

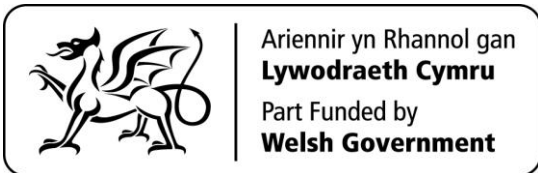
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Helpforce Cymru

End of Year report (2021 - 22)

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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 follows on from (and aims not to duplicate) the end of year 2 report dated April 2021.

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

2.1 DEVELOPING PRACTICE AND INNOVATION

End of life care pilot projects

2.1.1 The UK wide, volunteering and end of life care Helpforce/Marie Curie programme formally ended in July. We have worked with the 3 Wales pilot projects to capture the data and learning in the best possible way and in a shareable format.

2.1.2 Published outputs from the project are:

- [Helpforce report on the project as a whole](#)
- [Service guide \(Aneurin Bevan UHB\)](#)
- [Service overview \(Powys THB\)](#)
- [Service overview \(Hywel Dda UHB\)](#)
- [Project story \(Hywel Dda UHB\)](#)
- [Project Story \(Aneurin Bevan UHB\)](#)
- [Project story \(Powys THB\)](#)
- [Case study: End of life companion \(Aneurin Bevan UHB\)](#)

- Blog: [Companion volunteers in the end of life care](#)
- Blog: [Being Rock – volunteers’ role in end of life care](#)

2.1.4 All three Wales projects aim to adapt their pilot to continue on a sustainable basis, according to the local vision, need, related services and capacity.

2.1.5 ABUHB continue to recruit and train end of life care companion (EoLC) volunteers, as part of a suite of befriending roles available; 45 volunteers have been trained and 19 of these are currently active. Face to face meeting with patients takes place, in non Covid wards and with PPE (mask, apron, gloves). The service is available across the entire Health Board but referrals are still slow. EoLC Volunteers are on the wards as general befrienders and proactively seek end of life referrals. The EoL training for volunteers is now being made available also to staff.

2.1.6 PTHB is focussing on developing a more generic Healthcare Support Volunteer role, which will incorporate best practice and feedback from the End of Life care pilot.

2.1.7 An end of life volunteer companion project is now being set up on a pilot basis at Ty Olwen, Swansea Bay UHB, with recruitment due to begin by the end of March 2022.

2.1.8 Helpforce Cymru is on the strategic core group of [Compassionate Cymru](#) which is working to improved the way in which people care, die and grieve.

Friend in Need (Age Cymru)

2.1.9 The Wales wide telephone friendship service '[Friend in Need](#)' began as a national response to need during Covid 19. Volunteers are continually being recruited and trained to meet the ongoing demands for the service, with 164 volunteers now supporting 221 older people each month. Volunteers have been offered bereavement awareness sessions (in partnership with Marie Curie) to extend their skills and experience.

2.1.10 Helpforce Cymru joined a WG grant panel to award funding to local authorities for projects that complement the Friend in Need service. A case study was written on one grant recipient: [Reconnect –](#)

[reaching out to keep in touch in Merthyr](#). We subsequently took part in a grant panel awarding grants from the [loneliness and social isolation fund 2021-2024](#) to local authorities and CVCs, working in partnership.

Volunteering in Care Homes

2.1.11 In response to an approach from the Deputy Care Inspector during Covid 19, we supported Age Cymru to pilot a model of volunteering within care homes and develop guidance to enable this to happen more widely across Wales. The focus was on enabling families to maintain contact with residents either in person or digitally.

2.1.12 A further pilot project on volunteering in care homes was carried out by FLVC with funding initially from the Welsh Government Coronavirus recovery grant for volunteering. We have enabled mutual conversation and learning between the two projects and facilitated events during Gofod 3 (June 2021) and in January 2022, allowing both projects to engage with wider stakeholders.

2.1.13 Published outputs from this project are:

- [Age Cymru project report](#)
- [Toolkit resource](#)
- [Visual notes from Gofod 3 workshop](#)
- Blog: [Volunteering in care homes](#)

2.2 LEARNING AND SHARING

2.2.1 A paper [the Spectrum of Volunteering](#), was produced with and published by Eden Project Communities, highlighting the value of informal and formal volunteers in community wellbeing support. Helpforce Cymru developed and published an accompanying [discussion sheet](#) to encourage thinking about risk and proportionate risk management.

