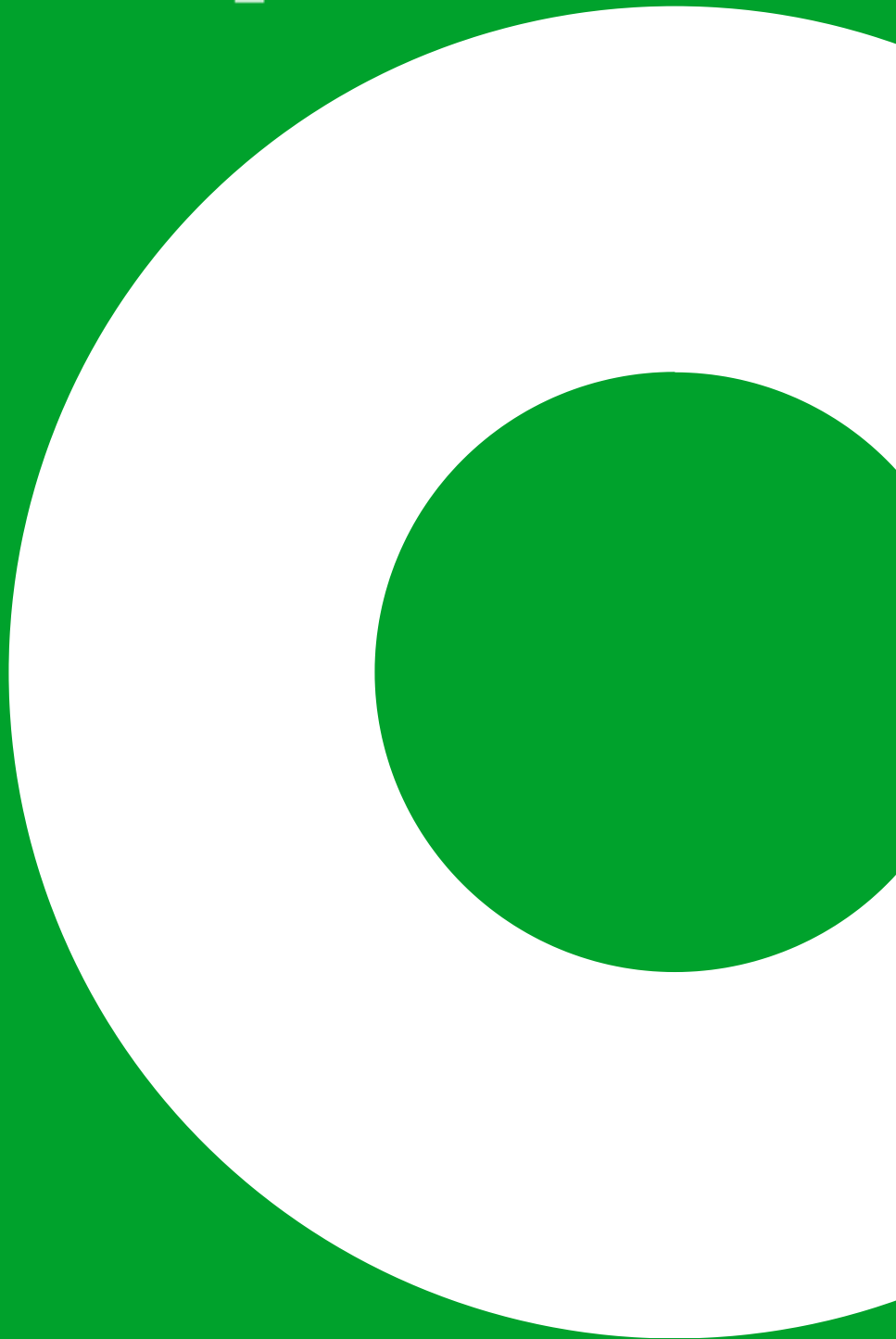


**london plus**



**Impact Report**  
**2024 / 2025**

# Contents

|   |           |
|---|-----------|
| <b>Welcome from our Chief Executive</b>                       | <b>4</b>  |
| <b>About us</b>   | <b>6</b>  |
| <b>2024/25 in numbers</b>                                     | <b>7</b>  |
| <b>Our partner survey</b>                                     | <b>8</b>  |
| <b>London's local infrastructure</b>                          | <b>9</b>  |
| • <b>London Councils for Voluntary Services (CVS) Network</b> | <b>10</b> |
| <b>Volunteering and its infrastructure in London</b>          | <b>16</b> |
| • <b>London Volunteer Centre Network</b>                      | <b>17</b> |
| • <b>London Volunteering Strategy Group</b>                   | <b>21</b> |
| <b>Addressing health inequalities in London</b>               | <b>26</b> |
| • <b>London Social Prescribing Network</b>                    | <b>27</b> |
| <b>Emergency preparedness and response in London</b>          | <b>34</b> |
| • <b>London Communities Emergencies Partnership</b>           | <b>35</b> |
| <b>London Plus: Advocating for the sector</b>                 | <b>40</b> |
| <b>Looking ahead</b>  | <b>42</b> |
| <b>Acknowledgments</b>  | <b>43</b> |

KENTISH TOWN

YOU ARE  
**LOVED**  
&  
**WANTED**  
IN LONDON

YOU ARE  
**LOVED**  
&  
**WANTED**  
IN LONDON

YOU ARE  
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&  
**WANTED**  
IN LONDON

MAYOR OF LONDON

# Welcome from our Chief Executive

It's been a busy year for London Plus, marked by significant change both within the organisation and in the external environment in which we operate. Internally, we saw the departure of our longstanding CEO Martin Brookes, with Rob Bell taking on the interim role during the search for a permanent successor.

Externally, the environment is as tough as it has ever been for the voluntary and community sector. The ongoing cost of living pressures, increased demand for services, and a very competitive fundraising climate have placed significant strain on London's charities, community groups, and the Londoners they support.



Despite these challenges - which we have also faced first hand - London Plus has remained focused on supporting London's charities and community groups to connect, learn, and collaborate. Through our pan-London networks, we've helped bring people together and support them in response to major events – like the racist riots of Summer 2024 – and continued to advocate for systemic change. This has included sharing insights and learning with policymakers to inform decisions that impact our sector and the communities we serve.

Key successes we celebrate this year include:

- Growing our reach across the capital, with more than 900 connections across over 500 organisations, spanning every London Borough
- Increasing the impact of our networks: The majority of our partners reported that being a part of our networks have strengthened their capacity to deliver more effective services and increased awareness of key issues impacting both their organisations and the wider sector
- Strengthening London's voluntary and community sector, through distributing over £181,000 in direct funds to support frontline organisations
- As part of the London Volunteering Strategy Group, we have supported the development of a forward-looking Vision for Volunteering in London, addressing key concerns and outlining a blueprint for the sector to thrive
- Helping the sector to evidence its impact by developing the Creative Health Impact Framework and sharing key insights on data sources to support charities and community groups in demonstrating the difference they make
- Building strong relationships with statutory authorities to improve how systems function for Londoners and London's voluntary and community sector, particularly in important areas such as health and resilience

We are grateful to our partners for their support for our work and for recognising the patient, long-term, and often behind-the-scenes efforts needed to make meaningful and lasting change possible for London and for Londoners alike.

**Geethika Jayatilaka**  
**Chief Executive**  
**London Plus**

# About us

## Who we are

**London Plus connects, supports and advocates for charities and community groups across the capital.**

Our purpose is to enable these organisations to help make London a more cohesive and resilient city – so everyone can thrive.

We work across all 32 boroughs, and see firsthand the extraordinary impact that charities, community groups, and volunteers have every day.

Their success is London's success – the better they do, the better we all do.

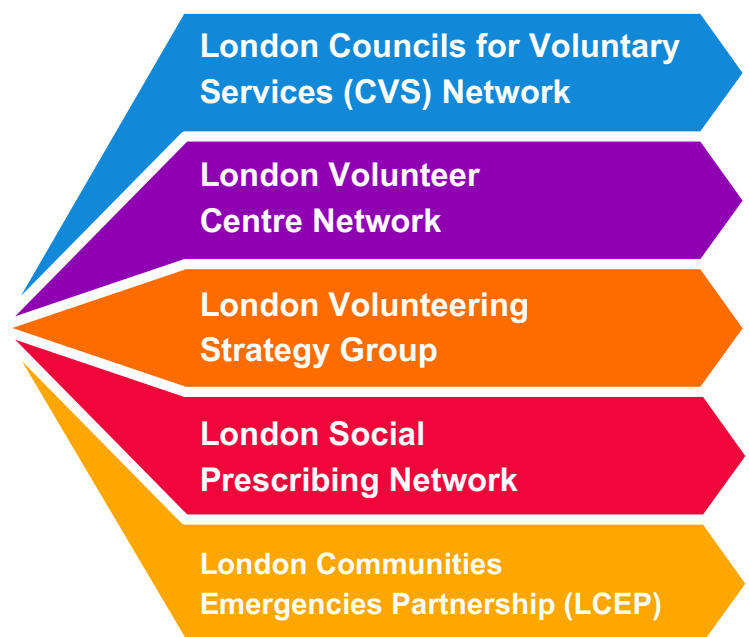
## What we do

We work hard to support charities and community groups in London. We do this by hosting a range of networks for charities and community groups in London, as well as communicating information and insights.

