

Volunteer to Career Evaluation Report

Alder Hey Children's NHS Foundation Trust - September 2022

Executive Summary

The Volunteer to Career (VTC) programme is designed to support volunteers to pursue a career in health and care. Funded by the Burdett Trust for Nursing, Helpforce has worked alongside several NHS Trusts to set up and implement volunteering projects which incorporate career pathways for volunteers.

The overarching strategic aim of the programme is to positively impact NHS workforce recruitment needs at a local level through the design of VTC initiatives. By supporting individual volunteers to gain experience that aligns with their career goals, the programme enables them to explore their health and care career interests, whilst simultaneously building a skilled potential workforce for the NHS. This is achieved through the delivery of a series of projects led by selected clinical leaders based on local clinical workforce needs.

Alder Hey Children's NHS Foundation Trust ran a child play volunteer project, as part of the VTC programme, between September 2021 and July 2022. Thirteen volunteers were recruited to the project and were provided with support through a career pathway alongside undertaking their volunteering role. 1 individual left earlier than expected due to personal reasons and 9 individuals completed the programme. The programme continues within the Trust, with 3 individuals still participating in the VTC pathway.

During the programme, Alder Hey Children's NHS Foundation Trust did face challenges when the clinical lead left during the course of the programme. This resulted in extra responsibilities for the volunteer manager and health play specialists. Although initially it threw up problems, it actually resulted in a closer relationship within the teams and a dedication to offer the best opportunities for our volunteers. This relationship continues and allows us to develop our volunteer play support role further as a permanent role.

This report sets out key insights related to the Alder Hey project. The evaluation sought to answer three key questions: what was the impact of the Volunteer to Career programme on corporate behaviours towards volunteering, in supporting individual volunteers to progress towards a career in health and care, and on front line staff members' view of volunteer services.

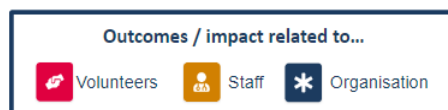
What is the impact of the Volunteer to Career programme on corporate behaviours towards volunteering?

At the beginning and end of the VTC programme, the Alder Hey Children's NHS Foundation Trust completed a self assessment process to determine how embedded the volunteering

agenda was within the Trust. Improvement in the scores demonstrates that the Trust has developed and further integrated the volunteering agenda, encouraging strategic and operational change. The programme has also resulted in improved partnerships with local voluntary services, education and employment providers.

Through a pre and post programme assessment, findings suggest...

18%  improvement in the overall score for volunteering services.



When considering the impact the programme has made for volunteering within the Trust, the Patient Experience Quality Lead at Alder Hey reports...



"It's evident through this report that the Volunteer to Career programme has made a massive impact. It has shown how volunteer resources can improve the experience of our children/young people, staff and volunteers themselves. The long term vision of a sustainable NHS workforce through volunteers who represent our values is now becoming embedded within the Trust and the Volunteer to Career programme will continue."

Patient Experience Quality Lead

What is the impact of the Volunteer to Career programme in supporting individual volunteers to progress towards a career in health and care?

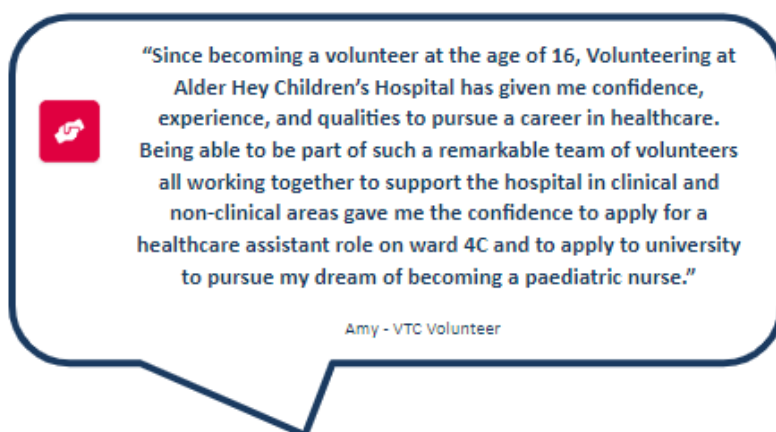
To evaluate the success of the project in helping volunteers move towards a career in health and care, we have looked at how levels of interest and confidence have changed as well as at

successful progress into jobs or further education related to health and care. Through the Alder Hey Children's NHS Foundation Trust's VTC project...



The project has, therefore, not only resulted in confirmation of health and care career goals for volunteers, but for some has resulted in employment within the sector.

Amy, one of the VTC volunteers, was introduced to volunteering at the Trust by her Mum. Amy's Mum was previously a volunteer at the hospital, and went on to be an employee of the Trust. Amy reported...



What is the impact of the Volunteer to Career programme on front line staff members' view of volunteer services?

Staff members reported that the volunteer support gained through the programme has resulted in several benefits related to the quality of care and their working lives...

¹ Volunteer tracker responses. N=13.



²

One staff member further elaborated...



"I was given the opportunity to actively mentor and support the volunteers as part of the VtC programme. All of the six volunteers that were placed within A&E proved to be reliable, competent and worked both as a team and independently to a very high standard. I am thankful for all their hard work and dedication during their placement . Learning about how vital Play and the Play Therapy benefits that maybe required for children and young people attending the department. Enabling a positive patient experience and understanding our work has huge benefits to our approach of patient centred care, working together as part of a multidisciplinary team. I hope that this experience leads to those volunteers attaining their career goals and maybe one day I will meet them again as an NHS colleague."

Health Play Assistant

In conclusion, the programme has helped the Trust to further integrate volunteering into workforce strategies, developed career pathways for volunteers, and provided staff members with additional support to improve their working lives. The programme has also demonstrated that by creating volunteering roles with career pathways, volunteering opportunities can result in employment for volunteers.

² Staff survey respondents. N= 9 pre survey responses, 10 post survey responses.

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1. Introduction

The Volunteer to Career (VTC) programme is designed to support volunteers to pursue a career in health and care. Funded by the Burdett Trust for Nursing, Helpforce has worked alongside several NHS Trusts to set up and implement volunteering projects which incorporate career pathways for volunteers.

