



NATIONAL Maternity Voices

Supporting maternity & neonatal voices partnerships

National Maternity Voices CIC Report for April 2022 - March 2023

[MVP Toolkit
page on
FutureNHS](#)



Back to Face to Face!

[Maternity & Neonatal Service User
Summit: 16 January 2023](#)

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Welcome to National Maternity Voices' (NMV's) Annual Report for 2022-23. This is a chance to review key events in the year:

- The launch of the updated Maternity Voices Partnership (MVP) Toolkit
- Co-producing the 'national support offer' for MVPs
- Monthly video conferences for MVP chairs from September to provide national updates, share good practice and discuss issues.
- Creating NMV pages on FutureNHS with a resource bank for MVPs
- Growth in our training and consultancy work
- Face to face conferences for service user reps and for maternity and neonatal people generally.
- Supporting MVP's work on health inequalities as part of the Health and Wellbeing Alliances' maternity consortium.

Louise Griew

Managing Director, National Maternity Voices, October 2023

Message from Chair of Council

Thank you for welcoming me as Chair from November 22. It has been a great year of working with National Maternity Voices.

- Our Council meetings are well thought through and continue to be engaging topics of conversations for MVP Chairs/MNVP Leads.
- We have seen the change from the Three year delivery plan to include neonatal in our work which I believe is incredibly important and welcome the neonatal voices into NMV
- I have actively participated in the Stakeholder Council meetings and can happily say I am now going to these in person
- In my role of Chair of Council and my local role as an MVP Chair I truly believe that listening to service user voices is essential and I will continue to advocate for these voices throughout everything I do with NMV

Finally I would like to say that working collaboratively with other members of NMV and Chairs around the country is the best way to have our voices heard and I will continue to do this in the year going forward.

Jen Baldry

Chair of Council , National Maternity Voices, October 2023

Contents

What is National Maternity Voices?	Page 4
National Support for MVPs	Page 4
➤ MVP Toolkit & Resource Bank	Page 4
➤ MVP Support Offer	Page 5
➤ National Calls	Page 5
➤ Induction of New Chairs	Page 6
➤ Influencing Staff	Page 6
➤ Networking & Peer Support	Page 7
Conferences	Page 8
Training	Page 9
Consultancy	Page 10
Health & Wellbeing Alliance	Page 11
Funding + Accounts	Page 12
Appendices:	
1. List of Workforce + Council	Page 12
2. Jargon buster (Explanation of Terms)	Page 13
3. Co-produced MVP support offer	Page 15

"The role of MNVP Lead is a highly skilled, complex, multi stakeholder management position. It can be lonely and overwhelming at times with little overall guidance and support. This is where 'National Maternity Voices' have played their role. The organisation has always been there to promote and highlight MNVP best practice examples in their communications, in order to make these events happen more often, in more places, more of the time. NMV have been...understanding and supportive in recognising the multiple difficulties faced by nationwide MNVPs a proactive organisation... in collaboration with MNVPs...practical and impactful....creating change and better understanding of the important work..(of) MNVPs across the country." ~ Jen Lindfield-Cross, West Suffolk MNVP Lead

What is National Maternity Voices?

We are the association of Maternity and Neonatal Voices Partnership¹ (MVP) leaders in England. In legal terms we are a community interest company (CIC) with the purpose of championing the voices of women and families in the development of maternity services in England. We have a part time workforce drawn from the MVP community.

All current independent lay chairs/leads of MVPs are invited to become members of the CIC to have a say in the running of National Maternity Voices (NMV). Members are now all invited to participate in our advisory council meetings. Information on the structure of National Maternity Voices CIC can be found on our [website](#).

The main workforce of NMV this year was Louise leading the team, Hannah and later Siobhean as MVP support lead, and Mo leading on Communications, Outreach and Inclusion. Jen Baldry took over Chair of Council from Zenab in November. A full list of our workforce and council is given in Appendix 1.

Our key contacts at NHS England were Lisa Ramsey, Service User Voice Policy Manager and Fiona Ellis, Programme Manager (Choice and Personalised Care) for the Maternity Transformation Programme (MTP - now known as the MNP).