## Our networks

Charities and community groups in London do vital work. We're here to ensure they flourish.

- Our networks bring together people to connect, learn and collaborate
- Our networks enable a strategic approach to community challenges across London
- Our insights ensure we can evidence the impact of London's charities and community groups
- Our knowledge, expertise and connections enable us to advocate on behalf of London's charities and community groups



# 2024/25 in numbers

In 2024/25, we continued to champion London's charities and community groups:



Connected with over **900 people** from more than **500 organisations** across sectors through our extensive networks and partnerships



Hosted **48 events** tailored for London's voluntary and community sector, with an average of **27 partners** attending per event



Distributed **over £181,000** to **22 organisations**, directly supporting local charities and community groups



Represented the sector in **26** strategic forums, consultations, and advisory groups, ensuring London's voice is heard and valued



Published **12 newsletters**, reaching an average of **412 readers** each, keeping our partners informed and connected



Developed and released **154** new blogs and case studies, and **6** new resources to encourage learning and strengthen sector capacity



Advanced Equity, Diversity, and Inclusion (EDI) by publishing our **EDI Statement**, and participating in **EDI Steering Groups** strengthening our commitment to understanding privilege and combating prejudice

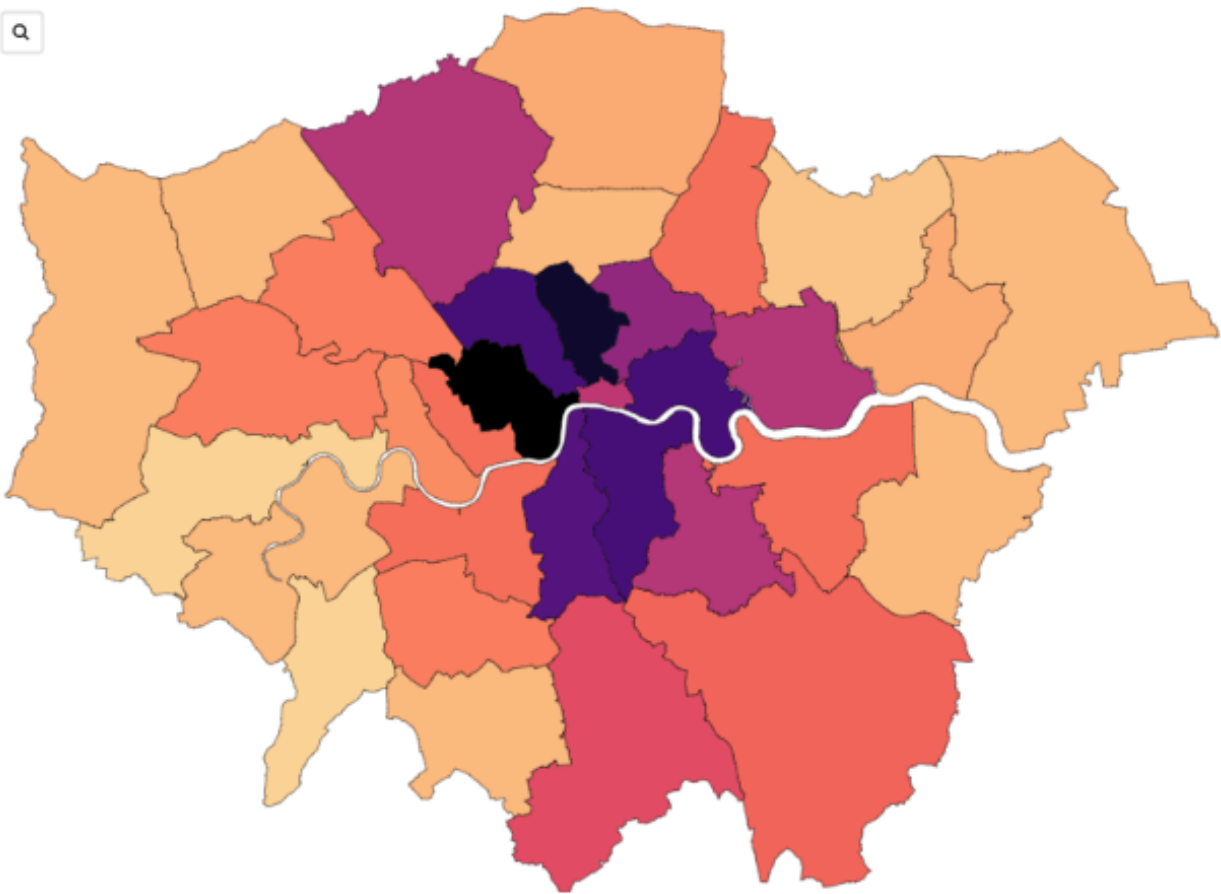
London Plus

London Councils for Voluntary Services (CVS) Network

London Volunteer Centre Network

London Social Prescribing Network

London Communities Emergencies Partnership



Source: London Plus Network Data 2024/25

The organisations shown on this map are those with a registered office in London, based on 2024/25 records from London Plus network data. Please note that this dataset may not fully represent all organisations engaged with London Plus - especially those operating outside of London, or those without a fixed London address.

# Our partner survey

At London Plus, we believe listening, learning, and adapting are key to how we connect with, support, and advocate for charities and community groups.

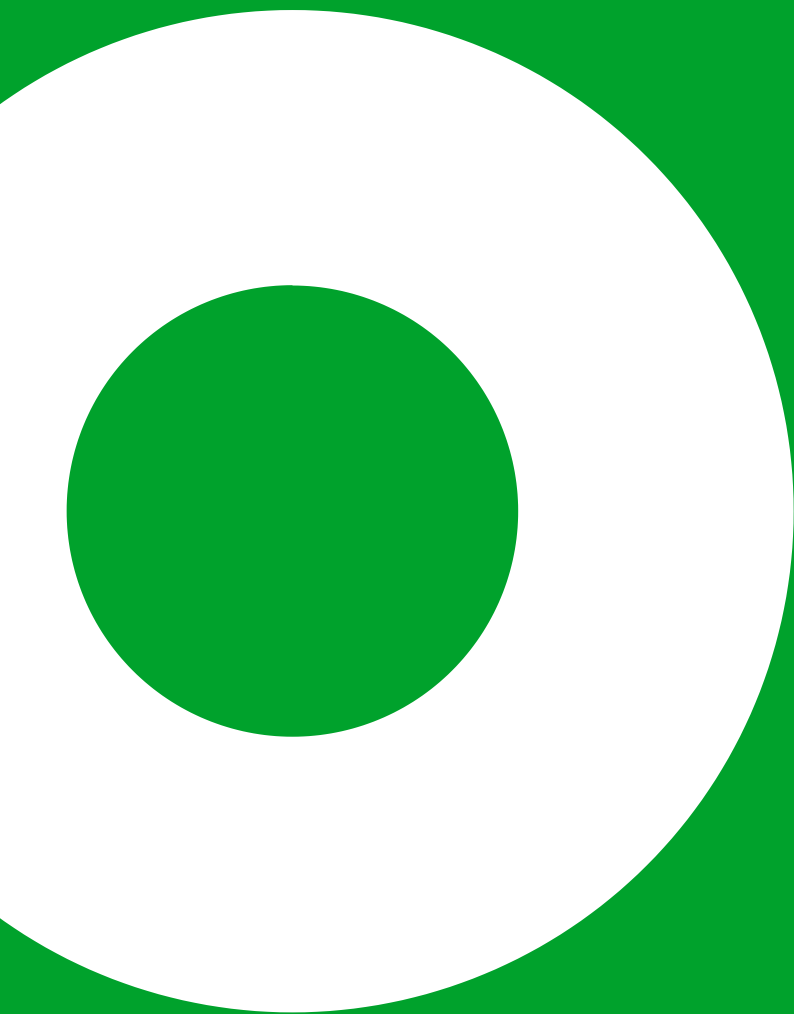
The London Plus Partner Survey was created to hear directly from the organisations we work with – helping us assess the effectiveness of our

work, identify areas for improvement, and ensure we are making a meaningful difference.

Through feedback gathered via the survey<sup>1</sup> and throughout the year, this report highlights how our work is meeting the needs of the sector, and how we can continue to strengthen our role in a rapidly changing landscape.