The overarching strategic aim of the programme is to positively impact NHS workforce recruitment needs at a local level through the design of VTC initiatives. By supporting individual volunteers to build experience that align with their career goals, the programme enables them to explore their health and care career interests, whilst simultaneously building a skilled potential workforce for the NHS. This is achieved through the delivery of a series of projects led by selected clinical leaders based on local clinical workforce needs.

In the first release of funding from the Burdett Trust for Nursing, five NHS Trusts were awarded grants to deliver a VTC programme for a 12 month period. The Alder Hey Children's NHS Foundation Trust were successful in their application. The Trust ran a child play volunteer project between September 2021 and July 2022. Thirteen volunteers were recruited to the project and were provided with support through a career pathway alongside undertaking their volunteering role. 1 individual left earlier than expected due to personal reasons and 9 individuals completed the programme. The programme continues within the Trust, with 3 individuals still participating in the VTC pathway.

During the programme, Alder Hey Children's NHS Foundation Trust did face challenges when the clinical lead left during the course of the programme. This resulted in extra responsibilities for the volunteer manager and health play specialists. Although initially it threw up problems, it actually resulted in a closer relationship within the teams and a dedication to offer the best opportunities for our volunteers. This relationship continues and allows us to develop our volunteer play support role further as a permanent role.

2. Programme outcomes

The VTC programme has been designed to support organisation improvement across three key strategic components identified as essential to achieving systemic change:

- **Clinical Leadership** - Developing a network of senior clinical nursing leaders to harness their expertise to positively influence wider effective engagement, and ultimately adoption of, VTC projects.
- **Environment & Culture** - utilise best practice to raise the value of the volunteer workforce in the clinical environment to enhance the likelihood of volunteers wanting to adopt a clinical career.
- **Volunteer to Career Pathways** - Develop innovative and impactful volunteer roles and career pathways, linked to local recruitment needs, to encourage/ enable volunteers to use this as a route to a career in the NHS.

The overarching programme, therefore, supports a multitude of volunteer, staff, and organisational outcomes...



This evaluation examines quantitative and qualitative feedback from both staff and volunteers to evidence the impact of the Volunteer to Career project on these outcomes.

The key evaluation questions for this project are:

- What is the impact of the Volunteer to Career programme on corporate behaviours towards volunteering?
- What is the impact of the Volunteer to Career programme in supporting individual volunteers to progress towards a career in health and care?
- What is the impact of the Volunteer to Career programme on front line staff members' view of volunteer services?

3. Methodology

Data for the VTC evaluation was collected from 3 sources; VTC tracker, staff surveys, VTC Maturity Self Assessment Tool.

The VTC tracker was designed to capture periodic feedback from volunteers on their career aspirations as they moved through the VTC programme. In the Alder Hey Children's NHS Trust, 13 volunteers completed the VTC tracker at the start of their role, then feedback was provided after being on the role for three months, finally 12 months by 8 volunteers.

Staff surveys were completed at the start and near the end of the VTC project (referred to as pre and post surveys). In the Alder Hey Children's NHS Trust VTC programme, 9 staff members completed the pre survey and 10 staff completed the post survey.

A 'VTC Self Assessment Tool' (referred to as SAT) was completed by the project's clinical lead at the start and then again near the end of their project. The tool measures the organisation against a series of identified categories and questions associated with their volunteering strategy. Also as part of the SAT, volunteers and clinicians are invited to complete some additional feedback surveys to provide insight into their perceptions of organisational change.

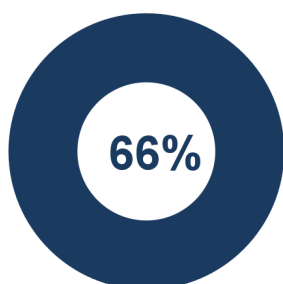
For more information on the methodology, please see [appendix A](#).

4. Evaluation findings

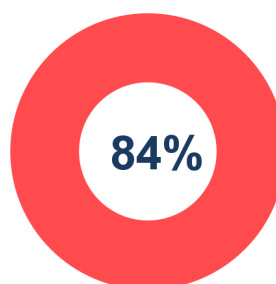
What is the impact of the Volunteer to Career programme on corporate behaviours towards volunteering?

Through the delivery of the VTC programme, organisational improvement across strategic components of the volunteering agenda was assessed. As discussed in the methodology section of this report, the Alder Hey Children's NHS Foundation Trust completed a self-assessment process (SAT) to determine a baseline position for volunteering in the Trust and to identify opportunities for improvement that could be delivered through the VTC programme.

First SAT Overall Score

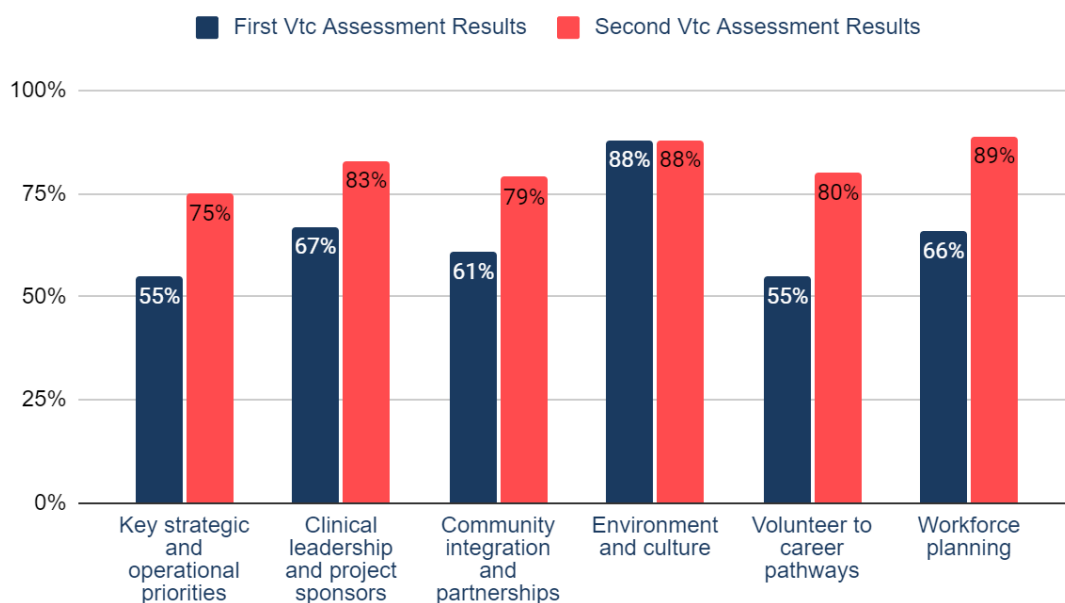


Second SAT Overall Score



After completing the VTC programme, the Alder Hey Children's NHS Foundation Trust has shown a 18% increase in the overall SAT score, improving from 66% to 84%. The Trust scored higher or maintained their scores from the first to the second assessment in each element of organisational improvement for volunteering.

