



Volunteer to Career Project Barking, Havering and Redbridge University Hospitals NHS Trust

Evaluation Findings - June 2023

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

- **Clinical/Health and Care Leadership** - Developing a network of senior clinical/health and care leaders to harness their expertise to positively influence wider effective engagement, and ultimately adoption of, VtC projects.
 - **Environment & Culture** - utilise best practices to raise the value of the volunteer workforce in the health and care environment to enhance the likelihood of volunteers wanting to adopt a career in health and care.
 - **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 Barking, Havering and Redbridge University Hospitals NHS Trust run Clerical and Ward Befriending volunteering roles.

- The evaluation sought to answer three key questions: what was the impact of the VtC programme on:
 - Corporate behaviours towards volunteering
 - Enabling individual volunteers to progress towards a career in health and care
 - The attitudes of front-line staff towards volunteer services



Evaluation approach

Data Collection Mechanisms

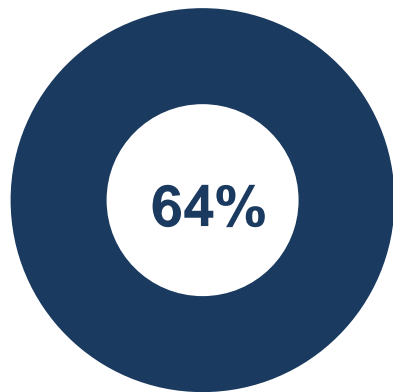
- A **'VtC Self Assessment Tool' (referred to as SAT)** was completed by the project's clinical / health and care lead at the start and then again near the end of their project. The tool measures the organisation against a series of identified categories and questions associated with their volunteering strategy. Also, as part of the SAT, volunteers and staff are invited to complete some additional feedback surveys to provide insight into their perceptions of organisational change.
- **Volunteer surveys** were designed to capture data around the volunteers' level of interest in a health/care career, how they are finding their volunteer role and the VtC programme. The surveys were completed two times; both at the beginning of their volunteering and at a later period. In the Barking, Havering and Redbridge University Hospitals NHS Trust, **eight volunteers** completed the volunteer survey at the start of their role and at a later date.
- **Staff surveys** were completed at the start and near the end of the VtC project (referred to as pre and post surveys). In the organisation, **17 staff members** completed the pre survey and **15 staff** completed the post survey.