2.2.2 Two sessions were held at [Gofod 3](#). One on volunteering and care homes, referred to above (see 2.1.10). The other was the launch of the [Volunteering Framework for Health and Social Care](#) (see 2.5) which included [video input](#) from Eluned Morgan, Minister for Health and Social Services.

2.2.3 Helpforce Cymru and Compassionate Cymru put on a joint online event for Dying Matters Week, including input from the three Wales end of life care and volunteering pilots (see 2.1.1).

2.2.4 A celebratory Helpforce event in January, with representatives from four nations and from National Lottery Community Fund marked the changed relationship between Helpforce and devolved nations. A [powerpoint presentation](#) summarises the key activity and achievements over 2 years in Wales.

2.2.5 Two volunteering conferences in March: the first '*Volunteering during the pandemic, getting the full picture*' focussed on research and sought to identify policy implications to inform the work of the new Volunteering Cross Sectoral Leadership Group.

2.2.6 The second '*Volunteering beyond the pandemic – collaborative approaches*' drew on the experiences of a number of grant funded projects which have demonstrated collaborative developments in volunteering. Workshops focussed on four themes which were identified in the [Volunteering Framework](#) project (see 2.5.1) as being strategically important. These were: shared volunteer recruitment processes, shared volunteer learning provision, mobilising volunteers for emergencies and integrating volunteering into service design.

A report on the two conferences and professional visual notes will be produced.

2.2.7 In addition to blogs mentioned elsewhere on [Volunteering and end of life care](#) and the [Framework to 'hardwire' volunteering into health and social care](#), we published the following:

- Blog: [Are volunteers part of the workforce?](#)
- Blog: [Volunteer passports – do we need them?](#)
- Blog: [Living with Covid 19 – risks, rights and volunteers](#)
- Case study: [Volunteers' vital role within integrated local mental health services](#) (submitted in response to the consultation on the mental health workforce strategy)
- Blog: [We can unlock the power of volunteering](#) (written for and published by Welsh NHS Confederation)

2.3 DEVELOPING VOLUNTEERING PATHWAYS

Standards and learning resources for volunteers in health and care

2.3.1 Development and publication of an information sheet on the TSSW Knowledge hub: [Volunteering in health and social care: standards and learning resources](#).

Volunteer to Career project

2.3.2 A pilot project proposal was developed with Helpforce and Bevan Commission and launched in August, adapted from the programme underway in England. It aims to support NHS clinical leaders to develop purposeful volunteering roles and at the same time work with colleagues in the wider organisation, creating pathways for volunteers to explore career interests in health and social care.

2.3.3 An introductory session was held in September and conversations held with interested parties. One project, with Aneurin Bevan UHB, has been approved and is due to begin in April, supported by funding from Burdett Nursing Trust. Meanwhile initial meetings have been held with Helpforce and a baseline self assessment is being completed by the HB.

2.4 BUILDING AN EVIDENCE BASE

2.4.1 Evaluation of end of life care pilot projects See 2.1.1

2.4.2 Helpforce Cymru has become a research partner for the [Actif – volunteer ‘buddy’ scheme to support older adults](#); (Active Connected Engaged) undertaken by a collaboration of research partners including Cardiff Met University. It is a 3 year, randomised controlled study on 3 sites (Stoke on Trent, Manchester, Cardiff) to explore ‘how does a volunteer-led ageing programme work and is it value for money?’

2.4.3 Helpforce UK, Helpforce Cymru and FLVC are in conversation about resourcing a 12 month evaluation of the impact of volunteering in care homes, based on the FLVC project (see 2.1.7) which continues to grow, drawing also on wider experience and evidence from projects to date and with a view to Wales wide dissemination of successful practice.

2.5 INFLUENCING STRATEGIC PLANNING

Developing a framework for volunteering in health and social care

2.5.1 An [interactive Framework](#) has been developed and published on WCVA and also on project partners' websites (Bevan Commission, Social Care Wales).

2.5.2 A report was submitted to Welsh Government outlining some recommendations arising from the project which are beyond the gift of any single organisation to deliver; they require a national and concerted approach.

2.5.3 Researchers from the [MoVE project](#) are working with Welsh Government to capture learning from grant funded coronavirus recovery grant projects and produced a case study of this project, based on a series of focus groups

2.5.2 Published outcomes of this project:

- [Volunteering framework for health and social care](#)
- [Helpforce Case study - Volunteering Framework](#)
- Blog: [Framework to 'hardwire' volunteering into health and social care](#)

Consultations

2.5.3 A [response](#) has been submitted to the SCW/HEIW [consultation on the Mental Health workforce plan for health and social care](#) . To this end, a case study has been prepared to illustrate the role of volunteers within the wider workforce: [Volunteers' vital role within integrated local mental health services](#).

