

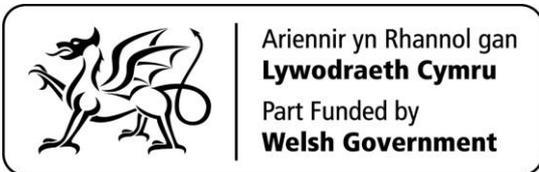
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Helpforce Cymru

End of Year report (2020-21)

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Appendix 1 Activities and progress- by quarter

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1 Original Objectives

The aims of the post, as set out the Helpforce Cymru Manager job description are:

“To plan and oversee the delivery of a programme of activity which will increase the effective involvement of volunteers in health and social care in primary and secondary care settings, and to be the primary link between Helpforce activity in Wales, Helpforce UK and the Wales Steering Group.

To develop the evidence base around volunteering practice in health and social care for use by planners and decision makers and to contribute positive stories of impact to the changing narrative around health and social care in Wales.”

2 Progress against the workplan 2020-21

This report relates to the second year of the funded post. As such it follows on from (and aims not to duplicate) the end of year 1 report dated April 2020.

Further detail of activity on a quarterly basis is given in Appendix 1.

2.1 DEVELOPING PRACTICE AND INNOVATION

End of life care pilot projects

2.1.1 Last year we reported that two projects (at Aneurin Bevan UHB and Hywel Dda UHB) were underway, with a grant agreement, steering group and action plans in place; a third (Powys THB) was behind schedule due to capacity issues. Projects were formally paused for a four month period, by agreement across the UK, once the Covid-19 pandemic began.

Despite the challenges of Covid-19, which has meant restrictions on access to wards and the unavailability of many volunteers due to their personal health risk, as well as lockdown, hygiene and social distancing requirements, all three projects were up and running by the end of 2020.

2.1.2 ABUHB continued with plans for companion volunteers on the wards. It has funded and recruited a clinical skills trainer/supervisor to support the work, including to provide ongoing training and support for volunteers.

Methods of recruitment and training have been adapted to take place mainly by virtual means and flexible plans put in place to manage the changing risks of Covid-19.

2.1.3 HDUHB changed its model from a ward based to a virtual service. The appointed volunteer coordinator went on long term sickness absence and two third sector facilitators, already employed by the HB but unable to carry out previous duties due to Covid-19, were redeployed to assist this project.

I pads were acquired and set up for ease of use and to comply with information governance requirements. Volunteers are recruited and inducted through the volunteering department, with specialist training and ongoing support from the palliative care team.

2.1.4 In PTHB responsibility for volunteering passed from the nursing directorate to the workforce and organisational development department in June. So a new team was at the helm to develop the draft project plans.

A proposal for a virtual volunteer service was rapidly developed to support end of life patients in three community hospitals in South Powys and this was approved for grant funding in August. The volunteer coordinator took up post late December.

2.1.5 Impact and insight plans have been discussed and agreed with all three projects, who are now inputting data monthly into Helpforce Impact Reporting system. A UK wide initial survey has been completed and analysed to give a baseline summary of the views and expectations of key stakeholders in the projects. A theory of change has been developed for each project.

2.1.6 A significant challenge for all projects has been establishing regular referrals. Remedial measures include increasing engagement with staff and increased personal presence on the wards to proactively identify suitable referrals.

Friend in need (Age Cymru)

2.1.7 Age Cymru has been supported by Welsh Government to develop and launch a volunteer telephone befriending service to address the

additional anticipated support needs of older people during the Covid-19 pandemic.

We have supported the project as member of the steering group and on a grant panel. Funding applications were approved for local authorities to develop local activity to complement the national telephone service.

Volunteering in Care Homes

2.1.8 In response to a request from the Care Inspectorate Wales we explored how to address the need for more volunteers in care homes to support residents' contact with family and loved ones – both face to face and digitally. We arranged consultation with key stakeholders and proposed a way forward. WG has agreed to fund a proposal developed with Age Cymru which will address the immediate need for visiting support and also develop a national protocol and guidance to enable development of volunteering in care homes more generally. The project runs from March to December 2021.

2.2 LEARNING AND SHARING

Volunteering response to Covid-19

2.2.1 A web event [‘Different futures: building on the community response to Covid-19’](#) was organised as part of a series of WCVA events and attracted 120 participants.

Another, [‘Volunteering to support the NHS – looking forward in the light of Covid-19’](#) was organised with Welsh Government to stimulate more strategic thinking about the role of volunteering in supporting our health services.

2.2.2 Case studies on volunteering during the pandemic were invited from local authorities, health boards, CVCs and third sector organisations and more than 50 submissions received. We have used those relating particularly to health and care services as published case studies, cited in blogs and presentations. Others have been used in a joint research study carried out by Wales Centre for Public Policy with WCVA.

Guidance on Covid-19 and volunteering

2.2.3 Guidance was produced for different sectors as the pandemic developed, including for social care, NHS, CVCs, local authorities, volunteers and informal community organisations. In particular, a [podcast](#) and [information sheet](#) on 'volunteering as we ease out of lockdown'.