¹ A Maternity and Neonatal Voices Partnership brings together service users, staff and other stakeholders to plan, review and improve maternity and neonatal care. It is led by an independent service user representative. (We use the acronym MVP in this document as this was usual in the period covered by this report; NHS England uses 'MNVP' since publishing the [Three Year Delivery Plan for Maternity and Neonatal Services](#) in March '23)

National Support for MVPs

The Maternity Transformation Programme team (MTP) in NHS England commissioned NMV to deliver the following ongoing support and projects for MVPs in England.

MVP Toolkit & Resource bank

In 2021 NMV was commissioned by MTP to update the resources and materials on our website, known together as the [Toolkit for MVPs](#). A multidisciplinary group co-chaired by Zenab Barry and a member of staff steered the work and many were involved in the [launch event in April](#) 2022.

“We’re going to use this very much to support conversations about resources and funding for our local MVPs.” ~ Local maternity commissioner

Later in the year NMV set up a [Resource Bank](#) on FutureNHS of example documents that are considered to have worked well within a particular MVP. It includes resources from a range of MVPs and on a variety of topics. Anyone with access to the hub can add documents to the resource bank. Note the resources have not been through any national approval process and are not endorsed by NMV.

“The resource bank is so helpful. I have found loads of great things on there.”

We drafted some [documents for discussion](#) which may be a useful starting point for local work and are also available in the Toolkit on our website.

MVP Support Offer

In May 2022 the MTP asked NMV to co-produce the national support offer for Maternity Voices Partnerships (MVPs) to be provided by NMV from September 2022 to March 2023.

A multidisciplinary steering group was brought together including a core team of two members from NMV and one from the Public Participation team in NHSE. A survey was developed and it received 90 responses from MVP chairs, staff and service users. This was followed up with discussion groups to explore some themes in more detail, and Zoom calls were scheduled with MVP chairs to gather their feedback. A [report of the coproduction work](#) was compiled which included three key priorities for MVPs:

- to improve the alignment of MVP resourcing with the workload of MVPs,
- to raise awareness of MVPs amongst service users and staff,
- to provide greater clarity around expectations relating to MVPs

Lots of activities were identified as important and we prioritised the 3 most urgent:

1. Coproduce regular national video calls for and with MVP chairs, to facilitate communication between chairs and with national decision-makers.
2. Coproduce an induction process and information pack for new chairs.
3. Identify the key NHS staff members who have influence over MVPs and communicate to them key elements of national guidance relating to MVPs.

National Calls

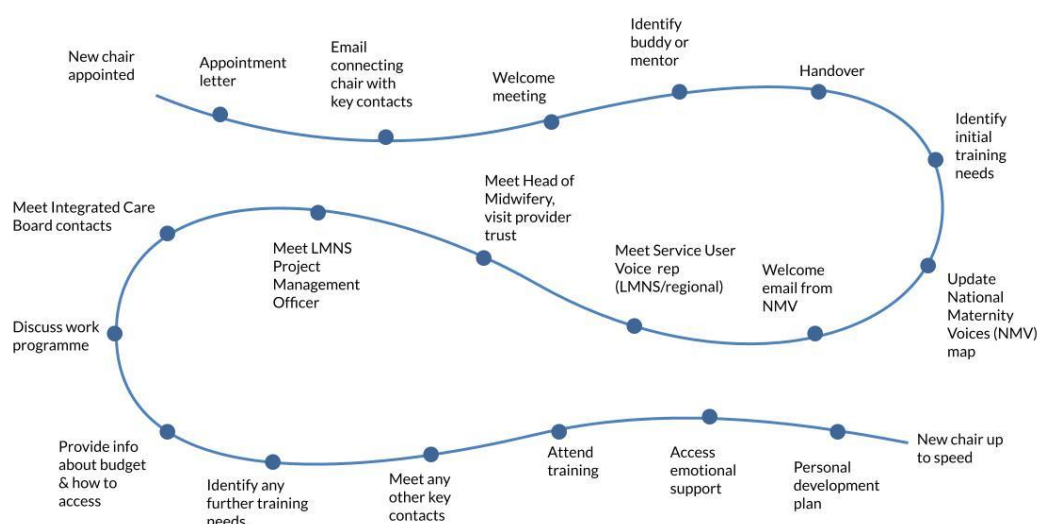
We collaborated with NHS England staff on 1 hour video calls for MVP chairs each month from September 2022. We discussed the introduction of [independent senior advocates](#), [emotional support for chairs](#), managing workload, [CQC survey](#) results, [social media](#) and of course the MVP Function + Funding review. The links are to write ups for the calls, recordings were also made available to chairs. Typical attendance was between 20 and 30

