

DEVELOPING VOLUNTEERING WITHIN SOCIAL SERVICES-FLINTSHIRE CVC (FLVC)



COVID 19 REQUIRED US TO FIND ALTERNATIVE SERVICE MODELS. WE BUILT SOMETHING SUSTAINABLE FOR THE FUTURE.



CARE HOMES WERE INTERESTED IN DEVELOPING VOLUNTEERING 5 YEARS AGO BUT LACKED RESOURCES

TAKES TRUST IN THE VOLUNTARY SECTOR, TIME & RESOURCE TO BE ABLE

TO **BEND** AND **FLX**

WE'VE BUILT UP OUR EXPERTISE, RESOURCES AND A GOOD RELATIONSHIP WITH THE LOCAL AUTHORITY. OVER THE YEARS E.G.

WE'D ALREADY DEVELOPED A **VOLUNTEER SKILLS COURSE**



DENBIGHSHIRE C.C. LOCALITY TEAM

TRADITIONAL SERVICES WERE UNABLE TO KEEP UP WITH DEMAND IN THE PANDEMIC.



WE KNOW **FACE-TO-FACE** IMPROVES WELLBEING, AND SO MANY OTHER POSITIVE OUTCOMES

HELPED TO SEE SERVICES FROM CARERS' PERSPECTIVE E.G. THEY MAY NOT WANT A 'SITTING SERVICE', BUT OK FOR DAD TO BE TAKEN OUT TO PLAY GOLF...



GREAT FEEDBACK

FROM FAMILY MEMBERS, MANAGERS SEE THE BENEFIT, & PEOPLE ARE MORE **OPEN**

WE ASKED VOLUNTEERS FROM COMMUNITY TO HELP WITH 'LOW LEVEL' TASKS, WE NOW KNOW THEIR ROLE IS

HIGH VALUE

VOLUNTEERS ENJOYED IT SO MUCH THAT SOME WENT ON TO EXTRA TRAINING/WORK FOR THE L.A. ALSO, WE HAVE ENCOURAGED YOUNGER PEOPLE TO WORK WITH US.



BETTER CONNECTIONS + COMMUNICATIONS



WE LISTENED TO WHAT LOCALITIES NEED

WcVA
CgGC

helplu
helpforce

VOLUNTEERING BEYOND THE PANDEMIC

INTEGRATING VOLUNTEERING IN SERVICE DESIGN

MONMOUTHSHIRE VOLUNTEERING FOR WELLBEING PROGRAMME

- ➔ BEGAN WITH A 2011 LOTTERY FUNDED BEFRIENDING PROJECT
- ➔ LOCAL AUTHORITY LIKED OUR MODEL AND WANTED IT!
- ➔ IT TOOK MANY RISK AND SAFETY MEETINGS...



PRESENTING THE PROJECT TOGETHER HAS GREATER IMPACT.

WE INNOVATE TOGETHER VOLUNTEERING IS ALWAYS INTEGRAL.

BEING FRIENDLY & PRACTICAL

ENABLING PEOPLE TO GET INVOLVED

HAVING A 'CAN DO' ATTITUDE

ENABLERS FOR INTEGRATING VOLUNTEERS INTO SERVICE DESIGN

1. SUPPORTIVE LEADERS

SHARED LEADERSHIP - POWER OF SMALL GROUPS OF PEOPLE FROM DIFFERENT ORG.



NEED TO RE/EDUCATE SENIOR SERVICE PLANNERS TO TAKE A

CO-PRODUCTIVE APPROACH



BE OPEN TO FRIENDLY CHALLENGE E.G. JARGON

2. TRUSTED + EQUITABLE RELATIONSHIPS

SHARED RESPONSIBILITY AND RECOGNISING **OPPORTUNITIES** TO WORK TOGETHER

INTEGRATED MEANS... **EVERYBODY!**

COMMUNITY, VOLUNTARY & STATUTORY SECTORS



HOLDING THE MONEY SHOULDN'T MEAN

HOLDING THE POWER

DENBIGHSHIRE C.C. HAVE 'PEER FORUMS' RATHER THAN FUNDING PANELS.

3. PERMISSIVE POLICY ACTS AS A POSITIVE LEVER



NEED A CLEAR MANDATE, STAFF WHO WORKED WITH VOLUNTEERS DURING COVID NOW DO SO 'UNDER THE RADAR'



FUNDERS LET PEOPLE **WORK FLEXIBLY** DURING COVID, LEFT A LEGACY OF **TRUST** IN VOLUNTARY SECTOR - **SHOULDN'T LET THIS GO!**

ALL LEVELS INCL. PLANNING & DESIGN **CREATIVE THINKING**

4. PEOPLE WHO 'GET IT'

VISION FOR VOLUNTEERING IN HEALTH & SOCIAL CARE

LESS RISK AVERSION DURING COVID - MUSTN'T GO BACK TO **OLD WAYS OF WORKING**



VOLUNTEERING TO REDUCE THE HEALTH **AND** INEQUALITIES