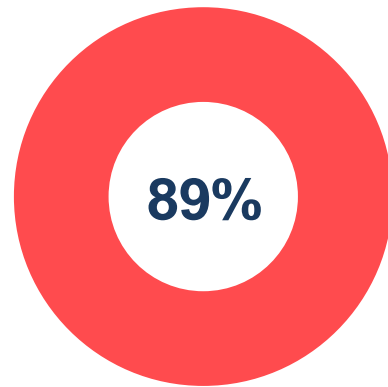
Evaluation Findings - Organisation

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

First SAT Overall Score

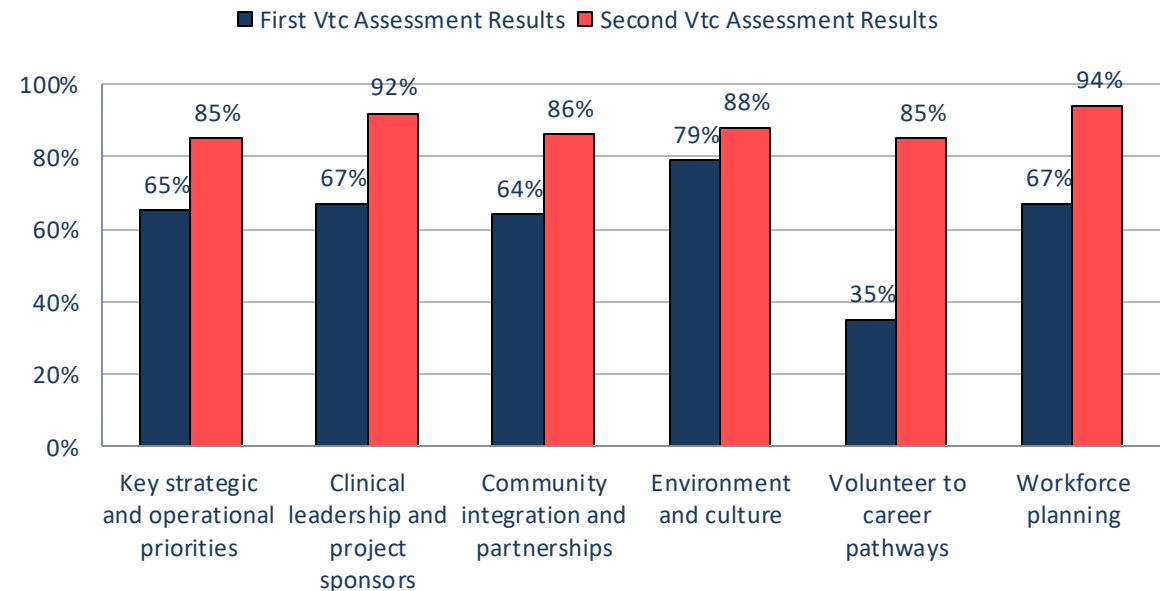


Second SAT Overall Score



- After completing the VtC programme, the Aneurin Bevan University Health Board has shown an **increase in the overall SAT score, improving from 64% to 89%**. Similar to the positive change in the overall SAT score result, **we have observed an improvement in the scores for all the six elements of organisational improvement for volunteering.**

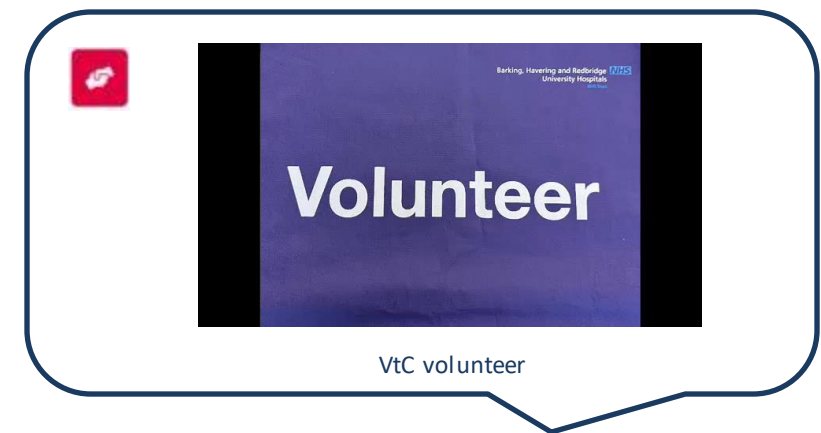
First and Second SAT Scores Overview



Evaluation Findings - Volunteers


2
volunteers have taken up employment in the NHS


3
volunteers secured further education or training related to health & care



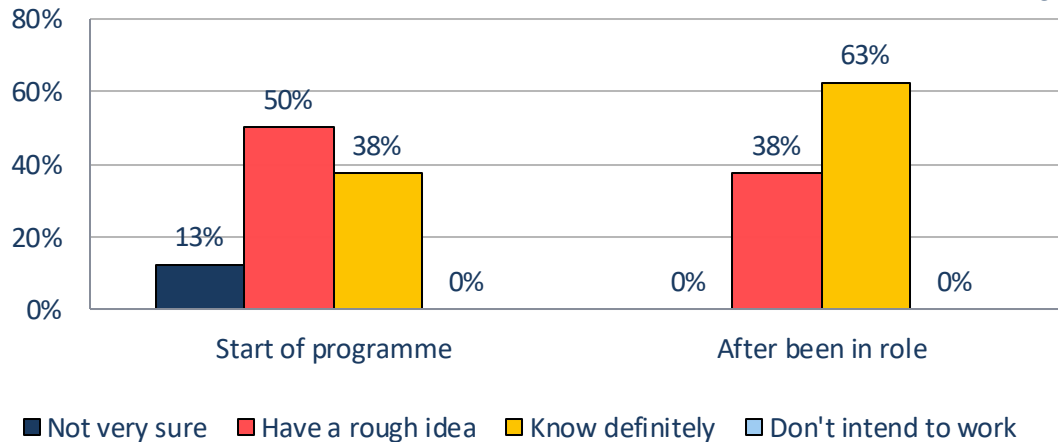
- As part of the VtC programme, four volunteer to career support plans were in place and 20 volunteer to career support sessions were delivered.
- Through the VtC programme and the career support provided, volunteers applied for 11 jobs and attended five interviews.
- These applications resulted in two volunteers securing jobs in the NHS, including **Therapy Support** role on acute general medicine wards and three volunteer securing placement in further education / training courses, including **BSc Biomedical Science Course**.