3 BUDGET

A summary of the project budget and expenditure for the 12 month period is shown in Appendix B.

Income

3.3 The annual budget of £76,265 for 2021/22 comprises 62.5K from Welsh Government, carried forward with permission from 2020/21, and £13,765 carried forward with permission from the 2020/21 Helpforce grant.

Expenditure

3.4 Expenditure includes £3630 consultancy fees relating to the publication of the Framework for volunteering, (additional to the WG grant which covered activity up to March 2021) and £900 design costs for the information sheet on 'Standards and learning resources'. Visual notes have been commissioned for the four workshops held at our event on March 10th, at a cost of £2,200 +VAT. Subscription to Voluntary Sector Studies Network cost £210.

4 GOVERNANCE

4.1 Helpforce Cymru met in April, October and January and catchup conversations are held in between meetings with the co-chairs. Revised terms of reference were agreed in April, reflecting the changed relationship with Helpforce UK and the membership was widened.

Appendix A

Activities and progress against workplan objectives - by quarter

Theme		Objectives	Target	Progress
Developing practice and innovation	1a	Development of volunteering in care homes (with Age Cymru)	<ul style="list-style-type: none"> - National framework published - Sustainable - Continuation of pilot work 	<p>Q1 steering group established; 7 pilot homes on board; Gofod 3 event to engage with wider stakeholders</p> <p>Q2 Steering gp August; researched evaluation approaches; established a wider network of interested stakeholders</p> <p>Q4 engagement event with 2 pilot projects and stakeholders</p> <p>Age Cymru report – summarised as blog</p>
	1b	Pursue national developments arising from 5a to support volunteering practice	<ul style="list-style-type: none"> - Progress project report - recommendations 	<p>Q2 Recommendations report submitted to WG</p> <p>Q3 focus groups and case study by MoVE researchers</p> <p>Q4 conference with workshops exploring themes of report recommendations</p>
	1c	Contribute to strategic planning of Compassionate Cymru	<ul style="list-style-type: none"> - Connection with existing and new volunteering (eg link with 4a) 	<p>Q1 Dying Matters Awareness Week event, featuring End Life pilot projects .</p> <p>Q1 – 4 Core group and Steering group meetings</p>
	1d	Provide strategic and developmental support for Health and Social care volunteering programmes	<ul style="list-style-type: none"> - [Reactive] 	<p>Q1 Response to AVOW consultants review</p> <p>-support for ReACT to engage with emergency planning</p> <p>Q2 conversations with strategic grant applicants</p> <p>Q3 Loneliness and isolation WG grants panel</p> <p>-Researching options for winter pressures support from third sector</p> <p>Q4 advised re volunteering content mental health workforce consultation</p> <ul style="list-style-type: none"> - CCAWS case study - Strategic conversations with SW Police and with Colegau Cymru
Learning and Sharing	2a	Identify and showcase existing good practice	<ul style="list-style-type: none"> - 4 newsletters - 4 blogs 	<p>Newsletters: April, October, January</p> <p>Q1-Blog on volunteering and end of life care</p> <ul style="list-style-type: none"> - Gofod 3 event on care homes and volunteering <p>Q2 Spectrum of volunteering info sheet and discussion paper published</p> <p>-2 year end of project UK celebration event with Big Lottery and Helpforce (Sept)</p> <p>-Blog based on Vol Framework launch</p>

