

# EXECUTIVE SUMMARY

<b>PROJECT TOPIC</b>	Pennine Lancashire Volunteer Project 2017 - 2019		
<b>PREPARED BY</b>	Maggie Asquith, Volunteer Project Lead	<b>DATE</b>	31/10/2019

<b>OVERVIEW</b>	<p>The project was funded by Health Education England (HEE) with the specific aim of reviewing volunteer services across the NHS, Local Authority and Voluntary Community and Faith Sector to develop a holistic approach to supporting the Integrated Care System (ICS). Twelve organisations formed the project partnership working group, representing thousands of active volunteers deployed in Health and Social Care.</p> <p>Inspired by the ‘Five ways to wellbeing’ ethos and in line with the Lampard Report (2015) and Kings Fund Review (2018) all working group activity has been in a strong spirit of partnership and so co-production.</p>
<b>STRATEGIC AIMS</b>	<ul style="list-style-type: none"> <li>• Ensure that volunteers are consistently trained, recruited and supported in Pennine Lancashire and receive a quality volunteering experience</li> <li>• Raise the profile of volunteering and the associated benefits</li> <li>• Support communities and vulnerable people in their health and wellbeing; either directly from services or through volunteering itself</li> <li>• Ensure that appropriate support, resources and guidance is available for the management of volunteers, including sharing challenges, sharing good practice and ensuring the supporting infrastructure is fit for purpose</li> <li>• Support the future supply of the health and care workforce.</li> </ul>
<b>PROBLEMS AND SOLUTIONS</b>	<p>Voluntary services across the ICS are disparate with variations in governance and data management and there are constant tensions for VCFS organisations between internal values, their <i>raison d’être</i> and the need to work in the environment of external stakeholders to attract funding. There are contradictory expectations, financial constraints and now the massive change in service delivery as the ICS, culture and people must merge and deliver new ways of working, together.</p> <p>Against this backdrop, the main drivers for change are a lack of standardisation in the management, training and deployment of volunteers and the imperative need to support the emerging ICS priorities. The project workstreams focused on pragmatic solutions underpinned by strong partnership.</p>
<b>SUMMARY OF REPORT</b>	<p>Key achievements:</p> <ol style="list-style-type: none"> <li>1. The <b><i>Pennine Lancashire Volunteer Strategy</i></b> was launched in August 2018 and widely shared across the Integrated Care Partnership setting out five strategic aims and eight workstreams.</li> <li>2. <b><i>Volunteer Learning Passport</i></b>. The passport comprises fifteen mandatory e-learning modules which are aligned to nine Volunteer Certificate Standards forming a national volunteer framework. The modules were co-designed with partner organisations to high quality standards; they are portable and freely accessible for all volunteers.</li> <li>3. <b><i>Learning and Development for Volunteer Managers</i></b>. Learning needs were identified and delivered through workshops and e-surveys. Workshop delegates represented some 35 different Health &amp; Social Care organisations. Evaluation data has helped shape future learning and development events.</li> <li>4. A <b><i>Volunteers into Health &amp; Social Care Scheme</i></b>’ is being developed in partnership with DWP to facilitate access to volunteering and ultimately work for people requiring specialist support.</li> <li>5. <b><i>Develop Digital Infrastructure</i></b>. A service level agreement was implemented to transfer volunteer records from East Lancashire Hospital NHS Trust to Lancashire Volunteer Partnership (a public sector hub). This has completely transformed volunteer services delivery by enabling detailed reporting on volunteer deployment, training compliance and safer recruitment. Efficiency gains are estimated at 50% and social value has been calculated at £10 for every £1 of investment.</li> <li>6. <b><i>Volunteer Peer Support Guidance</i></b>. Following extensive research and in line with good practice a guidance document for Pennine Lancashire to support volunteer peer support working (VPSW) has been produced.</li> <li>7. <b><i>Recognising Pennine Lancashire Volunteers Guidance</i></b>. There are many ways (and pitfalls) around how volunteers are thanked for the time they give. The NCVO survey (January 2019) indicated that the main reasons for volunteering were not about reward, but about improved health and wellbeing from ‘giving’. Generic guidance has been produced.</li> </ol>
<b>CHALLENGES</b>	<p>There is a need to <b><i>‘Change the Tune’</i></b> based on current thinking that organisations who use volunteers would benefit from <b><i>thinking more strategically</i></b> about integration and that there can sometimes be an understandable prioritisation of <b><i>fund-raising over friend-raising</i></b>. Volunteer-led organisations need stable financial support to focus on developing partnerships which attract income. There is also the notion that it takes <b><i>a whole village to raise a child</i></b>. Volunteer Managers can only realise the full potential of effective volunteer engagement if that responsibility sits with the entire staff team and all stake holders. That village is more likely to see the full benefits of volunteers in their community.</p> <p>Part of the issue is that we tend to talk about the voluntary sector as though a homogeneous group and a challenge is</p>

to chunk it up into more meaningful clusters that reflect the distinctions between organisation-led and volunteer-led services and by funding type. This will help to focus future research and development.

**CONCLUSION**

In the 'Road Ahead' (NCVO January 2019) we are reminded that for the VCFS, despite the phase of decided uncertainty that our country enters, the key message is that the VCFS will be critical in holding the order together in the short term, and finding solutions to renewing and reforming to ensure its survival in the long term. The health and social care sector have high expectations of the voluntary sector and want to see a reflection of their values in everything they do. Meeting these expectations and demonstrably raising their standards will continue to be one of the most important steps to take over the coming years. How the VCFS go about making a difference will be just as important as what that difference is. This project has only skimmed the surface of all that could be done to support integration of volunteering into Health & Social Care within the ICS, however indicators suggest many exciting possibilities.

**To read the full report click <here>**