



Norfolk and Waveney VCSE Assembly

NEWSLETTER OCTOBER 2025

To receive these updates each month, please email: nwicb.vcseassembly@nhs.net

Norfolk and Waveney Integrated Care System Conference 2025

ICS Conference : Engaging with residents and communities: thinking differently

The Norfolk and Waveney ICS conference this year has a clear focus on Neighbourhood working. The full session will be dedicated to different aspects of neighbourhood working, to help system leaders have a greater understanding of how this can play a key part in delivering health and social care services within our region.

As part of the day, a session is being led on engaging with residents and communities. We want to highlight the great work of community groups and VCSE organisations, who often have trusted relationships with communities that statutory partners do not. We are asking VCSE colleagues to submit a short overview of how they interact and engage with the community, to highlight best practice and influence approaches to neighbourhood working.

The aim of this is to highlight the journey from community engagement to service design and impact. System leaders need to see tangible evidence of how grassroots feedback translates into strategic and operational change.

We are looking for a one page presentation slide, which should clearly demonstrate to system leaders how your project prioritises and integrates the community's voice, influencing both what you do and how you do it.

If possible, we are also keen to show videos from organisations at the conference, so we are asking for a short, one minute video, answering the questions below, to highlight the impact.

For more details, please see here: <https://improvinglivesnw.org.uk/updates/>

Also as part of this work, conference leaders from across Norfolk and Waveney will be considering how we best engage people and communities, considering the emerging Neighbourhood Health ambitions.

Ahead of the conference we are looking to take a very quick 'temperature check' to help with our self-assessment of the work already underway.

We ask VCSE colleagues to complete this very quick survey, which should take less than 2 minutes. Your answers are anonymous and will be compiled and shared with leaders to inform discussions on the day.

Please complete the survey here <https://www.menti.com/alcugg53isxh> by Friday 7th November.

Any questions, please contact tim.gardiner@nhs.net

VCSE Assembly Webinar Event

A huge thank you to all that attended our first ever VCSE Assembly Event, which was attended by over 45 different VCSE colleagues.

It was fantastic to get colleagues from the ICB and Adult Social Care to present updates regarding Neighbourhood Working, and do early engagement with the sector on what this could look like in our region. We also heard about the Social Impact Procurement Framework, and once again, was commitment to work with the sector on how this could help support working together.

You can find the recordings for the session here: [VCSE Assembly Webinar Recordings](#)

To help support ongoing engagement, you can complete the questions and this can be collated and shared, and will help support ongoing conversations regarding both neighbourhood working and the social impact procurement framework. You can find these here: [Webinar Engagement Surveys](#)

Our next VCSE Assembly webinar is going to take place on 16th December 2025, and we are going to hear from Norfolk Adult Social Services.

Adult Social Services in Norfolk is undergoing a bold transformation. They want to move away from rigid systems that focus on transaction and towards Human Learning Systems (HLS) a way of working that puts people, relationships, and learning at the heart of everything we do. This transformation is being delivered through a new mission statement and values and underpinned by six strategic portfolios; each focused on improving outcomes by testing new ideas, learning from experience, and working together across teams and communities.

To be involved, please sign up here: [VCSE Assembly December-2025](#)

VCSE Assembly Chairs Updates

As promised within the VCSE Assembly Webinar, I am keen to keep you all updated with the work that I am doing, advocating for the VCSE sector within our Integrated Care System. Each month, I will provide short updates on meetings attended and outcomes. Where opportunities arise for the sector, I will make sure they are communicated via the newsletter and web page.

Please find this month's here: <https://improvinglivesnw.org.uk/updates/>

'Listen...' events – Norwich Samaritans

Thursday 30th October 2025 - Wednesday 26th November 2025

Discussion Groups - How well do we listen in the workplace?

Effective listening offers fundamental benefits to business. At Norwich Samaritans we know how to listen ... and listen well.

'How we listen', 'when we listen', 'why we listen' and 'what we listen out for' can become ingrained habits that, when explored in more detail, often reveal gaps which surprise us. These gaps are commonly created through good intent, but leave colleagues, customers and other stakeholders feeling 'unheard'.

Share ideas and take away insights to 'mind the gap' around how well we really listen...

Book your place at the table to join a discussion group, from the selection of dates, exploring skills, tips and techniques to support workplace wellbeing. The knock-on benefits for your business ... improved relationships, customer service and productivity.

Link: <https://www.ticketsource.co.uk/norwich-samaritans/e-kjymqm>

Commissioning & Procurement Working Group

As part of the action plan and work streams of the VCSE Assembly, we are keen to drive forward work to influence the policy and procedure with the Norfolk and Waveney ICB, as well as ICS partners, in regards to commissioning and procurement.

As part of this, we aim to deliver a co-produced clear guidance and best practice to highlight the most effective way of commissioning with the VCSE sector.

We are looking for a small group that brings a range of experience to help pull together this piece of work.

We encourage expressions of interest from VCSE sector leaders from a range of organisations, and are keen to have representatives that reflect the diverse nature of our sector.

We are keen to have at least one VCSE representative with extensive experience in delivering commissioned services via the ICB and/or similar public sector bodies.

We are also keen to have at least one VCSE representative with limited experience, but can bring the experience of working for a smaller VCSE organisation.

We feel the voice from those who don't currently bid for commissioned contracts are valuable, to help understand how this work could help encourage those to bid for tenders in the future.

VCSE representatives will be expected to attend a minimum of 3 meetings across a 12 week period and will remunerated for each meeting.

Further details and how to apply can be found here: <https://improvinglivesnw.org.uk/updates/>

ICB CEO Blog

Ed Garrett OBE, Chief Executive of NHS Norfolk and Waveney ICB (NWICB) and NHS Suffolk and North East Essex ICB (SNEE ICB) has started a blog to keep stakeholders across the ICS updated on the changing landscape and updates on progress.

You can find Ed's first blog here: [ICB CEO Blog](#)

Social Enterprise Day Showcase

Social Enterprise Day Showcase on **Thursday 20th November 2025**, with doors open for drop-in visits **between 10am and 2pm at Carrow House, King Street, Norwich.**

Held to mark Social Enterprise Day, this event is a collaboration between [FUSE Network](#) and [Norwich Unity Hub](#) to celebrate the brilliant organisations across Norwich and Norfolk using business as a force for good by tackling inequality, supporting wellbeing, creating jobs, and strengthening communities.

Join for coffee, conversation, and the chance to meet up to 50 fantastic local social enterprises! Whether you're already connected to the sector or simply curious to learn more, we'd be delighted to welcome you!

[Book your place now!](#)