“The national calls have been a great way of staying in the loop... no one at my trust knew that the Picker survey had verbatim comments until it was discussed on the national call... We all work so differently and organically... We share ideas and best practice. Without the regular calls.. chairs would feel less supported and ... when chairs don't feel supported they stand down from the role.” ~ Mindy Noble, Chair, Hampshire Maternity Voices Partnership

Induction of New Chairs

Qamer Yasin (chair of Portsmouth MVP) worked with Hannah on this project. They facilitated a multidisciplinary meeting in December. The draft 'onboarding process' was discussed at the service user summit and further comments invited prior to finalisation. It was uploaded to [toolkit section 3.4](#) The document provides a helpful framework of good practice for local adaptation.

Onboarding process overview



"The Induction process created by the National Maternity Voices was really helpful as a guide when we recruited additional roles to our MVP. We had nothing previously so this helped us support our new members and gave lots of ideas for how to settle them in properly." ~ Emma Ponsonby, MVP Lead, Luton & Dunstable

Influencing staff

MVPs were represented on NHS England's Maternity Transformation Stakeholder Council by Zenab and then Jen as elected Chair of NMV Council. See consultancy section for other work representing MVPs.

We compiled key messages and made suggestions for a presentation to ICB chief nurses. The key messages were discussed at NMV council in October and on Facebook. These were displayed at the service user summit in January and MatNeo Summit in March.

We had follow up meetings with the MTP team after each national call. We collated examples of the Maternity Incentive Scheme (CNST) Safety Action 7 noncompliance from MVP chairs and sent it to the MTP team and offered support to those chairs. In March we had conversations with NHS Resolution about CNST compliance.

We contributed to the MTP team's planning and follow up from the service user summit and the networking event at MatNeo summit. We contributed to meetings about national co-ordination of service user voices. We checked the Function & Funding review report for accuracy and sent comments on the draft guidance to the MTP team.

Networking & Peer Support

We emailed chairs regularly and produced summary public [newsletters](#) in April, September, December and February.

NMV is active on Facebook (3.4K page followers) and Twitter (4.9k followers). There are 3 private Facebook groups:-

The original [chairs & reps group](#) for service user representatives around the UK: c 400 members at March '23, with an average of 1 post a day, with posts sharing information about e.g. events and webinars, feedback surveys from NMV etc, as well as sharing good practice and networking.

The [National Maternity Voices multidisciplinary group](#) which includes any member of an MVP, NHS staff, VCSE (Voluntary sector Community or Social Enterprise) organisations, and researchers: 800+ members, 1 post a week, mainly focused on research requests and involvement opportunities.

The [MVP chairs group](#) for MVP chairs in England (c 100 members, 1-2 posts a day: Maternity and Neonatal Summit, National Calls, CQC maternity survey etc. It is a valued space for conversation and peer support between MVP chairs.

"I love the National FB groups and find they are an amazing resource for peer support, ideas and just to garner ideas. It is good to know that our challenges locally are almost always replicated elsewhere, and to then look for solutions. It's also great to celebrate successes.

Being a lone voice as an MVP chair can sometimes be isolating, so having cheerleaders who remind you of the value you are giving, however incrementally, is priceless."

~ Rae, Northumbria MVP Chair

The **Nova Network** is a WhatsApp peer support group for MVP chairs and service user reps from Black, Asian and from other minority ethnic backgrounds. There are occasional zoom meetings for virtual face to face support. The founding co-ordinator Toyin Adeyinka (Chair of Lewisham MVP and previous NMV committee member) stepped down in February. We are hugely grateful for her passion and energy in sustaining the group. Mo Ade now moderates the group in line with our other NMV peer support groups on social media.

We created an [NMV groups page](#) about all NMV support and network groups.

The maternity service user representative community have always offered informal voluntary peer **mentoring** to each other and this continues. This has been supplemented since 2020 by trained [mentors](#) who are experienced chairs and service user representatives. The mentor coordinator (Hannah took over from Nadine in December) connects mentees with mentors. Formal mentoring was deprioritised in the coproduction of the support offer. This year mentors have mainly provided urgent support to chairs and others when local relationship issues have arisen.