1. A total of 69 people responded to the survey, with 80 responses collected in total. This is because some people are engaged in more than one network or group, allowing them to reflect on their experiences across different areas of our work.

# London's local infrastructure



# London Councils for Voluntary Services (CVS) Network

The **London Councils for Voluntary Services (CVS) Network** is a collaborative forum that brings together CVS organisations across the capital to strengthen local infrastructure and support voluntary action.

It does this by **connecting** London's CVSs through a supportive peer network, **supporting** the exchange of knowledge and information, **promoting** the value and impact of local infrastructure, and **representing** the voice of the voluntary and community sector.

Through its strong partnerships with London's CVSs, the London CVS Network indirectly supports and represents over **21,000** charities and community groups across the city<sup>2</sup>.

## What is a CVS?

A CVS is an organisation that supports and brings together local charities and community groups. In London, CVSs are borough-based, and many incorporate a local Volunteer Centre.



2. London Plus: Impact of London's Local Infrastructure 2022/23

# How the London CVS Network is making a difference

**The London CVS Network is strengthening the role and impact of local infrastructure organisations across the capital.**

Supporting London's CVSs has never been more important. In times of economic uncertainty, local infrastructure organisations play a vital role in helping local charities and community groups respond to growing need and sustain essential services.

In 2023 alone, London's CVSs supported charities and community groups to leverage over **£24.6 million** into the voluntary and community sector in London<sup>2</sup>. But to maintain this level of impact, CVSs themselves must be consistently and effectively supported.

**“Being part of the CVS network has made me feel less alone and that I have people who understand and can advise and guide.”**

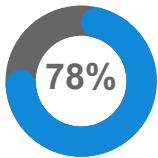
**Local infrastructure organisation**

The London CVS Network provides that foundation. By connecting CVSs across London, enabling shared learning, and amplifying their collective voice, the network plays a central role in strengthening the infrastructure that underpins the voluntary and community sector.

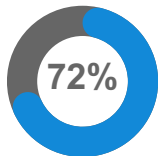
2. [London Plus: Impact of London's Local Infrastructure 2022/23](#)

## Connecting for greater impact

Strong relationships are vital to effective infrastructure. According to our partner survey:



say the network has strengthened their relationships with the voluntary and community sector



report stronger cross-sector relationships

**“The network has enabled me to meet others and build relationships... I have then had people I can call on for one to one support.”**

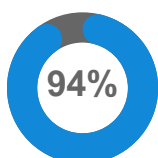
**Local infrastructure organisation**

By improving the connectedness of London’s CVSs, the network ensures they are better equipped to support the organisations and communities that rely on them.

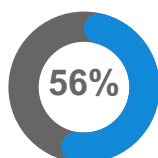
**“I have taken the opportunity to reach out to other CVSs and ask for help, they have been kind enough to share, nurture and support me with advice - this would not have happened if I had not been welcomed into the London CVS Network.”**

**Local infrastructure organisation**

Beyond improving relationships, the network builds collective strength. It raises the profile of local infrastructure organisations and helps facilitate collective action. Our survey shows:



agree that the network has helped raise awareness of key issues affecting their organisation and the wider sector



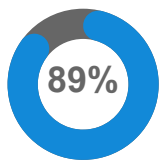
report that the network has helped them address these key issues through collaboration and the development of shared solutions

**“I have been able to share findings with the sector in my area and we have been able to campaign and work together to strengthen our sector.”**

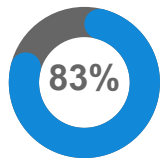
**Local infrastructure organisation**

## A trusted source of insight and action

The London CVS Network is also a trusted hub for information and intelligence sharing.



agree that the network provides relevant and informative insights



have directly applied these insights to take specific action within their work and/or organisation

These insights and resulting actions translate into measurable improvements. As a result of their engagement in the network, **83%** of local infrastructure organisations report a strengthened capacity to deliver more effective services.

**“I find it a helpful network to be linked into and to have a champion for London’s voluntary and community sector infrastructure.”**

**Local infrastructure organisation**

By strengthening the connectedness and visibility of London’s local infrastructure, the London CVS Network plays an integral role in improving their wider role and impact - ensuring they are better equipped to support charities and community groups, and the communities that depend on them.

## Our impact in action: Influencing the Civil Society Covenant

Strong relationships between government and the voluntary and community sector are fundamental to thriving communities. However, while there have been meaningful examples of collaboration between government and the sector, the broader relationship between the two has too often been shaped by transactional engagement<sup>3</sup>.

### What happened?

In Autumn 2024, the UK Government launched a consultation on the proposed [Civil Society Covenant](#), a national agreement aimed at resetting and strengthening its relationship with the voluntary and community sector. This was an opportunity to build a better relationship, with the voluntary and community sector valued as a true, equal partner.

### What did we do?

Recognising the significance of this opportunity, the London CVS Network leveraged its unique position at the heart of local infrastructure to coordinate a city-wide perspective, bringing in the voice of the voluntary and community sector at a local level.

The London CVS Network brought together local infrastructure organisations from across the capital for a focused discussion on what the Covenant should look like. The conversation explored the commitments needed from the government, both locally and nationally, to enable a meaningful shift in the relationship and create conditions for the sector to thrive.

From this discussion, common priorities were identified and distilled into a collective written response. Network members and the organisations they support were also encouraged to submit individual responses to broaden and strengthen representation.

As a member of the [National Association for Voluntary and Community Action](#) (NAVCA), London Plus contributed to national conversations and gained insights into the perspectives of other local infrastructure organisations across the country. Through NAVCA, the London CVS Network was introduced to the [Department for Culture, Media and Sport](#) (DCMS), and welcomed a DCMS representative to a network meeting to hear directly from members.

In December 2024, the final London-wide response was shared with DCMS and the strategic partners conducting the consultation; [National Council for Voluntary Organisations](#) (NCVO) and [the Association of Chief Executives of Voluntary Organisations](#) (ACEVO).

3. [NCVO: The Civil Society Covenant](#)



Read the full response:  
[Civil Society Covenant: The  
London CVS Network Response](#)

## What difference did we make?

The Civil Society Covenant was published in July 2025, and early signs indicate that key themes from the London response, such as improved accountability, clarity, communication, and embedded understanding of civil society echo those reflected in NCVO and ACEVO's thematic analysis, and the final response, suggesting that London's contribution was both relevant and influential in shaping the national conversation.

By working alongside the London CVS Network, London Plus demonstrated its ability to convene quickly, gather collective intelligence, and act as a vital intermediary between London's civil society and national government. This case shows how smaller organisations, despite limited resources, can play a powerful influencing role. Their size often makes them more agile, adaptable, and responsive, enabling collaboration at the local level.

## Key learning

**Strength in solidarity:** A unified response from the London CVS Network gave weight and clarity to the sector's shared concerns and aspirations.

**Power in collective voice:** A coordinated message resonated with national stakeholders and government, reinforcing the value of sector-led collaboration in shaping policy.

**Agility in action:** London Plus's responsiveness to emerging opportunities ensured that London's civil society could engage meaningfully.

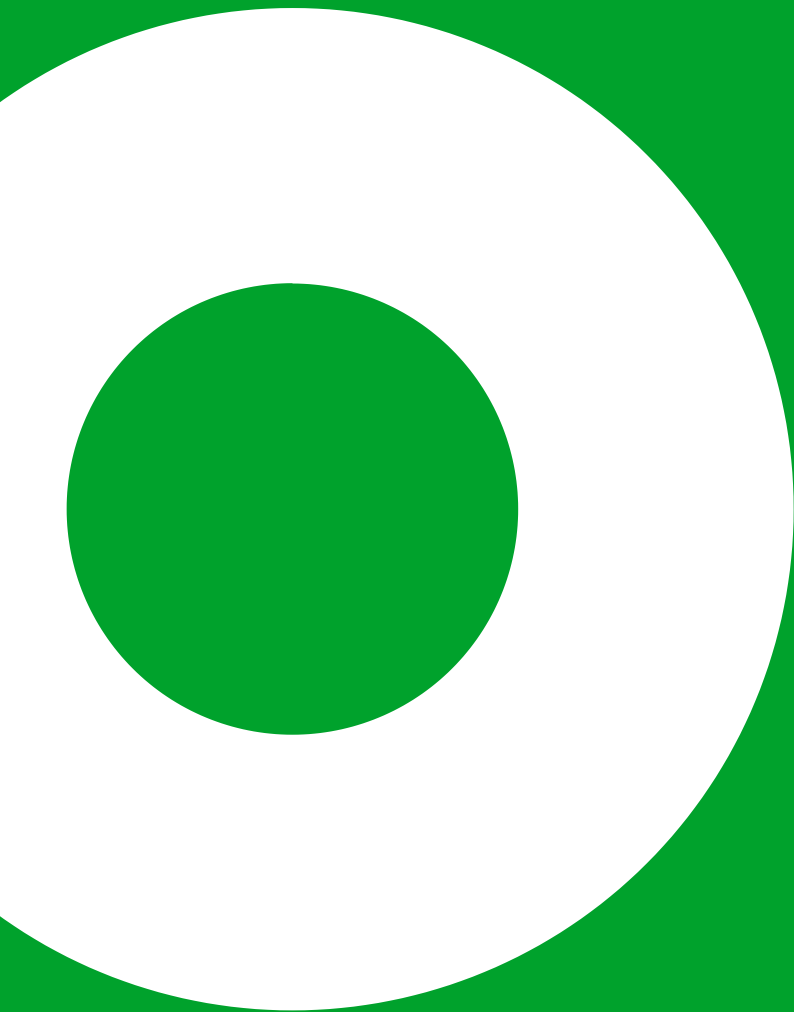
## What's next?