First and Second SAT Scores Overview



The impact of VTC on key strategic and operational priorities of volunteering



In the key strategic and operational priorities related to the volunteering agenda, the Alder Hey Children's NHS Foundation Trust improved its score from 55% to 75%. After the VTC programme, the volunteering agenda is reported to be far more integrated within the Alder Hey Children's NHS Foundation Trust's HR and/or workforce strategies than it was previously. Alder Hey's HR and workforce strategies are being delivered through business and operational plans, which now have some clear performance indicators related to volunteering, developed to measure success. Furthermore, the Patient Experience Department at the Alder Hey Children's Trust (who are responsible for managing volunteer service) now supports other departments in delivering their business plans.

The impact of VTC on clinical leadership and project sponsors in volunteering

Alder Hey Children's NHS Foundation Trust's clinical leadership score increased by 16% as a result of the VTC programme. The Trust reports that clinicians continue to show an interest in volunteering, with many now actively working with volunteers.



The impact of VTC on community integration and partnership



In the community integration and partnership element of VTC, the Alder Hey Children's NHS Foundation Trust scored 79% in the second assessment, increasing from a score of 61% in the original assessment. The Trust now has both formal and informal partnership agreements in place with local voluntary services. They are also benefiting from relationships with education and employment support providers and working together for developing sustainable volunteer career pathways.

The impact of VTC on environment and culture in volunteering

The environment and culture element of the volunteering agenda remained the same before and after the VTC programme. The score of 88% demonstrates that Alder Hey Children's NHS Foundation Trust was already committed to establishing an environment where volunteers are treated fairly and respected. The organisation has multiple policies and processes in place to protect and support volunteers, as well as



mentoring programmes in which volunteers can obtain support from their peers.

Through the staff feedback mechanism in the SAT, clinical leaders reported recognition of volunteers as a potential future workforce and reported that they are increasingly promoting the benefits of volunteering to the wider workforce. However, it is worth noting that the volunteer feedback received as part of this programme suggests that volunteers feel only “somewhat valued” as part of the future workforce. The reasons for this volunteer response are unclear, but they may be driven by difficulties faced in the roles undertaken, or may result from a perceived lack of opportunities for development or a lack of clarity in relation to career opportunities.

The impact of volunteers is now being measured in the Trust, which has been an important part of demonstrating the value of volunteering to secure funding, change behaviours, and influence stakeholders.

The impact of VTC on the volunteer to career pathways



In the career pathway element of the self-assessment, the Alder Hey Children's NHS Foundation Trust score increased by 25% as a result of the VTC programme. At the final stage of the programme, volunteers were regularly made aware of the career opportunities available within the organisation and some volunteer roles were being designed as part of a wider career path. Additionally, the Trust often keeps in touch with volunteers and continues to offer support during their professional training in health and care after they have left their

volunteering role.

The impact of VTC on workforce planning

In the workforce planning element of the self-assessment, the Alder Hey Children's NHS Foundation Trust has shown a 23% increase in their scores. After the VTC programme, it was demonstrated that well established protocols are in place to ensure volunteers are managed effectively. Career support is now routinely provided to help volunteers to gain greater clarity on their career goals, as well as to help them to secure future paid employment.



Relevant induction processes are now available to all volunteers to enable them to effectively undertake their roles. This investment in volunteer training is an important part of maximising the value of volunteering, and is known to increase volunteer retention by increasing feelings of being valued, being part of a team, and being equipped to complete

useful roles. In return for this investment, hospital staff usually see improvements in the commitment, skills, and capability of volunteers. It is worth noting that in the case of Alder Hey staff members reported that they are not directly involved with volunteer inductions. Further incorporation of paid staff members into the training process may improve integration of volunteers into the organisation as well as provide volunteers with practical insights related to the application of their training.

When considering the impact the programme has made for volunteering within the Trust, the Patient Experience Quality Lead at Alder Hey reports...



"It's evident through this report that the Volunteer to Career programme has made a massive impact. It has shown how volunteer resources can improve the experience of our children/young people, staff and volunteers themselves. The long term vision of a sustainable NHS workforce through volunteers who represent our values is now becoming embedded within the Trust and the Volunteer to Career programme will continue."

Patient Experience Quality Lead

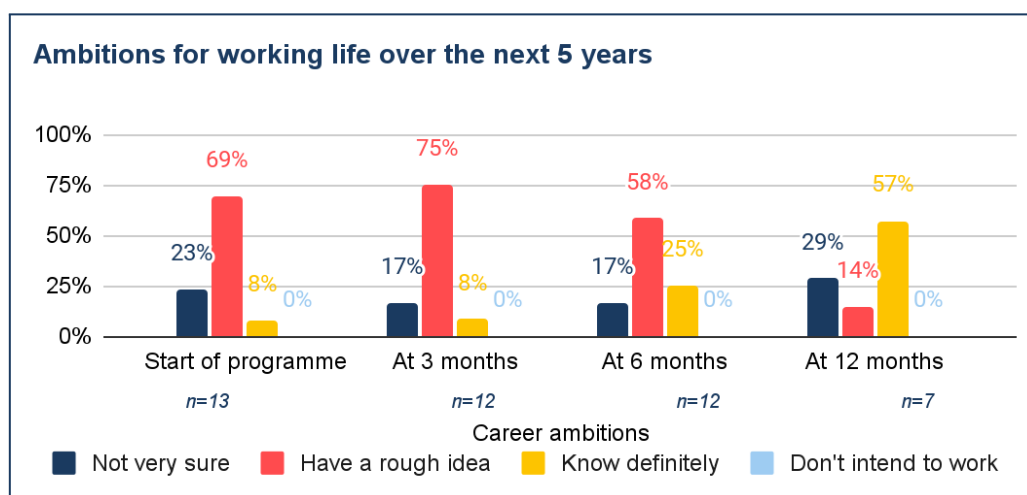
Before the programme began, the Alder Hey Children's NHS Foundation Trust estimated that between 11% and 20% of volunteers become employees each year. However, for the volunteers who participated in the VTC programme, 90% went on to secure employment or further education related to health and care. This illustrates that the VTC pathway has been helpful in increasing opportunities for individuals to progress from volunteer to career. However, the organisation's workforce plans do not currently identify volunteers as a solution to addressing local workforce needs. The volunteer service team has been actively working with the HR directorate to explore opportunities for integrating volunteering within workforce programmes, for example in transformation projects and recruitment campaigns.