Evaluation Findings - Volunteers



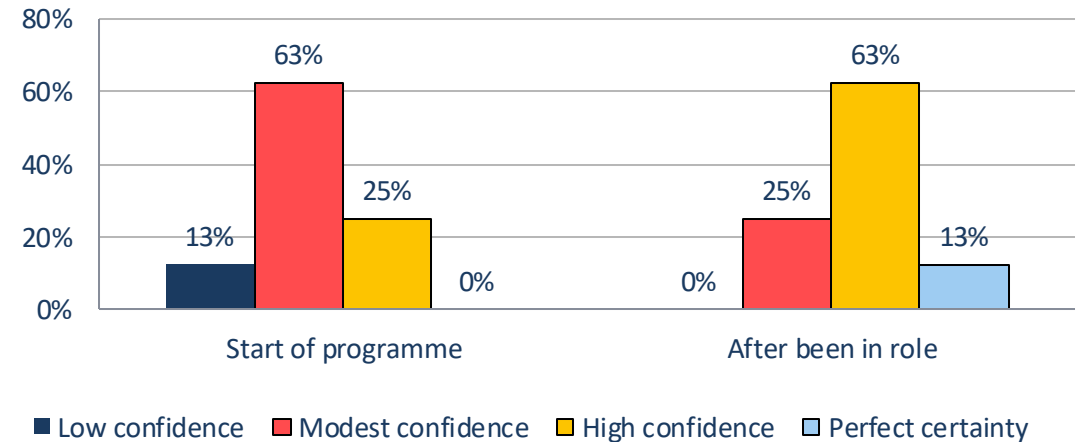
Ambitions for working life over the next 5 years