London Plus and the London CVS Network remain committed to contributing to the evolution of the Civil Society Covenant. With a strong foundation of collaboration and influence already established, the network is well-positioned to help shape how the Covenant is implemented and monitored.

**“Our work on the Covenant consultation response was a great opportunity to demonstrate not only the value of local infrastructure organisations in representing their local communities, but also the power of a connected and unified regional network that can come together with one strong voice.”**

**Hannah Norgate**  
London Plus Networks Manager

# Volunteering and its infrastructure in London



# London Volunteer Centre Network

The **London Volunteer Centre Network** is a collaborative forum that brings together Volunteer Centres across the capital. It helps strengthen and support the growth of volunteering infrastructure and volunteering at both local and regional levels.

It does this by **connecting** London's Volunteer Centres through a supportive peer network, **supporting** the exchange of knowledge and information, **promoting** the value and impact of local volunteering infrastructure and volunteering across London, and **representing** the voices of Volunteer Centres alongside the volunteers and organisations they support.

## What is a Volunteer Centre?

Volunteer Centres are the 'go to' places for volunteering locally. In London, they are borough-based and usually work with local people and organisations.

## How the London Volunteer Centre Network is making a difference

**The London Volunteer Centre Network is helping local volunteering infrastructure organisations build their capacity to provide better services and work together more effectively across London.**

As formal volunteering rates decline and demand for services continues to grow, local volunteering infrastructure is facing increasing pressure. Yet London's Volunteer Centres continue to play a central role. As trusted local organisations, they link people to volunteering opportunities, support organisations that involve volunteers, and help strengthen the broader volunteering ecosystem.

## “The London Volunteer Centre Network understands Volunteer Centres and how we operate.”

Local volunteering infrastructure organisation

In 2023 alone, these centres helped place over **17,000** volunteers in London<sup>4</sup>, contributing to a regional volunteering economy valued at **£35.9 billion** – a testament to local volunteering infrastructure’s role in mobilising people and driving meaningful action across the city<sup>5</sup>.

The London Volunteer Centre Network plays an important role in sustaining and amplifying this impact. Through connecting local volunteering infrastructure organisations across the capital, the network strengthens their collective voice and builds their capacity to respond to the needs of London’s diverse communities.



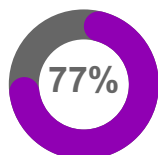
4. [London Plus: Impact of London’s Volunteering Infrastructure 2022/23](#)

5. [Volunteer Centre Camden: Monetary Value of Charity Trustees 2023](#)

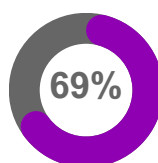
# Raising the voice of local volunteering infrastructure

The London Volunteer Centre Network advocates for the needs of volunteering infrastructure across the capital, ensuring London's Volunteer Centres are recognised at both local and regional levels.

According to our partner survey:



agree the network helped raise awareness of key issues affecting their organisations and the wider sector



say it supported them to address these issues through collaboration and shared solutions

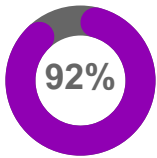
Whether influencing local priorities or responding to London-wide challenges, the network is positioning Volunteer Centres as key partners in shaping the future of the volunteering sector.

**“London Plus has raised the profile of our Volunteer Centre and the work we have undertaken. They have helped with support around our funding issues and premises issues. Just knowing they are there for support is a massive help.”**

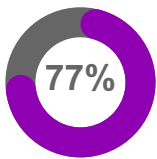
**Local volunteering infrastructure organisation**

## Turning insight into action

The London Volunteer Centre Network equips London's Volunteer Centres with insights that drive practical change, helping them adapt and improve the services they deliver. Survey feedback shows:



agree the network provides access to relevant and informative insights



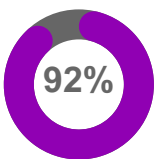
have applied these insights to inform action within their own work and/or organisations

As a result, **62%** of respondents report an improved ability to deliver more effective services to volunteer-involving organisations and volunteers. This growing capacity reflects the network's role in translating knowledge into action.

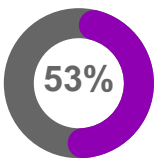
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## Building the relationships that make action possible

Strong connections are the foundation of a thriving volunteering sector. The network helps build and sustain these connections between Volunteer Centres and cross-sector partners. According to our partner survey:



said the network facilitated valuable connections within the voluntary and community sector



say it also enabled valuable cross-sector connections

**“I've been introduced to staff at other Volunteer Centres which has enabled me to learn from and work with peers.”**

**Local volunteering infrastructure organisation**

These connections are not just about networking - they enable deeper, more strategic partnerships, with over three-quarters (**77%**) of respondents reporting strengthened professional relationships within the voluntary and community sector.

Through advocacy, insight, and stronger connections, the London Volunteer Centre Network enables Volunteer Centres across the capital to lead more coordinated, effective, and collaborative action.

# London Volunteering Strategy Group

The **London Volunteering Strategy Group**, or LVSG, exists to champion and support all forms of volunteering across London. It was set up in 2021 to provide a space for regional networking and collaboration to **support, promote** and **develop** volunteering and its infrastructure in the capital.

The group is made up of **over 50 people** across more than 40 local, regional, and national organisations with volunteering at the heart of their work.

## How the London Volunteering Strategy Group is making a difference

**The London Volunteering Strategy Group is raising the profile of volunteering and its infrastructure across the capital.**

Volunteering across the country is undergoing significant shifts. Formal volunteering rates have steadily declined, while challenges around volunteer recruitment, retention, and management continue to impact the sector<sup>6,7</sup>.

At the same time, the face of volunteering is changing. Financial and health-related barriers make it more difficult for people to participate in volunteering, particularly those living in deprived areas<sup>8</sup>. However, the volunteer population is becoming more diverse, alongside a growing demand for flexible and remote volunteering opportunities<sup>6,8</sup>.

In response to the evolving nature of volunteering and its infrastructure in the capital, the London Volunteering Strategy Group is working to shape a more **inclusive** and **resilient** volunteering landscape that reflects the needs and strengths of all Londoners.

6. [NCVO: UK Civil Society Almanac 2024](#)

7. [NCVO: The Road Ahead 2025](#)

8. [Department for Culture, Media & Sport: Community Life Survey 2023/24: Volunteering and charitable giving](#)

## Driving connection and collective action

Through a robust group of key volunteering partners, the London Volunteering Strategy Group is improving the way organisations connect and collaborate, creating space for shared learning, collective problem-solving, and aligned action across London's volunteering sector.

Respondents report **improved connections** within their own sector, and across other sectors as a result of engaging with the group. These connections are also leading to **stronger professional relationships**, with most respondents strongly agreeing the group has helped facilitate these.

## Elevating the voice and visibility of London's volunteers

As its first collaborative piece of work, the London Volunteering Strategy Group launched **London's Lifelines** - a website designed to celebrate, promote, and elevate volunteering across the capital.

Born from the shared ambition to **celebrate London's volunteers and those who give their time freely** for others, it brings together stories, resources, and updates that shine a light on the power and reach of volunteering in London.

By sharing real stories, amplifying key messages, and offering a voice for volunteering in London, London's Lifelines is playing a unique role in raising the profile of volunteering.

**“Being part of LVSG has strengthened my connections across our local network, and raised local issues across London so we are heard and not feeling isolated”**

**Local infrastructure organisation**

# Our impact in action: London Vision for Volunteering

## What happened?

Following the successful launch of London's Lifelines, energy was building around what might come next. As conversations unfolded across the London Volunteer Centre Network and the London Volunteering Strategy Group, a clear need began to surface – the need for a strategic review that could respond to the evolving nature of volunteering and reshape what volunteering looks like in London, for everyone.