What is the impact of the Volunteer to Career programme in supporting individual volunteers to progress towards a career in health and care?

Through this evaluation, the Alder Hey Children's NHS Foundation Trust Team hoped to understand the experience of individuals who volunteered in the VTC programme and their progress toward a career in health and care. The Trust provided volunteers with the option to be provided with a volunteer to career support plan, and various support sessions to assist them on their career pathway. During the project delivery period...



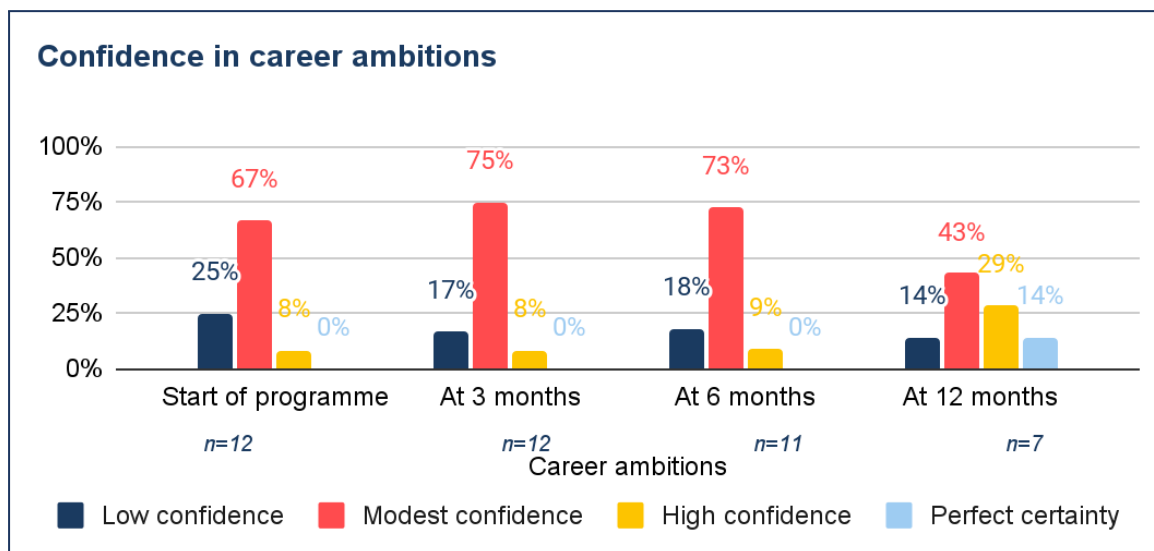
As they progressed through the programme, volunteers were asked to periodically provide feedback on their career ambitions. At the start of the programme, 69% of volunteers stated they had a rough idea of what they wanted to achieve within their working lives over the next 5 years, with a further 23% of individuals being unsure. After they had been in their volunteering role for 12 months, analysis of volunteer feedback indicates that proportionally more volunteers know definitely what they would like to do in their careers, increasing from 8% to 57%.



For individuals for whom we have data for the entirety of the programme, almost 50% maintained their ambitions for their working life, and a further 33% became more certain ³. However, 2 individuals reported they were less certain.

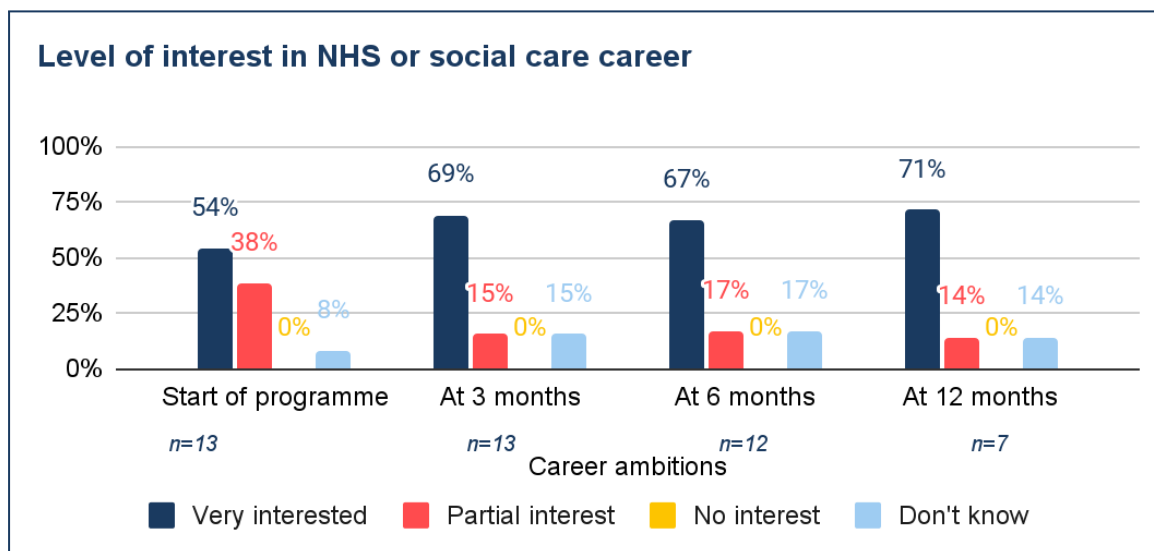
³ n=12

Volunteers were also asked to rate their confidence in these ambitions. At the start of the programme, the majority of volunteers stated they had a modest degree of confidence (67%). As the programme progressed, we see an increase in the proportion of volunteers gaining confidence in their career ambitions, with 86% of volunteers stating they either have high, modest or perfect certainty degrees of confidence.



For individuals for whom we have data for the entirety of the programme, almost 83% maintained their confidence in their career ambitions as they continued on the career pathway⁴. A further 17% became more confident.

