit of the group, for example, what age range they might cover, as well as elements such as, how often the group will meet.”</p>	<a href="https://vonne.org.uk">Our NENC VCSE Sub-Group Road Map   Voluntary Organisations’ Network North East (vonne.org.uk)</a>
Trustees	<p>“The trustees' are the individuals who make decisions on behalf of the charity. For these reasons, it’s very important that a charity know who its trustees are.</p> <p>Trustees' must act collectively, and together the trustees are described in this guidance as the board. Trustees' have no authority to act on their own unless this has been authorised by the board as a whole.”</p>	<a href="https://www.ncvo.org.uk">What is a trustee?   NCVO</a>
Unregistered Charities	<p>“Charities that have an annual income of less than £5,000 are not required to register with the Charity Commission and cannot voluntarily do so unless they have the legal structure of a Charitable Incorporated Organisation (CIO), meaning they're automatically registered. They must still follow charity law. The Charity Commission can investigate even though these organisations are not required to register.”</p>	<a href="https://www.ncvo.org.uk">Understanding charity status and registration   NCVO</a>
VAWG	<p>VAWG stands for Violence Against Women and Girls.</p>	

VCFSE	The sector can be defined in many ways by different organisations within the sector and external to us. VCFSE stands for Voluntary, Community, Faith and Social Enterprise.	
VCSE	The sector can be defined in many ways by different organisations within the sector and external to us. VCSE stands for Voluntary, Community and Social Enterprise. This is what VONNE uses most commonly.	
NENC VCSE Partnership Programme*	<p>“Each <a href="#">Integrated Care System (ICS)</a> has a voluntary sector alliance. The alliances bring together all of the VCSE organisations within the ICS, enabling them to collectively inform and shape the ICS into a system which works for everyone. The North East and North Cumbria VCSE Partnership Programme is our VCSE alliance, and aims to ensure that the VCSE sector is embedded at all levels of our Integrated Care System (ICS).</p> <p>Through the NENC VCSE Partnership Programme, VONNE, working in partnership with <a href="#">Cumbria CVS</a>, leads and delivers on the integration of the VCSE sector within the emerging structures in our ICS.”</p>	<a href="#">North East and North Cumbria VCSE Partnership Programme   Voluntary Organisations’ Network North East (vonne.org.uk)</a>
Volunteer	“A ‘volunteer’ is anyone who spends time, unpaid, doing something that furthers the charity’s purpose.”	<a href="https://www.ncvo.org.uk/help-and-guidance/running-a-charity/charity-ethical-principles/#/">https://www.ncvo.org.uk/help-and-guidance/running-a-charity/charity-ethical-principles/#/</a>