Nationally, the [Vision for Volunteering](#) was gaining traction, offering fresh ideas and themes around awareness and appreciation, power, equity and inclusion, collaboration, and experimentation. These ideas resonated, but London's scale, complexity, and diversity meant there was a need for something more tailored. An action plan that could reflect the capital's unique volunteering landscape and act as a roadmap for inclusive, long-term change.

## What did we do?

To bring this idea to life, London Plus collaborated with the national Vision for Volunteering team to host a joint workshop at a Greater London Authority (GLA) event in November 2023. This initial session explored national themes through a London lens and marked the beginning of a deep, inclusive dialogue with the sector.

With funding from the Mayor of London, London Plus then commissioned [Works4U](#) to facilitate the co-design of the London Vision for Volunteering. Throughout 2024/25, the London Volunteering Strategy Group acted as a steering group, guiding the Vision's development and ensuring it stayed grounded in the lived experiences of volunteers and voluntary organisations.

# London Vision for Volunteering



## A blueprint for developing volunteering in London

The group explored a wide range of key topics around volunteering in the capital including:

- Volunteer infrastructure
- Volunteer management
- Technology
- Terminology
- Trusteeship
- Young people's involvement in volunteering
- Employee volunteering
- Emergency volunteering
- Health volunteering
- Wider challenges in the current volunteering landscape

Cross-cutting themes emerged as central to the Vision, including funding and investment, value and impact, profile-raising for volunteering and its infrastructure, safeguarding and risk, and flexibility in volunteer engagement.

Inclusivity was at the heart of this process. A variety of mechanisms were used to involve the sector, which allowed stakeholders to contribute in ways that suited their capacity, whether by attending regularly or feeding in on topics they felt passionate about.

The [London Vision for Volunteering](#) was published in March 2025, marking a new chapter for volunteering in the capital.

## What was our impact?

The London Vision for Volunteering was disseminated widely across London's voluntary and community sector, and shared with policy-makers, funders, and public bodies. It gave a voice to volunteers and voluntary and community sector organisations, and raised the profile of volunteering and the infrastructure that supports it.

Crucially, the Vision did not stop at publication – it laid out clear recommendations for change, setting the stage for meaningful implementation. London Plus continues to work with the GLA and the London Volunteering Strategy Group to embed these recommendations, identifying areas where we can lead, support, or influence others to drive forward action together.

**“I think this is a magnificent start – we need to keep it going, keep banging the drum and shouting loud and proud about our achievements and that we are an essential sector that needs funding.”**

## Key learning

### Flexible engagement is central

Recognising the capacity constraints of busy stakeholders, it was important for us to offer multiple flexible ways to participate, from surveys and workshops to themed discussions, to enable wider and deeper involvement in the co-creation of the Vision.

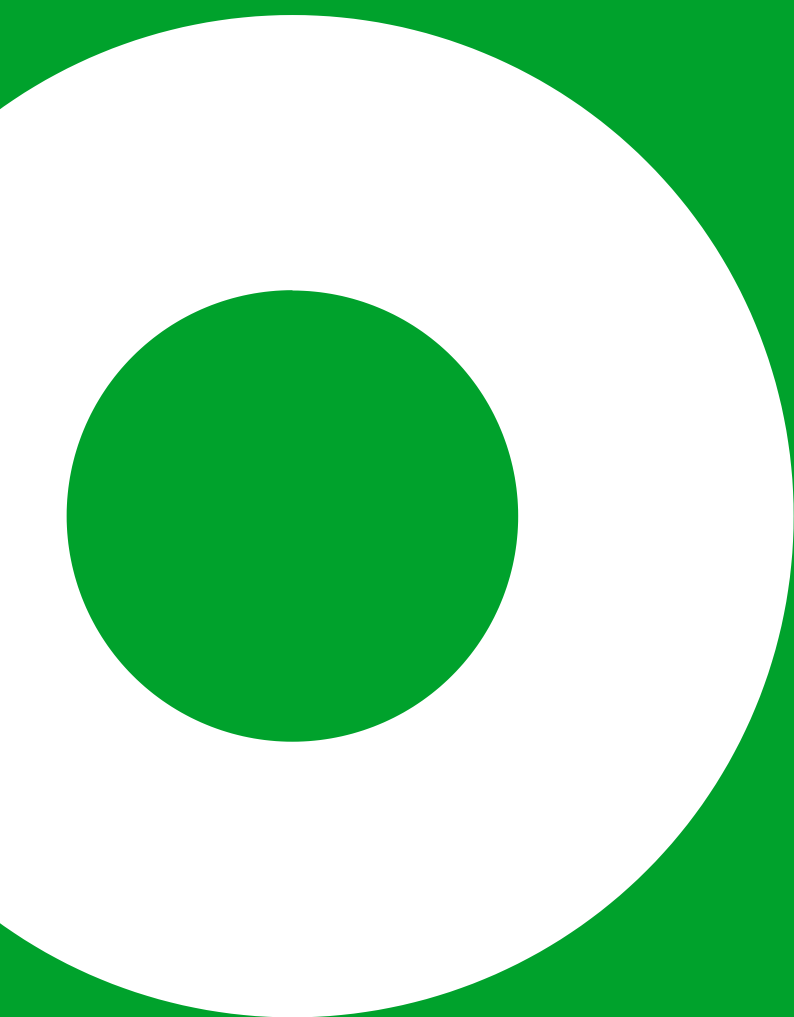
### Extended consultation improves quality

A month-long consultation period provided the necessary time for thoughtful reflection, richer feedback, and greater buy-in across the sector.

### Sharing knowledge builds capacity

Documenting and sharing our co-design approach and lessons learned with peer organisations across the UK demonstrated value beyond London, encouraging adoption of similar methodologies elsewhere.

# Addressing health inequalities in London



# London Social Prescribing Network

The **London Social Prescribing Network** brought together **over 500 people** across more than 400 organisations dedicated to supporting social prescribing activities and reducing health inequalities across London.

Unlike national networks with a broader focus, the London Social Prescribing Network centred its work around London's unique and diverse communities, addressing five key areas: **connections, knowledge, improvement, influence, and community.**

The network formally closed in April 2025 after five years and we celebrate both its impact and legacy that continues across London today.

## How the London Social Prescribing Network is making a difference

**The London Social Prescribing Network empowered its members to take action, build connections, and deepen their understanding of health inequalities across the capital.**

Across London, not everyone has the same chance to live a healthy life. Some people face higher rates of preventable illness, poor mental health, and early death. On top of this, access to quality healthcare and support isn't always easy, especially where services are stretched<sup>9</sup>, and many GPs find that a large part of their time is spent helping people with social issues<sup>10</sup>. This is even more common in areas with fewer doctors and greater need.

That's where social prescribing comes in. It recognises that people's health is shaped by more than just medical conditions, and enables people to find non-medical support in their community<sup>11</sup>.

The London Social Prescribing Network was created to support and strengthen this growing movement. By creating space for people to connect, share learning, and work together, the network helped build a stronger foundation for community-led support backed by the voluntary and community sector.

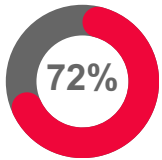
9. [Greater London Authority: Snapshot of Health Inequalities In London 2024](#)

10. [Transformation Partners in Health and Care: Health Inequalities, Population Health & Proactive Social Prescribing](#)

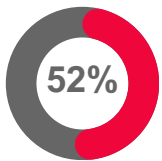
11. [The Kings Fund: What is Social Prescribing? \(2020\)](#)

## A network powered by community

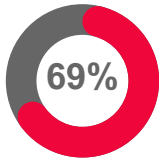
The strength of the London Social Prescribing Network lay in the connections and relationships it nurtured. It brought people together across sectors, roles, and boroughs – creating a community of practice built on trust, shared purpose, and local knowledge.