At the start of the programme, more than half of volunteers stated they were very interested in an NHS or social care career (54%). This increased to 71% of volunteers as they continued in their volunteering roles.

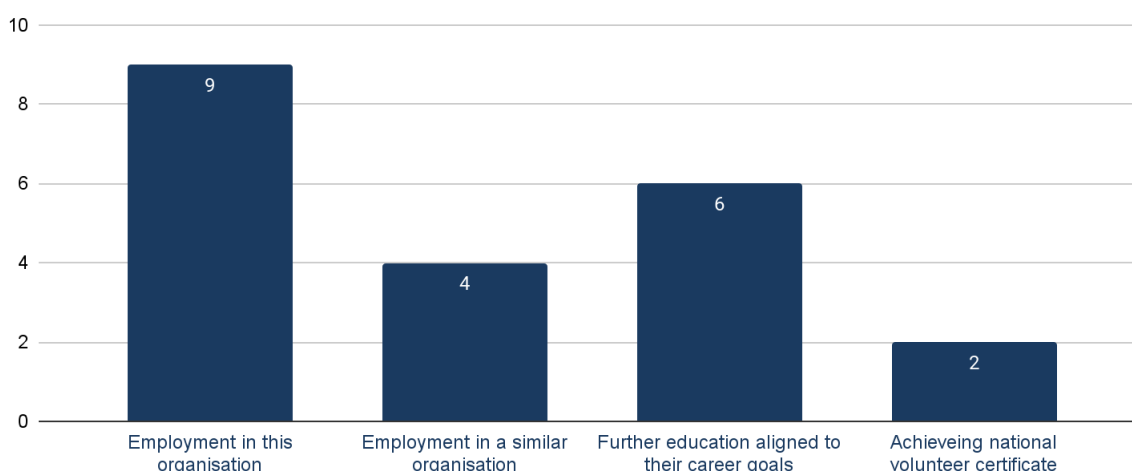


⁴ n=12

85% of volunteers for whom we have data either maintained or increased their interest in an NHS or social care career as they undertook their VTC role⁵.

Volunteers were also asked about the extent to which they wished their volunteering role would result in certain outcomes related to their careers, future education, and training. Volunteers reported...

Hopes that volunteering role will lead to...



4 volunteers hoped their volunteering opportunity would lead to employment in another health or care organisation, but more than half of the VTC volunteers (9 of 13 volunteers) hoped that their volunteering role leads to employment within Alder Hey Children's NHS Foundation Trust⁶. For those hoping for employment within the Trust, 77% of volunteers maintained their opinions as they progressed through the programme⁷.

46% of VTC volunteers hope that their volunteering role leads to further education aligned with their career goals, 54% of whom have either maintained their opinions while a further 31% have become more hopeful⁸. Additionally, 2 individuals were interested in achieving a national volunteering certificate through their role.

The data, therefore, suggests that the VTC programme attracts mainly individuals who had a predetermined interest in health or social care-related further education. However, the VTC programme does appear to have had some positive influence upon these views.

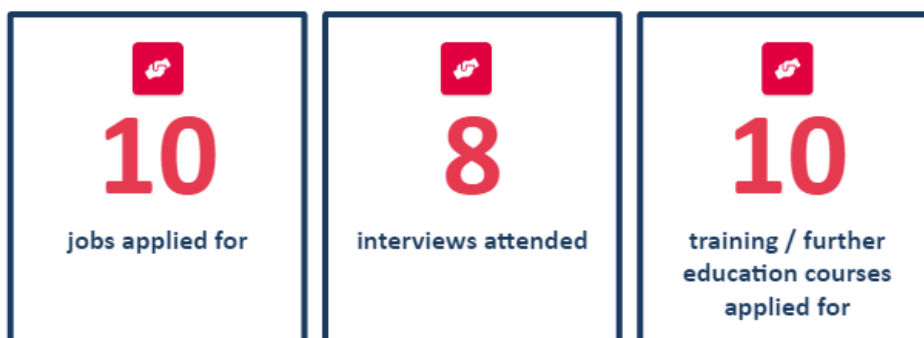
Through the VTC programme and the career support provided, six volunteers applied for a total of ten jobs resulting in attendance of eight interviews. Additionally ten applications were made by nine volunteers for training/further education courses. These courses included paediatric nursing training, Health Care Assistant care certificates, paramedic degrees, and Health and Social Care courses.

⁵ N=13

⁶ N=13

⁷ N=13

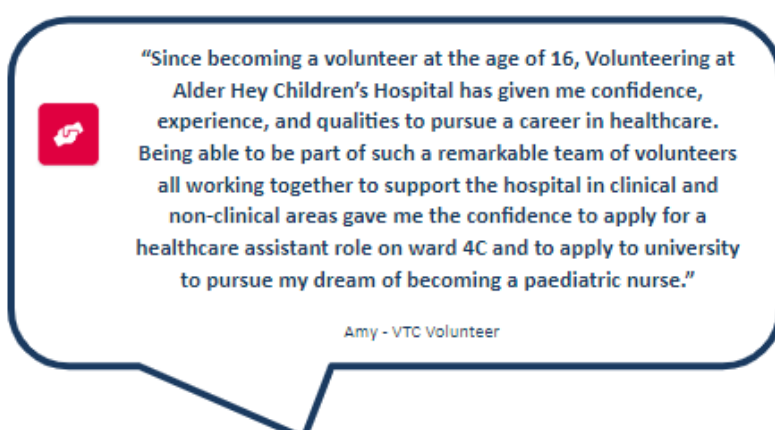
⁸ n=12



The job applications resulted in two volunteers securing jobs in the NHS, and one volunteer started a role in a similar health and care organisation. Additionally, the training / further education applications resulted in six individuals securing places.