"I think the role of NMV is important in supporting chairs, and offers something that isn't available elsewhere." ~ Anonymous MVP Lead via evaluation survey

Conferences

Maternity & Neonatal Service User Summit January 2023

After nearly three years of remote working, it was wonderful to be in a room with other people interested in how service users can influence maternity and neonatal services. There was a large contingent of MVP chairs and local service user reps, several national and regional service user reps, and many NHSE staff, including a team from NHS Horizons facilitating the 'unconference' style event. The event was opened by Phoebe Robinson, the NHS England Director whose remit includes Maternity and Neonatal. Zenab Barry (now a director of NMV) spoke about our human need to connect with others.

There was a creative buzz as people discussed and then pitched sessions to fill the 30 slots on the agenda. Many productive discussions took place and NMV later worked with the Maternity Transformation team on sharing the learning and following up actions. The event ended with a rousing speech from NMV's Emma Taylor about the passion and drive we bring to our work. For more information, please see [NMV's post about the event](#).



Maternity & Neonatal Summit March 2023



Around 500 people gathered for this two day event in Leeds. As well as midwives, obstetricians, neonatologists and commissioner staff, there were many MVP chairs, service user representatives and third sector/VCSE colleagues. NMV had a stand backing on to the plenary hall so Hannah & Louise were able to listen to the speakers on the stage and also talk with anyone who came to see us.

There were great presentations from Jenny Tata, Clo Abe, and Sarah Wall emphasising the value of collaborating with service users. There was a strong emphasis on neonatal with maternity as shown in references to Maternity & Neonatal Voices Partnerships throughout the event. Kelly Phizacklea moved many to tears with her [poem about neonatal care experiences](#)



One of the breakout sessions was a networking session for MVP chairs. There was a chance to try some co-production tools and discuss current challenges and successes.

The second day opened with questions to Donna Ockenden and Bill Kirkup. A question about MVP funding brought this response from Donna Ockenden: *“The work of MVPs is vital. It’s profoundly insulting if the only person around the table not paid is the service user representative....Let’s change that today”*

The afternoon focussed on culture, improving staff relationships and demonstrating desired values (e.g. treating people as equals). Professor Jacqui Dunkley-Bent, the Chief Midwifery Officer, closed the conference reiterating the need to really hear families and support staff in order to improve. See [the event blog](#) for more detail.

“Since becoming chair of Warrington & Halton MVP I have relied upon information stored within the NMV website. It has given me clarity of the role & boundaries of the MVP.”

~ Lisa Welch

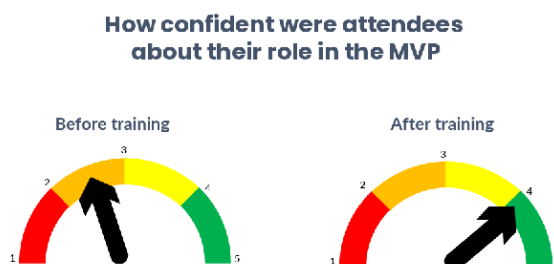
“The role of an MVP chair can be very lonely, and the support of other chairs, through National Maternity Voices has been so helpful.” ~ Chloe Ribeiro, Chair MVP West Essex

Training

Our training team are Omar Campbell, Mo Ade, Louise Print-Lyon, Lauren Edwards & Lisa Welch. All are experienced trainers and current MVP chairs. Omar took over as lead trainer from Caroline Zwierchowska-Dod in August and also handles enquiries.

Open (pay per place) training for chairs ran in June, September, November, January and March. A total of 29 people attended.

Evaluations show a significant improvement in confidence after the training.



'It is so helpful to hear in depth how other MVPs are organised.' ~ Anonymous MVP Chair

"The Chair's training was excellent. I wish I had done this training sooner. What I have learned has been so beneficial." ~Anonymous MVP Chair via evaluation survey

We delivered two 6 hour multidisciplinary MVP trainings for North East & North Cumbria LMNS and one for Herefordshire MVP in February and March.

"As a group it is great to engage in the future MVP" ~Anonymous via evaluation survey

The importance and value of co-production is rated as one of the most useful elements of both the open chair training and the multidisciplinary MVP training. We worked with the South East region to develop multidisciplinary co-production training and delivered four 6hr courses in October, November and January.

