The VCS, including National Voices, need to

**Continue to build strong relationships** with the statutory system (including healthwatch), with each other and with infrastructure organisations to create coherent and holistic support offers.

**Support people who are waiting** or unable to access services with information, practical and emotional assistance and advocacy.

**Collate data and insight on people’s unmet needs** and inequalities around ability to access services.

**Advocate for** holistic, community and person centred, and equitable support models that help people cope when facing access difficulties to statutory services.

**Focus service development and outreach** on communities traditionally underserved, even by the charity and voluntary sector.

**Engage with the emerging ICS leadership groups** to emphasise improving timely access for people across the whole system and all its services, rather than prioritising structural decisions and processes.