UK and Wales networks

2.2.4 We have represented Wales at UK meetings including Helpforce webinars, NCVO stakeholder events, the UK Volunteering Task and Finish Group and contributed to workstreams on sustaining the community action response, coordinated by the Eden Project Communities. In Wales we have linked with networks including NHS Volunteer Managers Network, SCW Resilience Forum, Compassionate Cymru and various TSSW and TSPC networks.

Videos, case studies and blogs

2.2.5 Interviews filmed with five stakeholders following the launch of the '[Wales TUC/WCVA Charter for strengthening relationships between paid workers and volunteers](#)' have been published [here](#).

2.2.6 Three short videos were made, in partnership Welsh Government, to illustrate principles outlined in [A Healthier Wales](#):

- [Pembrokeshire Intermediate Voluntary Organisations Team](#) (video and case study)
- [Action on Hearing Loss](#) (video and case study)
- [How volunteers are supporting health and social care in Wales](#) (video)

2.2.7 [Case studies](#) and [blogs](#) have been added to the Helpforce Cymru website.

2.3 DEVELOPING VOLUNTEERING PATHWAYS

Volunteer Learning Hub

2.3.1 The [national learning hub for volunteering](#), developed by Helpforce, is now the responsibility of Health Education England. Following a full review and discussion with Wales stakeholders, we conclude that the navigation and content of the site cannot realistically

work well for Wales. We will aim instead to host the existing [standards for volunteers in health and care](#), together with links to relevant learning resources, on a suitable alternative site.

2.4 BUILDING AN EVIDENCE BASE

Supporting research and other projects

2.4.1 A joint presentation with Wales Centre for Public Policy was given at the Voluntary Sector Studies Network research conference on volunteering response to Covid-19 and a [blog](#) published.

2.4.2 There have been opportunities to support research and other studies in Wales and elsewhere in the UK on volunteering, community response and Covid-19. Amongst them the [Mobilising Volunteers Effectively project](#) (Universities of Sheffield, Hull and Leeds), volunteering research by Public Health Wales and feasibility studies relating to volunteering in Powys and to volunteering in social care in Flintshire.

2.4.3 Evidence was presented to the Welsh Government Equalities, Local Government and Communities committee enquiry into the [Impact of Covid 19 on the voluntary sector](#).

Evaluation of end of life care project

2.4.4 Extensive work with the three project teams (see 2.1.2 to 2.1.4), Helpforce and Marie Curie, to develop evaluation measures and data collection methods. Due to Covid-19 related delays and the shortened delivery stage of the projects, the anticipated data available will be reduced and evaluation is being adapted to focus more on the qualitative experience.

2.5 INFLUENCING STRATEGIC PLANNING

Developing a framework for volunteering in health and social care

2.5.1 Funding from the Welsh Government Coronavirus Recovery Volunteering grant supported a project to develop a framework for volunteering in health and social care in Wales. Helpforce Cymru/WCVA worked in partnership with Social Care Wales, Bevan Commission and Richard Newton Consulting to co-produce with stakeholders an

interactive pdf online resource to support different audiences (ie commissioners/decision makers, delivery organisations, community groups, infrastructure bodies) to explore key considerations concerning the planning, development and integration of volunteering as part of the wider landscape of health and care services. The resource is currently at design stage. A full report on the project will be available by July.

Helpforce Burdett Clinical Collaborative (HBCC)

2.5.2. This UK funded project has been re-designed and is expected to involve Helpforce Cymru and activity in Wales in 2022-23.

3 BUDGET

A summary of the project budget and expenditure for the two year period is shown in Appendix B.

Income

3.1 75k which was originally approved by Welsh Government for new pilot projects in 2020/21 has, by agreement, been repurposed to meet shortfalls experienced by Wales end of life care projects and to continue the Helpforce Cymru Manager post beyond March 2021.

3.2 20k received from Helpforce for this year, of which a small underspend will, with permission, be carried forward to 2021/22.

Expenditure

3.3 Since Covid-19, meeting and travel costs have reduced to nil, leaving an underspend in this budget area.

3.4 Staff time relating to the Coronavirus Recovery Volunteering grant (see 2.5.1) was included in the budget for that project, which further increased the underspend in the Helpforce Cymru budget this year.

4 GOVERNANCE

4.1 Helpforce Cymru steering group met in May, September and January by Microsoft Teams and catchup conversations are held in between meetings with the co-chairs. An expanded membership of the steering group served as a reference group for the coronavirus recovery

volunteering grant funded project (see 2.5.1) and met three times in February/March 2021.

4.2 The nature of the partnership with Helpforce was reviewed as the two year funding commitment draws to an end. The work continues in Wales, supported with continued funding from Welsh Government (plus an underspend from Helpforce 2020/21 grant which will be carried forward). It is envisaged that we continue to work closely with Helpforce on the End of Life care projects and on similar opportunities for joint project work that arise in the future. We will continue to benefit from maintaining mutual contact for information sharing and support.