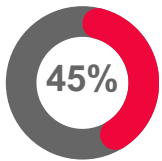
of respondents said the network helped them form valuable connections within their own sector



made new connections across sectors



said the network raised their awareness of key issues



felt it helped them develop shared solutions to the challenges they face

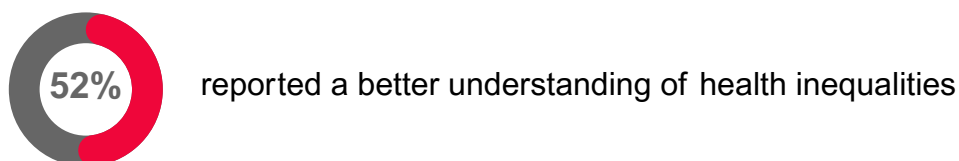
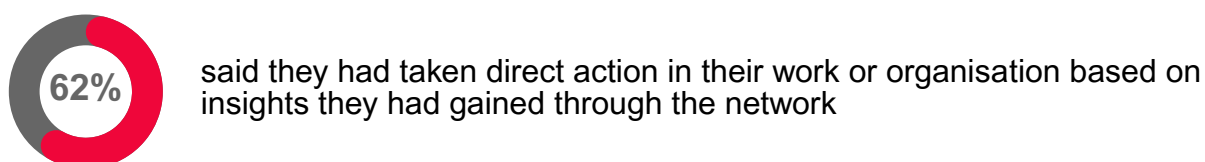
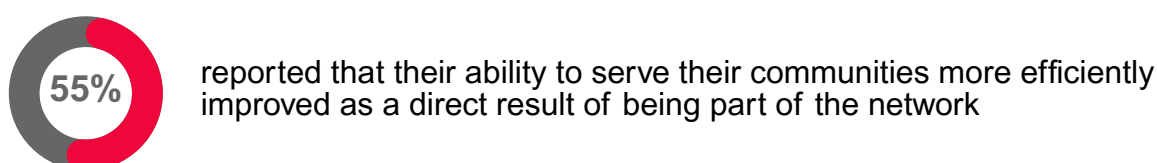
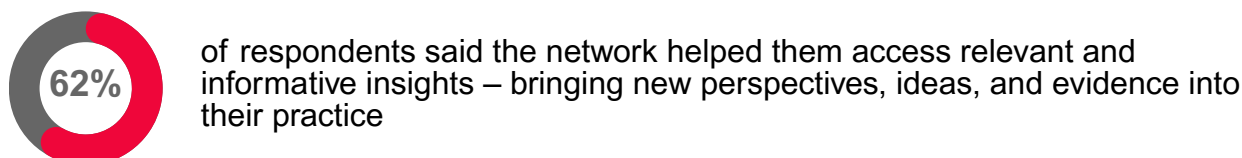
This collaborative spirit helped members feel less isolated and more connected to a wider movement, one grounded in the belief that the best solutions come from working together.

**“It has informed me and kept me up to date and connected...it is really valuable and appreciated.”**

**Voluntary and community sector organisation**

## Learning together, acting together

At the heart of the London Social Prescribing Network was a commitment to shared learning and practical action. The network created a space for members to access meaningful insights, reflect on challenges, and apply what they learned in ways that made a real difference in their work and communities.



**“The London Social Prescribing Network has supported our efforts to raise awareness on experiences our communities have in relation to social prescribing services and share recommendations that would help further engagement with them and the Social Prescribing system.”**

**Voluntary and community sector organisation**

# Our impact in action: Creative Health Impact Framework

Across London, arts, cultural, and VCSE (Voluntary, Community, and Social Enterprise) organisations are delivering vital work that supports people's health, tackles inequalities, and improves lives every day.

Yet many of these organisations struggle to understand, evidence, and communicate the impact of their work in ways that align with health priorities and resonate with health partners.

## What did we do?

In response, London Plus commissioned a project to co-create the **Creative Health Impact Framework** - a practical suite of tools designed to bridge the gap between arts, cultural, and VCSE organisations and health partners.

**Phase One**, led by **Civil Society Consulting**, involved desktop research to understand the outcome needs of health partners. Creative health consultant **Jane Willis** expanded this work with interviews and an in-depth review of existing resources.

The findings highlighted both the value of creative approaches to addressing health inequalities, as well as barriers to effective cross-sector collaboration - such as limited capacity and knowledge sharing between partners.

**Phase Two** brought cross-sector stakeholders together in a series of workshops. These sessions affirmed the power of creative, community-based health interventions and revealed a disconnect - health partners often didn't understand how to assess or value the impact of creative health programmes.

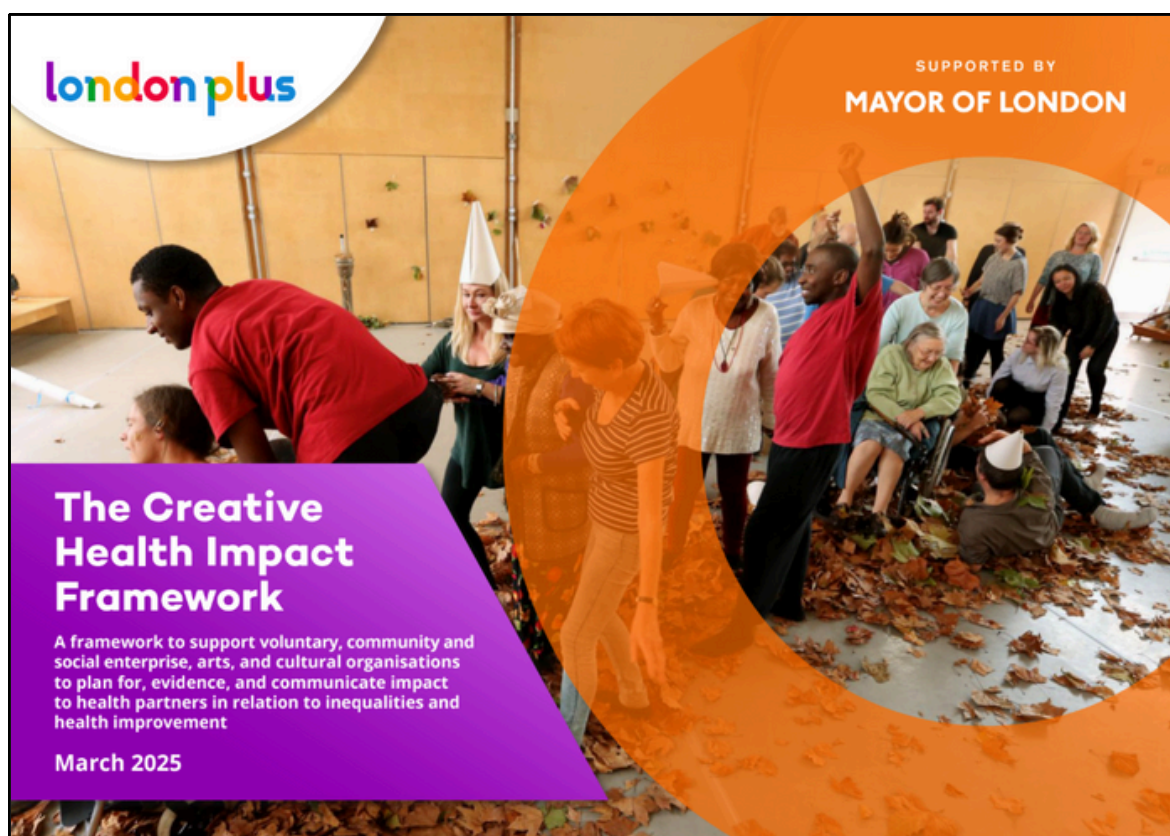
**Phase Three** focused on the co-creation and testing of the Framework, a suite of tools to support the planning, evaluation, and communication of impact of creative health programmes.



Access the Framework:  
[londonplus.org/creative-health-  
impact-framework/](https://londonplus.org/creative-health-impact-framework/)

## The Framework includes:

- The [Creative Health Logic Model Template](#) for project planning and co-production
- The [Health Outcomes and Impacts Guide](#) aligned with NHS health priorities
- A [Scaled Approach to Creative Health Evaluation](#) for proportionate and appropriate approaches to evaluation
- The [Creative Health Evaluation Framework](#) to test and evidence elements of the logic model
- A [Creative Health Project Case Study Template](#) for compelling impact storytelling



## What was our impact?

The Creative Health Impact Framework is now a practical and powerful resource for arts, cultural, and VCSE organisations to:

- **Plan** projects aligned to health needs and community priorities
- **Evaluate** appropriately and proportionately, capturing outcomes that matter
- **Communicate** clearly with health partners using evidence and storytelling

By showing how creative health interventions fit within an integrated model of health improvement, the Framework helps make the case for investment and builds confidence in commissioning creative solutions to tackle health inequalities.

## Key learning

**Co-production is vital:** Working collaboratively with cross-sector stakeholders builds relevant, adaptable, and trusted work.