"Great training: I enjoyed being in our trust groups.....space for really great discussions and opened communication." ~ Anonymous feedback via evaluation survey

"Learnt a lot about what co-production actually means." ~ Anonymous via evaluation survey

Consultancy

We provided **representatives and speakers**:

- MBRRACE Steering group: Meg Hill
- Health Education England: Abi Cattlin and Meryl Clements for an ongoing group, and Laura Perry and Natalie Whyte for 2 projects
- Aqua design of Board safety training: Sarah Espenhahn, Amanda Pike,
- HealthCare Conferences on Maternity Safety in October and February: Zenab Barry and Emma Taylor. Key messages were included (see influencing staff).

We also administered payments on behalf of the MTP to MVP chairs who attended the Maternity and Neonatal plan webinars and personalised care training webinar.

Smoke free babies: We are working with the Academic Health Science Network in the West Midlands. We recruited three community facilitators to collect experiences of smoking cessation services (Alex Jakeman, Samina Kosar, Alice Waddington).

South East London: Suzanne Jarret provided support to re-establish Greenwich MVP

Health & Wellbeing Alliance: Maternity Consortium

NMV is one of the members of the [Maternity Consortium](#) (MC) led by Tommy's and Sands, and the Consortium is one of Voluntary Community and Social Enterprise (VCSE) members of the [Health and Wellbeing Alliance](#) (HWA). The HWA is a partnership between third sector organisations and the national health and care system with the aim of addressing health disparities and improving health services for everyone. We are contributing to the MC's aim of using "our collective expertise to join up national and local voices behind a common agenda: to reduce health inequalities for families throughout the whole pregnancy journey from pre-conception and through the first year of a baby's life." Our contribution is rooted in our work with MVP chairs and reps; bringing their experiences and voices into MC's projects and contributions to policy and programme developments.

In the second year of the partnership, we held Share and Learn events for MVP chairs and reps to share updates and gather insights:

- July: MVP collaboration and engagement with Starting Well projects (SWp) & Maternal Mental Health Services (MMHS) / Perinatal Mental Health Service (PMHS)
- November: Smokefree Pregnancy & Neonatal: HCP comms skills in neonatal care
- January: MVPs in the development & implementation of the LMS Equity/Equality Plans
- March: Engaging with Gypsy, Roma, and Traveller Communities & GRT Maternity Report
- March: Tackling inequalities through faith and community partnership

We disseminated information about MC's work on social media, and through NMV's email updates and newsletters. On [Future NHS](#) we were involved in the FutureNHS Maternity Local Transformation Hub private workspace for Starting Well projects and Maternity Consortium members.

"Thank you for a fantastic, insightful presentation. I've learnt a lot and it's given me lots to think about in my MVP role."

"Shared ideas from people who really know and understand this community. Lots to think about!"

"Good to have input from different members into these projects. Also, beneficial to raise awareness about these projects with MVPs."

"Lots of insight into a very important topic."

Funding & Accounts

Income	2022/23	2021/22
NHS England (MVP Support)	£50,750	£38,125
Training	£16,065	£ 9,750
Consultancy	£17,790	£ 9,218
Health & Wellbeing Alliance	£14,144	£11,250
Logos + Lanyards	£ 968	??
Total	£99,717	£68,343
Expenditure		
Remuneration	£75,866	£65,857
Materials/service provision/travel	£ 4,669	£ 816
Organisation Expenses	£ 2,237	£ 1,679
Total	£82,772	£43,045
Gross surplus (Loss)	£16,945	(£ 9)
Tax	£ 3,162	
Net Surplus (Loss)	£13,783	(£ 9)
Total directors pay	£58,960	£50,376

The main members of the workforce are listed in Appendix 1. All workforce time was paid. Council members contributed around 3.5 days voluntarily.

Balance sheet at 31st March	2022/23	2021/22
Assets at bank	£39,641	£20,206
Debtors	£ 3,282	£ 2,679
Creditors (inc VAT and tax)	£11,603	£ 3,435
Net Current Assets	£31,320	£19,450
Deferred Income & accountancy	£17,777	£19,690
Net assets	£13,543	(£ 240)

Notes: The creditors shown are claims from the workforce plus taxes.

A total of £17,132 of income was deferred for work in 2023/24: £2,750 for MVP support (Provision of logos and service user training free of charge), £2,860 for training, £8,200 Smoke Free Babies project, £3,236 other consultancy £266 Health & Wellbeing Alliance.