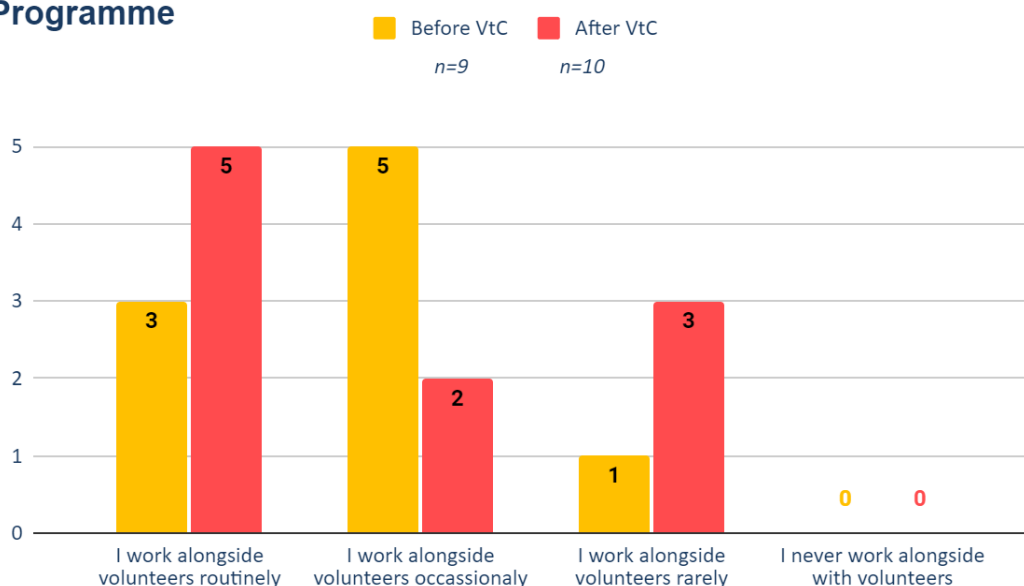
Amy, one of the VTC volunteers, was introduced to volunteering at the Trust by her Mum. Amy's Mum was previously a volunteer at the hospital, and went on to be an employee of the Trust. Amy reported...



What is the impact of the Volunteer to Career programme on front line staff members' view of volunteer services?

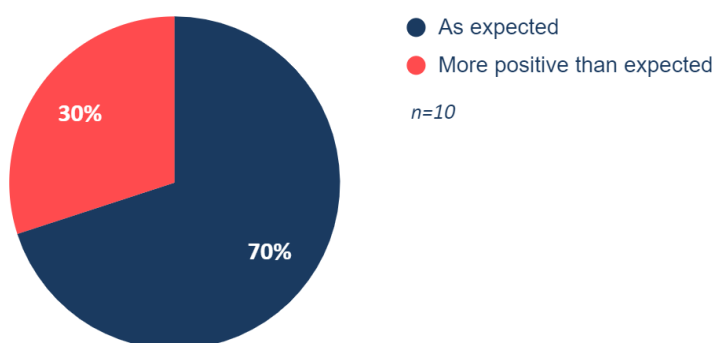
Through the VTC programme, it is hoped that front line staff members will increase their knowledge of, interest in, and use of volunteer services, and gain increased confidence that volunteer roles are adding value. Staff members were asked how much they agreed that these outcomes were achieved by the programme.

Staff working with volunteers before and after the VtC Programme



Through the VTC programme, an increase in the number of staff members working with volunteers was observed. After the programme, 5 of 10 staff members reported that they work alongside volunteers routinely, compared to only three before the programme began.

Staff experience with volunteers after the VtC programme



When staff members were asked about their experience with volunteers in the VTC programme, 30% of staff members reported their experience was more positive than expected. None of the staff members rated their experience negatively.

Staff also provided some additional comments on how volunteers have changed their views about volunteering..



"I was given the opportunity to actively mentor and support the volunteers as part of the VtC programme. All of the six volunteers that were placed within A&E proved to be reliable, competent and worked both as a team and independently to a very high standard. I am thankful for all their hard work and dedication during their placement . Learning about how vital Play and the Play Therapy benefits that maybe required for children and young people attending the department. Enabling a positive patient experience and understanding our work has huge benefits to our approach of patient centred care, working together as part of a multidisciplinary team. I hope that this experience leads to those volunteers attaining their career goals and maybe one day I will meet them again as an NHS colleague."

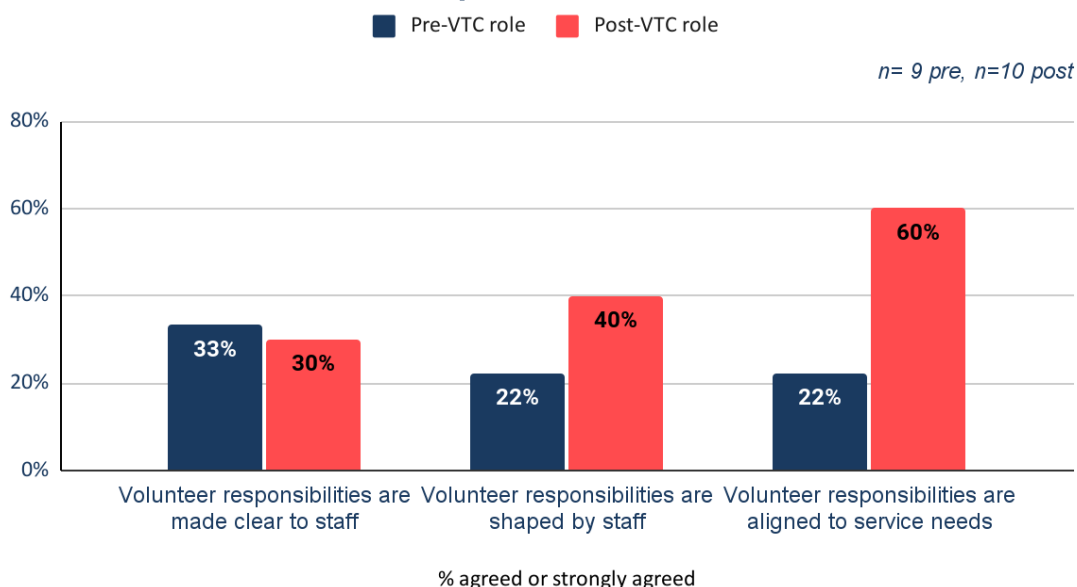
Health Play Assistant

Staff members also reported that they had enjoyed working alongside volunteers and supporting them to develop skills...



Staff views on how well volunteer responsibilities are aligned to service needs were improved through the programme. However, staff felt more could be done to incorporate their views into how volunteer roles should be delivered to meet the needs of the clinical teams...