**Shared language builds bridges:** The Framework supports mutual understanding across sectors.

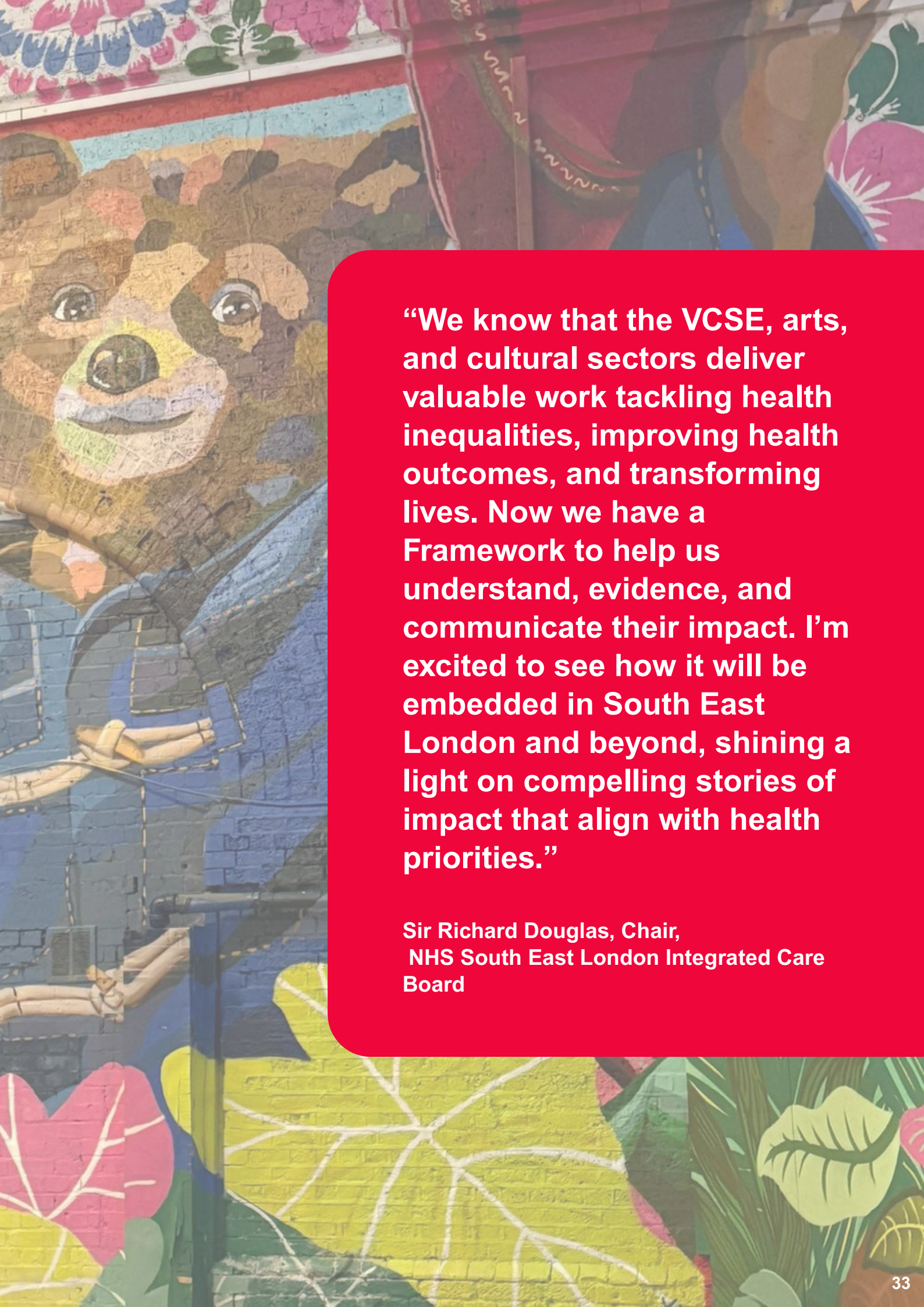
**Evaluation must be proportionate:** One size does not fit all - credibility comes from realistic and right-sized approaches.

**Storytelling matters:** Impact is best communicated through clear, compelling narratives.



The Creative Health Impact Framework

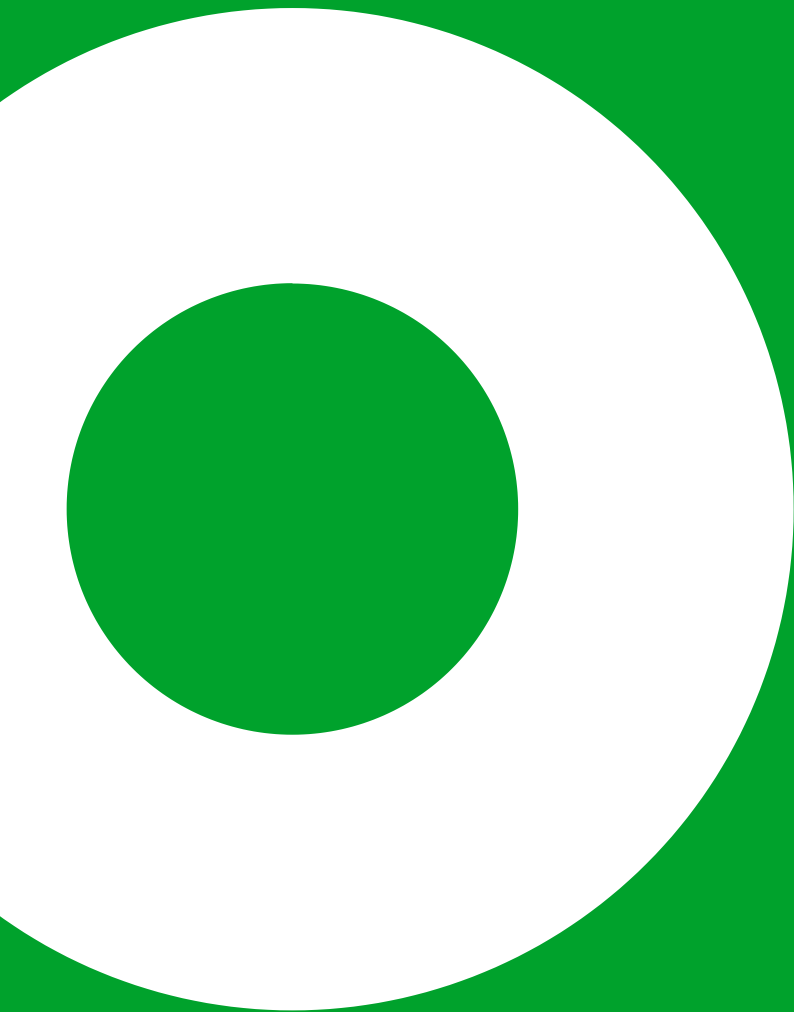
The Creative Health  
Impact Framework –  
A Worked Example



**“We know that the VCSE, arts, and cultural sectors deliver valuable work tackling health inequalities, improving health outcomes, and transforming lives. Now we have a Framework to help us understand, evidence, and communicate their impact. I’m excited to see how it will be embedded in South East London and beyond, shining a light on compelling stories of impact that align with health priorities.”**

**Sir Richard Douglas, Chair,  
NHS South East London Integrated Care  
Board**

# Emergency preparedness and response in London



# London Communities Emergencies Partnership

The **London Communities Emergencies Partnership**, or LCEP, supports charities and community groups in London to **prepare** for, **respond** to, and **learn** from emergencies. It does this by building trusted connections, sharing knowledge and insight, and strengthening preparedness.

LCEP is co-chaired by London Plus and the **Voluntary and Community Sector Emergencies Partnership**, and is supported by City Bridge Foundation and the Greater London Authority.

## How the London Communities Emergencies Partnership is making a difference

The London Communities Emergencies Partnership is strengthening partnerships, knowledge-sharing, and emergency preparedness across London's voluntary and community sector.

Responding to emergencies in a city as large and complex as London needs coordination, insight, and trust. The capital is home to thousands of diverse charities and community groups, each with local knowledge, that when combined with emergency response expertise, can make a critical difference during a crisis.

The London Communities Emergencies Partnership provides a trusted network that connects the right charities and community groups to the right partners at the right time. It also acts as a single, reliable point of contact for statutory bodies to engage with the sector before, during, and after emergencies.



[Watch our film 'What is the London Communities Emergencies Partnership?'](#)

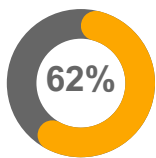


[Watch our film 'What do resilience structures look like in London?'](#)

## Building trusted relationships

Strong relationships are essential to effective emergency preparedness and response. LCEP works closely with partners to build and sustain these - ensuring the right relationships are in place before an emergency occurs.

Our partner survey shows:



of partners agree that LCEP has improved cross-sector relationships



agree that their relationships with the London Resilience Unit have improved

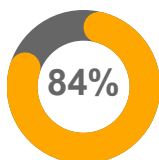
**“They are bringing London together and enabling partnership working, sharing ideas, support and help at the end of a phone or email”**

Local infrastructure organisation

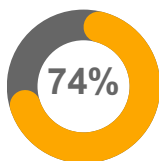
By facilitating open and transparent connections among partners, LCEP ensures a state of collective readiness, empowering London’s communities with the tools to effectively manage and recover from crises.