n=8

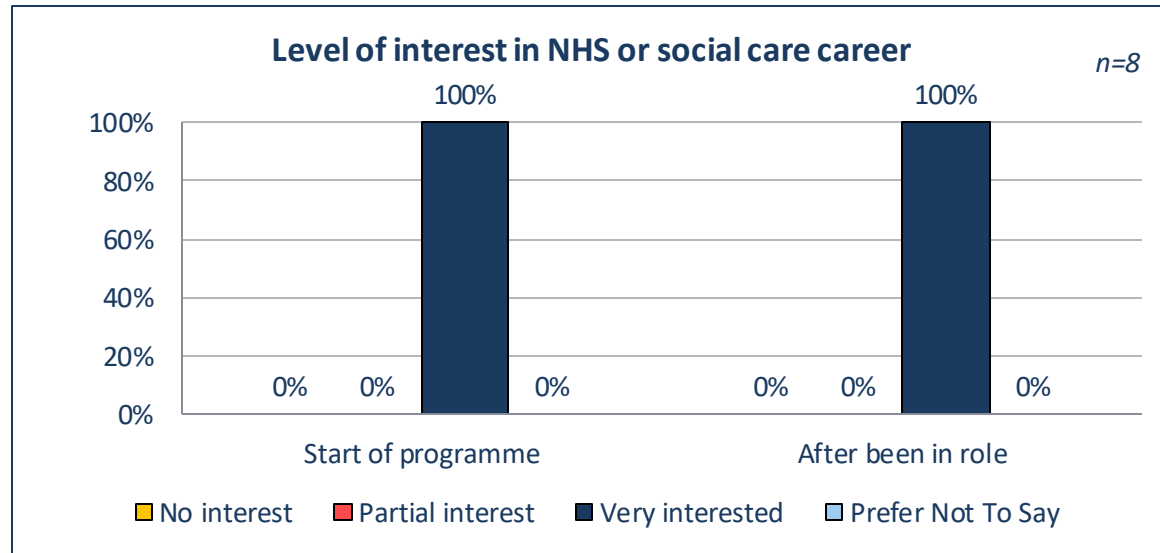


Confidence in career ambitions

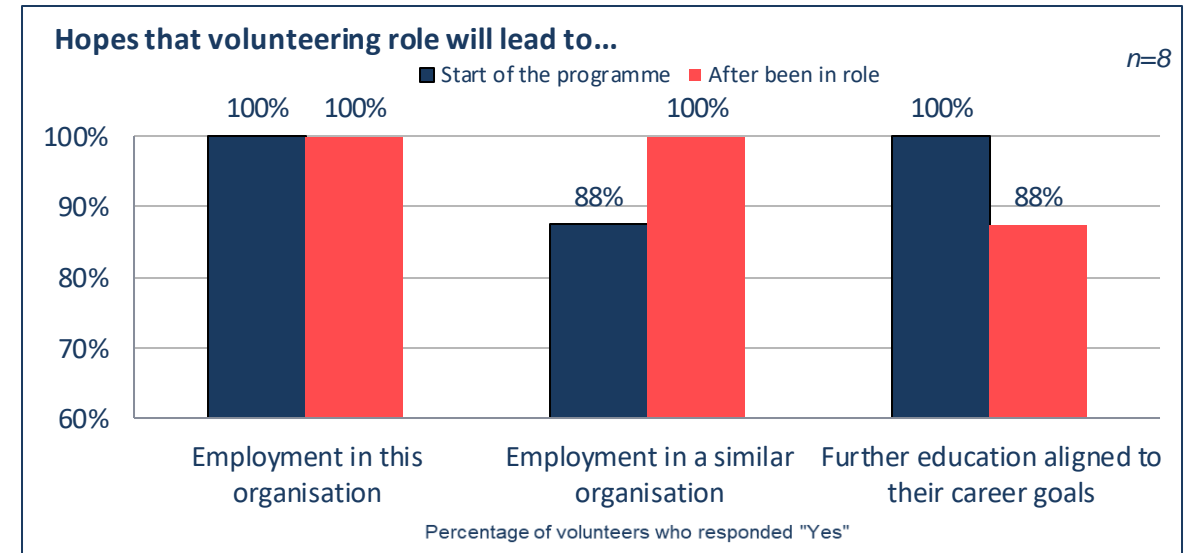
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Evaluation Findings - Volunteers



- Volunteers were also asked about their hopes if they wished their volunteering role would result in certain outcomes related to their careers, future education, and training.
- After being in the role, all volunteers reported hoping their volunteering role would lead to employment in this organisation or in a similar organisation.
- However, one individual altered their opinion and expressed that they no longer hoped for their role to lead to further education aligned with their career goals.



Evaluation Findings - Staff Members

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



 "My interactions with volunteers have been nothing but positive and we all know good vibes and safe lives."
Don Santos - Widening Participation Co-ordinator

 "I find volunteers really helpful as they give me time back to spend doing other tasks."
Outpatient Patient Experience Co-Ordinator

 "The support provided by our volunteer is invaluable. It allows our trained staff to focus on the care and treatment they provide our patients."
Siobhan Francis - Patient Experience Facilitator

 "I feel incredibly grateful for all the support our volunteers provide to our patients and staff. This year we have managed to provide significant support to A&E, Maternity and Geriatrics and Frailty wards as well as specialist services like Medical Engineering. Our volunteers play a significant role in improving Patient Experience within our trust and their contribution is appreciated and recognised."
Hibaq Samatar - Patient Experience Manager

helpforce

Thank you

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