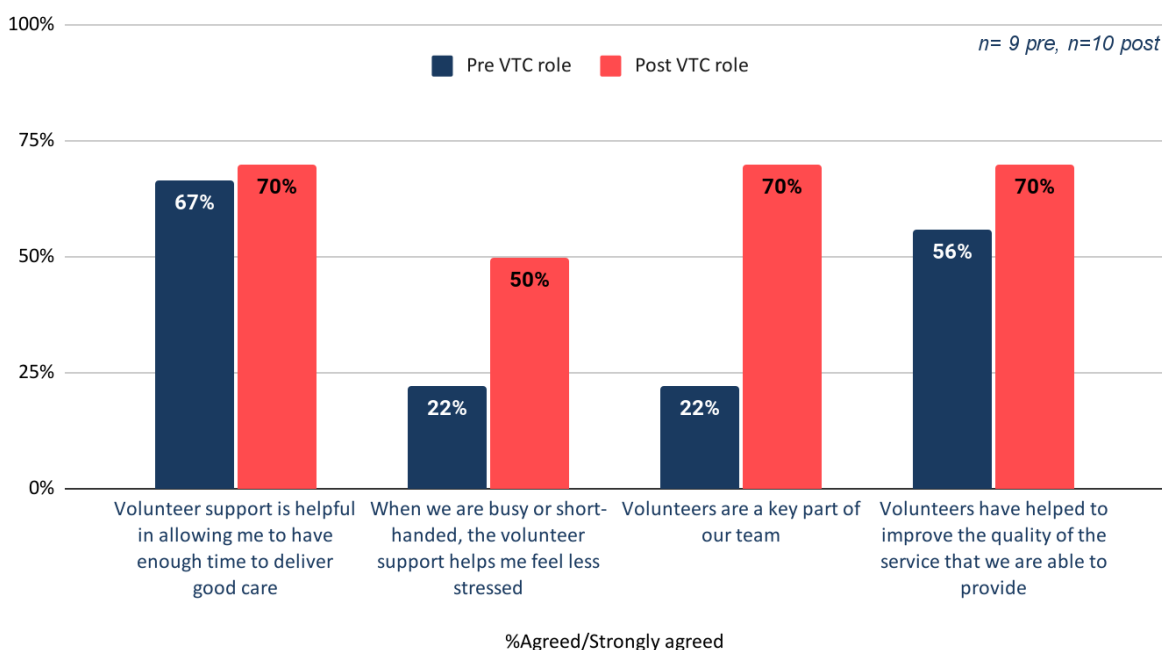
Staff views on volunteer responsibilities



Post the VTC programme, the number of staff members who agreed or strongly agreed that volunteer responsibilities are aligned with service needs has shown the greatest increase (38%). Whilst we did see an increase of 18% post programme, only 40% of staff felt that the volunteer role had been shaped by staff, thus suggesting staff could be more included in the development of roles and their alignment to clinical needs. Further, we saw a 3% decrease in the number of staff members who agreed or strongly agreed that they were clear on volunteer responsibilities. In order to address this, Alder Hey's volunteering team has developed ward booklets to provide details of the volunteering roles and how staff members can work with them. This also suggests an opportunity for improvement.

When asked about the impact of volunteering support, in every indicator we saw an increase in positive perceptions of the impact between the pre and post-VTC staff feedback surveys...

Staff perceptions on the impact of volunteer support - pre and post VTC programme



In the post-VTC survey, 70% of the staff members who had worked with volunteers reported that volunteers are a key part of their team, an increase of 48% from the pre-survey. We also saw an increase of 28% in the number of staff feeling supported by volunteers when they were busy, an increase of 14% in the number of staff agreeing that volunteers have improved the quality of service, and an increase of 3% in the number of staff agreeing that volunteer support has been helpful in allowing them time to deliver good care.

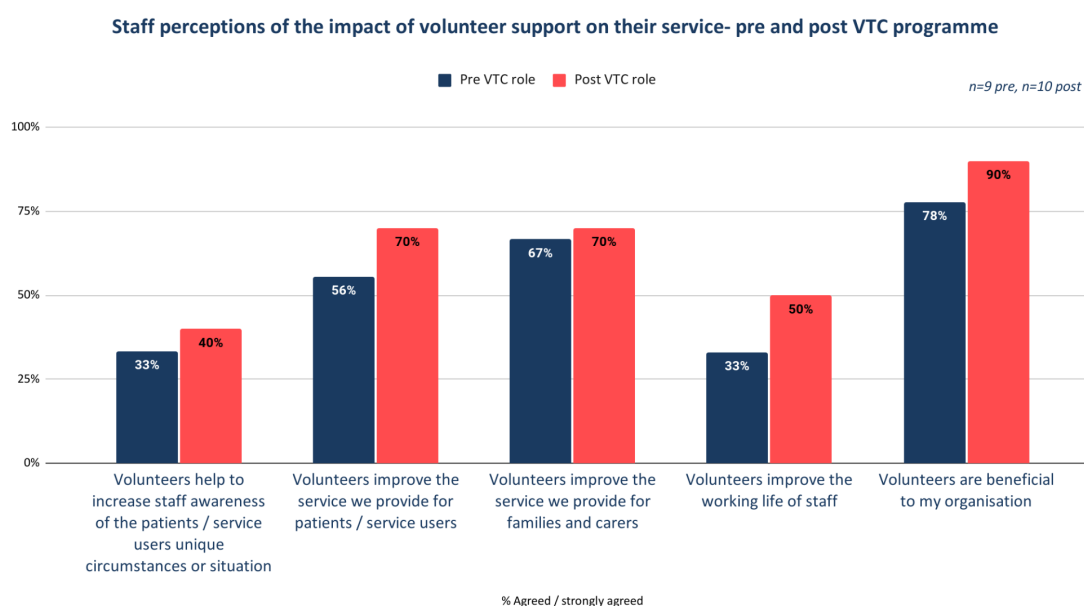


Staff members were also asked about the impact volunteer support had had on their available time. Seven of ten staff members (70%) agreed that volunteers freed up some time for them. These respondents further reported that 27 minutes of time was saved, on average, per interaction.

50% of staff members who agreed that volunteers freed up some time shared that they were able to use this time to support more patients, and 30% were able to spend more time on care planning and organising medicines thanks to volunteering support ⁹.

However, one staff member reported volunteers generated extra work. This individual explained that some volunteers may need a lot of guidance, which can be difficult when they are busy with patients.