## Sharing knowledge and insight

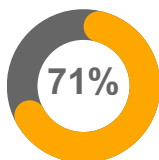
London has faced several emergencies in recent years, which, as a sector we have learnt a lot from. LCEP makes sure these insights are shared widely to support learning and action across the partnership.



of partners said LCEP enabled them to access relevant and informative insights



took specific action within their organisation based on insights shared by LCEP



reported improved understanding of the needs of those most at risk in an emergency

**“Our links to colleagues in LCEP have been great this year, very helpful in providing information to us...which has been incredibly useful to understand such an important sector of emergency planning / preparedness / response.”**

**National statutory organisation**

By sharing knowledge, trends and insights, organisations know the needs of London’s communities and the risks they may face.



How do we build connections deeper than the individual? So when...



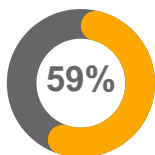
balance  
VCS whilst  
limited

delicious content  
way course works  
→ feedback  
→ build media?  
→ what?

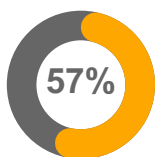
## Strengthening preparedness

Emergencies can be complex and challenging - but with the right knowledge and support, organisations can face them with greater confidence. LCEP helps partners build their skills and apply learning from past incidents to strengthen future response.

Our partner survey shows:



59% said LCEP improved their confidence and skills in preparing for emergencies



57% felt more confident planning for the needs of those most at risk

**“LCEP has helped us to be better prepared and trained in knowing how to react in emergencies, what can and cannot be achieved – to be realistic and also be safe, having resources and plans...I could not have achieved all I have without their input, support and guidance.”**

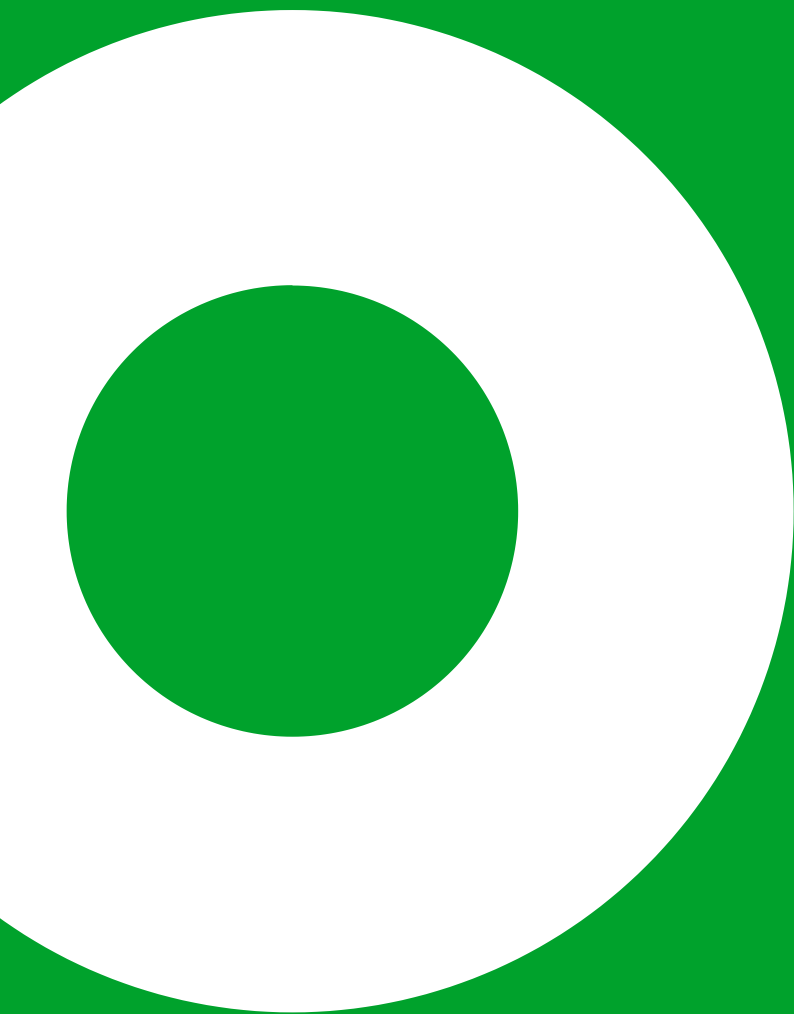
Local infrastructure organisation

## Want to explore the full report?



Read it here: [London Communities Emergencies Partnership Impact Report 2024](#)

# London Plus: Advocating for the sector



## London Plus advocates for the important role the voluntary and community sector can play in tackling the challenges London faces. We also share insights from our sector in order to improve the way the system works.

This year, we have focused on amplifying the voice of charities and community groups in the health sector, particularly around the wider determinants of health and the reduction of health inequalities. Our work in this area has helped bridge the gap between grassroots delivery and strategic planning. For example, we have used our Social Prescribing Connected database to support smaller organisations in establishing clear pathways to connect with relevant stakeholders. This has strengthened their ability to support their communities and contribute to strategic health outcomes.

We have also captured and shared valuable insights from small organisations working with marginalised groups, such as the Gypsy, Roma and Traveller Communities, contributing to more inclusive planning and service design.

London Plus has represented the voice of the voluntary and community sector on several key steering groups, including the London Anti Racist Collaboration for Health (LARCH). LARCH is committed to tackling structural racism and supporting health and care organisations across London to tackle ethnic health inequalities by implementing an anti-racist approach, both strategically and operationally.

While much of LARCH's work targets large institutions such as NHS Trusts, our role has been to ensure that tools – such as the Race Equity Maturity Index (REMI), which helps organisations evaluate their own anti-racism progress – are also accessible and relevant for smaller voluntary and community sector organisations.

# Looking ahead

We know the year to come will likely bring continued change and uncertainty for the sector. Through it all, London Plus remains committed to ensuring charities and community groups in London are supported not just to weather the change, but to be actively involved in shaping the conversations and decisions that affect Londoners. Major developments - such as NHS reforms and the proposed new resilience strategy - present real opportunities to do things differently, and we are ready to make the most of them.

In the coming year, we also want to shine a light on the many powerful examples of how charities are using their deep knowledge and understanding of local communities to tackle complex challenges - often in ways that other agencies simply can't. We also believe that there are opportunities to strengthen how our sector contributes to making London more equal, fairer, and inclusive, and we want to play our part in advancing this important agenda.

We remain committed to our values and mission and look forward to working collaboratively with the sector and our partners to deliver positive change for London and for Londoners.

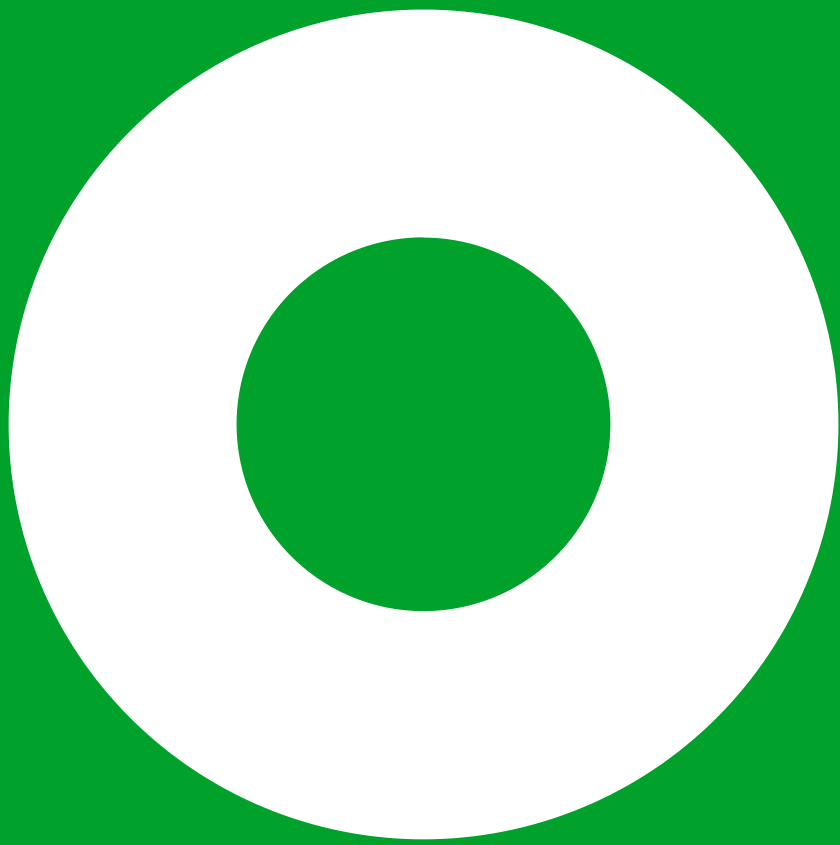


## Acknowledgments

We extend our sincere thanks to all our partners and contributors who have engaged with London Plus throughout 2024/25.

We also extend our appreciation to our funders, City Bridge Foundation and the Greater London Authority, for their valued and continued support throughout 2024/25.





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