Appendix 1: Workforce & Council

Workforce

Louise Griew – Managing Director: Chair South Warwickshire MSLC 2009-2013, NMV administrator 2018-2020

Hannah Lynes – MVP Support (Director to Nov 2022): Chair Bromley MVP 2017-2019, Acting Chair of National Maternity Voices 2019-2020

Siobhean McCarthy-Perham - MVP Support (Director from March 23): Chair Fylde Coast MVP

Mo Ade – Communications, Outreach & Inclusion Director & Trainer: Chair Ashford & St. Peter's MVP

Emma Taylor - Director: Chair Reading MVP, South East Regional Service User Rep

Sandra Guise - Director: Founder member of NMV, Chair West Cumbria MVP & Carlisle & Eden MVP, Co-chair Northeast & North Cumbria Maternity Eng.Group

Zenab Barry – Director from Nov 22: Co-Chair Chelsea & Westminster MVP 2021-2022

Rae Lowe - Finance Officer: Chair Northumbria MVP

Tannice Hemming – Secretary (to Oct 22): Chair North Kent MVP (2019-2021)

Toyin Adeyinka - Nova Network Coordinator (to Feb 23): Chair Lewisham MVP

(**Caroline Zwierchowska-Dod** - Lead Trainer February - August 2022, Chair Rosie MNVP i.e. Cambridgeshire)

Omar Campbell - Trainer & Training co-ordinator (from January 2022), Chair Kings MVP

Louise Print-Lyon, Lauren Edwards & Lisa Welch - Trainers (from October 22)

Several other people were remunerated for project work

Council

Jen Baldry – Chair of Council (from Nov 22): Chair Harrogate MVP

(**Zenab Barry** – Chair of Council to Nov 22: Co-Chair Chelsea & Westminster MVP 2021-22)

Cathy Brewster: Founder member of NMV, Greater Manchester & Eastern Cheshire MVP LMNS board user rep, National SUV rep.

(**Nicki Burnett**: to June 2022, Chair Kernow MVP i.e. Cornwall & Isles of Scilly)

Amanda Pike: Chair Lincolnshire MVP

Suzanne Jarrett: (to March 23), Chair Brighton and Hove MVP 2013-2020, Lay Member South West Maternity Transformation Project Board 2019 - 2022

Natalie Whyte - Co-chair Leicester, Leicestershire & Rutland MVP 2020-2022, Midlands Regional Service User Representative

Appendix 2: Jargon buster (Explanation of Terms)

Autonomous - having the freedom to make decisions and act independently

Better Births - the report of the National Maternity Review published in 2016 which proposed a number of interlinked changes in maternity care to make it safer and more personalised.

CCG - Clinical Commissioning Group; formerly the commissioners of local NHS health services, including maternity services (but not neonatal services, health visiting or children's centres).

Chair - the presiding officer of a group or organisation, such as an MVP or LMNS.

Clinical Network - a network of specialist doctors e.g. obstetricians who collaborate to improve care in their area.

CNST - Clinical Negligence Scheme for Trusts; handles all clinical negligence claims against member NHS bodies. NHS Resolution's [Maternity Incentive Scheme](#) is designed to support safer care by giving Trusts financial incentive to achieve 10 safety actions; action 7 requires Trusts to demonstrate they 'listen to women, parents and families using maternity and neonatal services and coproduce services with users'

Co-chair - a person who shares the role of chair jointly with another or others (Co-chairs share responsibility equally unlike a chair and vice-chair - see definition of vice-chair below).

Commissioner - An organisation which holds money for NHS care and contracts with providers to provide care for a given population; for maternity care, it's the Integrated Care Board (ICB), neonatal care is currently commissioned by NHS England.

CQC - Care Quality Commission; an executive non-departmental public body of the Department of Health and Social Care, responsible for inspecting the quality and safety of health and care services

GDPR - General Data Protection Regulation, introduced in 2018 to govern how personal and/or sensitive information is processed and controlled

ICS - Integrated Care Systems; partnerships of organisations that work together to plan and deliver joined up health and care services. A total of 42 ICSs were established across England and formalised in July 2022. ICSs comprise Integrated Care Boards (ICBs) and Integrated Care Partnerships (ICPs)

Independent - free from outside control, not subject to external authority. An MVP chair should be independent of the organisations that commission and provide maternity services.

LMNS - Local Maternity and Neonatal System (previously known as a LMS, Local Maternity System), formed in response to the Better Births (2016) report. LMNSs are partnerships of local maternity and neonatal provider and commissioner organisations, who work with service users to improve local maternity and neonatal services

Maternity Transformation Programme (MTP) - a change programme led by NHS England, working through Local Maternity Systems, which aims to achieve the vision set out in Better Births. Also used to denote the team at NHSE/I who support this.