Staff members were asked further questions about their perceptions of volunteering on patients, families/carers and the organisation. Again, an increase was noted in the positive responses for each question...



In the post-VTC survey, 70% of the staff members who had worked with volunteers reported it helped them to improve the service provided to patients, an increase of 14% from the pre-survey. We also saw an increase of 7% in perceptions of volunteers helping increase staff awareness of patients' unique circumstances and an increase of 3% in the number of staff agreeing that volunteers improved the support provided to families/carers.

Additionally, 90% of staff members agreed, or strongly agreed, that volunteers are beneficial to the organisation after the VTC programme, an increase of 12% from the pre survey. Whilst only 50% of staff believed that volunteers improved the working life of staff, this was still a 17% improvement from the pre-survey responses, illustrating there may have been some improvements in the impact volunteers have on staff members day to day roles through the programme.

We can therefore conclude that...

⁹ n=8

- Staff would benefit from receiving clearer communications about the purpose of specific volunteer roles and would like to be more involved in shaping / designing these roles.
- As a whole staff perceptions of the impact of volunteers have improved throughout the course of the programme reflecting the fact that many more staff members are now working alongside and benefiting from volunteers.

5. Conclusion

Our evidence suggests that the overarching VTC programme has resulted in many positive outcomes for Alder Hey Children's NHS Foundation Trust. The organisation has successfully embedded volunteering more firmly into their organisation with improvements in relation to workforce planning, the development of partnerships with local community, voluntary and education providers, and in relation to building a positive culture for volunteering. At the end stage of VTC, the Trust has multiple policies and processes in place to protect and support volunteers, creating an environment where volunteers are treated fairly and respected and providing a strong foundation for developing skills and experience.

Individual volunteers have seen positive outcomes from their volunteering opportunities, including support to establish their career goals and improved confidence in their ambitions. Further, the VTC programme has resulted in volunteers undertaking job or further education interviews, with three individuals securing paid employment in the health and care sector.

Existing staff members also noted several benefits, with 90% of respondents agreeing that volunteers are beneficial for the organisation and 70% agreeing volunteers improve the service delivered to patients, families and carers. Additionally, the majority of staff responses indicated that volunteer support had allowed them time to deliver good quality care, saving an average of 27 minutes of staff time per interaction.

The insight and impact work conducted on the Volunteer to Career Programme at the Alder Hey Children's NHS Foundation Trust demonstrates the value a structured approach to aligning volunteering to organisational needs can bring to staff, volunteers and the organisation. By working alongside staff, volunteers can positively contribute to several elements of the Trust's operations including workforce planning. The programme has also demonstrated that by creating volunteering roles with career pathways, volunteering opportunities can result in employment for volunteers.

Volunteer to Career has, over the course of this programme, become embedded within the Alder Hey Children's NHS Foundation Trust's volunteer strategy. The play volunteer role continues with two more volunteers being placed. These are also the two first male volunteers in this role – with a lack of male health play specialists across the NHS, the Trust is challenging perceptions, encouraging a diverse range of careers across the NHS, and helping to develop the future NHS workforce. The volunteering team at Alder Hey have already identified their next volunteer career pathway and will continue to use our experiences and learning from the VtC programme to continually improve and develop within the Trust.

6. Appendices

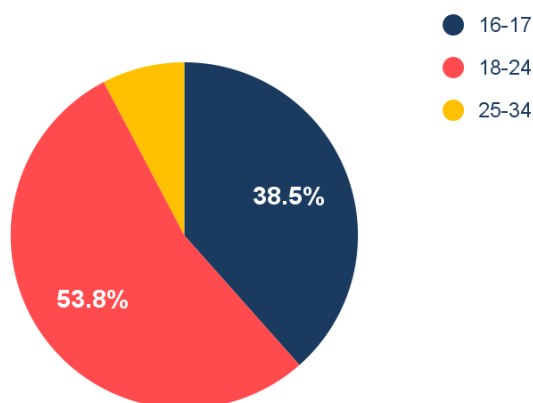
Appendix A - Additional methodology information

- VTC Tracker

Upon starting the role, volunteers were asked to provide feedback on their career aspirations and confidence in these ambitions. At periodic intervals, volunteers were then asked the same questions to see if there had been any changes for them as they continued on their volunteering journey. In the Alder Hey Children's NHS Trust, 13 volunteers completed the VTC tracker at the start of their role, then feedback was provided after being in the role for three months, finally after 12 months feedback was received from 8 volunteers.

Number of volunteers by age group

n=13



The majority of the volunteers in the VTC programme were aged between 18-24 (7 volunteers, 54%); while 5 volunteers were aged between 16-17 (39%) and 1 volunteer was aged between 25-34 (8%).

¹⁰

- Staff pre and post-surveys

An online survey tool was designed to capture feedback from staff at the start and near the end of the VTC project. The survey incorporated standardised questions related to the programme alongside opportunities to provide feedback on anticipated staff, volunteer, and organisational outcomes.



In the Alder Hey Children's NHS Trust VTC programme, 9 staff members completed the expectations survey at the start, and 10 staff completed the feedback survey at the final stage of the programme.

¹⁰ (N=13).

For both surveys the majority of responses were received from allied health professionals/healthcare scientists/scientific and technical (pre-VTC staff expectations survey - 5 of 9 responses; post-VTC staff feedback survey, 7 of 10 responses). Responses were also received from:

- Registered nurses and midwives (2- pre-VTC survey);
- Volunteer team (1 - pre-VTC, 2 - post-VTC survey);
- Wider healthcare (1 - post-VTC)
- Play specialist (1 - post-VTC)

- **Pre and post self assessment results**

Using a 'VTC Self Assessment Tool' (SAT), the clinical lead for each organisation measured their organisations against a series of identified categories and questions associated with their organisational strategy. These are:

1. Key strategic and operational priorities
2. Clinical leadership and project sponsors
3. Community integration and partnerships
4. Environment and culture
5. Volunteer to career pathways
6. Workforce planning

The assessment was undertaken at the start and then again near the end of their project to see if there had been any improvement in these indicators of integration and success of volunteering services within the Trust.

Also as part of the assessment, volunteers and clinicians are invited to complete some additional feedback surveys to provide insight into their perceptions of organisational change in these areas.