				<p>Q3 Blog – Companion vols and EOL care -blog for Welsh NHS Confederation -Blog ‘Are volunteers part of the workforce?’ Q4 Blog: Care homes and volunteering -Blog Living with Covid 19 – risks, rights and volunteers -article for Early years Wales -Case study CCAWS -Case study Reconnect 50+ -Case study ABUHB companion volunteer</p>
	2b	Engagement with NHS, Social care, TSSW, UK and Third sector networks	- 12 network meetings	<p>Q1 H& SC leads (June); written update for VPN Q2 VWN (July) H&SC (July, Aug); NHS vol managers (Aug) Q3 input to Local Authority Vol Leads meeting Q3/Q4 catch up with HEIW -Volunteer Practitioner Network meetings</p>
Developing volunteering pathways	3a	Explore, with SCW, HEIW and other partners, opportunities to develop volunteer pathways	- Volunteer standards and identified resources accessible for Wales	<p>Q1 Agreed to host on TSSW hub. Q2 development of info sheet on volunteer standards and learning resources Q3 information sheet published on TSSW Knowledge hub</p>
	3b	Support development of Powys school of volunteering	- Plans link in with wider resources and needs	<p>Q1 2 workshops with Powys consultants Q4 steering group meeting</p>
	3c	Support Burdett funded Helpforce activity on ‘volunteer to career’	- Explore learning and practical relevance for Wales	<p>Q2 Vol to career proposal developed, budgeted and agreed by all parties. Initial publicity Q3 introductory session. -ABUHB project accepted Q4 initial project meetings</p>
Building an evidence base	4a	Support evaluation and learning from EOL pilot projects	<ul style="list-style-type: none"> - Written evaluation for UK and individual projects - Learning shared - Projects continuing 	<p>Q1 addressing individual project issues -UK cohort meetings (eg on ‘packaging’ May) -3 projects inputted to Dying Matters Awareness Week event Q2 – final data and ‘packaging info’ submitted by projects. -Conversations about development and sustainability of projects</p>

				<p>Q3 Project stories shared (Helpforce Cymru meeting)</p> <ul style="list-style-type: none"> -Helpforce report launch -various project outputs published <p>Q4 Powys case study published</p> <ul style="list-style-type: none"> -ABUHB case study
	4b	Explore possibility of other Helpforce joint project	- Proposal and funding in place	<p>Q1 initial UK conversation about 'volunteering at point of diagnosis' project- many issues identified</p> <p>Q2 – see volunteer to career (3c)</p>
	4c	Support relevant research projects	- Research outputs relevant to Wales	<p>Q1 VSSN (Voluntary Sector Studies Network) round table (May)</p> <p>Q2 working with Uni Hull on case study evaluation of the Vol Framework project – including focus groups</p> <ul style="list-style-type: none"> -Discussion and publicity of WCPP/WCVA research <p>Q3 Mobilising Voluntary Action research dissemination event</p> <p>Q4 Volunteering during the pandemic – research focussed conference</p> <ul style="list-style-type: none"> -Actif project stakeholder workshop/advisory group
Influencing strategic planning	5a	Volunteering Framework for health and social care	<ul style="list-style-type: none"> - Project resource shared - Recommendations followed up 	<p>Q1 Framework text finalised; videos sourced; comms prepared; launch at Gofod 3</p> <ul style="list-style-type: none"> -Presentations to National Commissioning Board and H&SC leads <p>Q2 presentation to VWN (July), Senedd Research team</p> <ul style="list-style-type: none"> -Framework accessibility issues addressed and published (Aug)
			-	<p>Q3 Blog for Welsh NHS confederation</p> <p>Q4 Conference on Volunteering practice - collaborative approaches – raising profile of the Framework</p>

	5b	Strengthening infrastructures	<ul style="list-style-type: none"> - Health/care input to new WG volunteering partnership - Volunteering recognised in NHS awards - Volunteering recognised through Bevan exemplars 	<p>Q1 Helpforce Cymru refreshed TOR and membership and revised webpage</p> <p>-Meeting WG re future of Vol grants.</p> <p>-Discussed possible volunteer awards with PHW (April)</p> <p>Q2 initial conversations with 10 potential applicants for strategic grant</p> <p>Q 3 and 4 VPN meetings with Volunteer centres and Tempo Time Credits</p> <p>-Proposal to WG re future funding</p> <p>Q4 Welsh language Theory of Change workshops</p>
Consultation responses	5c	Contribute volunteering perspective to relevant consultations	- 4 responses	<p>Q1- Response to WG Bereavement framework</p> <p>-Contributed to WCVA response to law commission consultation on Volunteering and Covid 19</p> <p>Q2 contributed to WCVA responses on Rebalancing Care and on 6th Senedd H and C priorities</p> <p>Q4 contribution and response to mental health workforce consultation</p>

Appendix B – Budget

	Budget (full year)	Actual 2021- 2022
<u>Income</u>		
Brought Forward	76,265	76,265
TOTAL	76,265	76,265
<u>Expenditure -</u>		
Salaries and Oncosts	51,586	51,168
Travel, Subsistence & Welfare	2,000	100
Staff Training	500	254
Meetings & Conferences	1,000	1,090
Translation Costs	3,500	3,680
Central Overheads*	12,500	12,399
Design and printing, VSSN membership	5,179	7,572
TOTALS	76,265	76,264
<p>* this includes photocopying, stationery, rent and rates, light, heat and power, and recharged office costs and is debited from staff posts on a flat rate basis</p>		