MVP or MNVP - A Maternity (and Neonatal) Voices Partnership is an NHS working group of women, birthing people and their families, commissioners and maternity service staff collaborating to review and develop local maternity care. It is led by an independent lay (service user) chair who ensures service users are represented.

Neonatal - Neonatal services care for premature and sick newborn babies: Neonatal Intensive Care (**NICU**) for highest needs, Special Care Baby Units (**SCBU**) for lower needs.

NHS Region - The NHS in England has 7 Regions which are North East and Yorkshire, North West, Midlands, East, London, South East and South West. Each has a regional maternity team who liaise with providers and clinical networks in their Region and with the national maternity team. There is also a Service User Voice rep in each region who links up the MVPs in that region.

NHSE - NHS England, which provides national leadership for the NHS in England, and comprises national departments and seven integrated regional teams

NMV - National Maternity Voices, the association of independent lay chairs of MVPs in England, which supports and networks MVPs. NMV is not a national MVP.

ODN - Neonatal Operational Delivery Network ODNs exist to ensure all babies and families requiring neonatal care receive high quality care that is accessible and fair. Each ODN comprises a group of neonatal units within a locality working together

Provider - an organisation e.g. a hospital or group of hospitals who provide health care

PPV - Patient and Public Voice. NHS PPV partners include patients/service users, carers, families, people with lived experience and other members of the public who are involved in NHS work in different ways

Safety Action 7 of the Maternity Incentive Scheme specifies aspects of working with service users, including that MVP chairs should be remunerated. (see **CNST**)

SUV rep - Service user voice representative - a representative of service users on a board, working group, or committee.

ToR - Terms of Reference; a document used and developed by MVPs to outline their guiding values, principles, roles and activities. A template is provided by NMV for MVPs to adapt for their ToR if they wish to do so.

Vice-chair - a person who assists a chair and/or acts as their deputy.

Volunteer - a person who helps a group or organisation without being paid. (MVP service user members may be volunteers, but MVP chairs and vice-chairs should not generally be described as volunteers as these are intended to be paid roles.)

Appendix 3: MVP support offer

Summary of MVP National Support planned for September 2022 - March 2023

What is the purpose of this national support?

This national support aims to support the effectiveness of local MVPs by supporting MVP chairs and members in their work. It complements local and regional support and focuses on those elements of support that can be provided most effectively at a national level.

What are the objectives for the national support offer?

The national support offer will focus on the following objectives (listed in the order of priority with which they have been raised with us by MVP members):

1. To improve the alignment of MVP resourcing with the workload of MVPs,
2. To raise awareness of MVPs amongst diverse service users and staff,
3. To provide greater clarity around expectations relating to MVPs.

Who will deliver this support and how do we know it will meet the needs of MVPs?

National Maternity Voices (NMV) has been commissioned by NHS England to co-produce and deliver this support. Having now co-produced the support offer (see [our report](#)), NMV will work collaboratively with stakeholders including MVP chairs/members and NHSE, to ensure the support is aligned to the current needs of MVPs. We will evaluate the support by asking how well MVP chairs and members feel their MVP has been supported from a national level.

What support will be provided?

We will immediately start work on the following priority projects:

- Coproduce regular national video calls for and with MVP chairs, to facilitate communication between chairs and with national decision-makers.
- Identify the key NHS staff members who have influence over MVPs and communicate to them key elements of national guidance relating to MVPs.
- Coproduce an induction process and information pack for new chairs.

Other support will include the following activity, subject to ongoing collaboration with MVP chairs and members:

- Developing a resource bank for MVPs
- Facilitating national collaboration between MVP chairs and NHSE
- Email enquiries helpdesk for MVP members and others
- Peer support, provided through existing social media channels and additionally through the NHS Futures platform.
- Continuing support for the Nova Network alongside engagement with Black, Asian and ethnic minority MVP chairs about future support
- Map of MVPs on the NMV web site
- Focused newsletters/updates for MVP chairs and members.
- Raising the national profile of MVPs - e.g. responding to requests from national organisations for MVP chairs as conference speakers or other collaboration with MVPs.
- Training for MVP chairs and multidisciplinary groups offered as a paid-for service.