

helpforce

Learn the secrets to better evaluate your volunteering services

How the Insight & Impact service is doing, and how it can help you.

October 2022

helpforce
INSIGHT & IMPACT

Advanced Outcomes

Selecting an outcome card below, you will be able to see all of the evidence of impact that has been created for its clients.

Date (Latest) Strength: Green & Amber Beneficiary: All Beneficiaries

Volunteers Jun 2022

Improved patient experience

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Amber**

Volunteers Jun 2022

Develop new skills and knowledge

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Amber**

Volunteers Jun 2022

Increased sense of purpose

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Amber**

Volunteers Jun 2022

Increased ability to give back to local community

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Amber**

Volunteers Jun 2022

Volunteers support staff in their work

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Green**

Organisation Jun 2022

Representation of the patient voice in Trust strategy

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Amber**

Organisation Jun 2022

Representation of the patient voice in organisational decision making

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Green**

Organisation Jun 2022

Volunteering initiative contributes to Trust delivering their strategic values

Royal Berkshire NHS Foundation Trust

Patient Leadership Programme

Evidence Strength: **Green**

The secret to better evaluate your volunteering initiative...

SIMPLICITY

Helpforce's Insight & Impact Service

- A free to use, comprehensive evaluation service dedicated to volunteering
- Evaluation made **simple** - no need to be an expert
- Supports **you** to measure the difference that volunteering makes to your organisation & beneficiaries
- Includes all of the **tools** you need, including: Outcome model designer, online data collection surveys & forms
- We convert the data you collect into:
 - **Insights** = how to make continuous improvements to your volunteering service
 - **Impact** = evidence of the difference your volunteers make against your outcomes, in summaries everyone can understand

Who is the service for?

- Anyone who manages volunteers or volunteering projects
- Looking to prove volunteer value against health outcomes & measures

I&I: our evaluation journey together



Our I&I projects

121

I&I projects live on our website

60

Organisations

24

Projects currently collecting data

6

Projects currently being evaluated

10

Completed evaluations

Organisations we are working with include...

Hospital trusts (acute and community)...

- Bradford District Care NHS Foundation Trusts
- Northern Care Alliance NHS Foundation Trust

Charities...

- NHS Charities Together
- Beatson Cancer Charity

Community organisations...

- Hale community centre
- Cornwall community hubs

Ambulance Services...

- North West Ambulance Service

Funding bodies...

- Burdett Nursing Trust (Volunteer to Career)
- Health Education England (Volunteer to Career)
- Multiple ICSSs

Our projects

Practice / GP
champions



Peer
support

Waiting well



Mealtime
support

Befriending /
companion

End of life
care

Falls
prevention

Response
volunteers



Befriending /
companion



First
responders



DEFINE: Our website

Our **website** guides you through a simple evaluation process, and provides a shared space to manage progress

<https://helpforce.community/iandi>

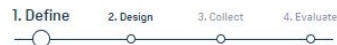
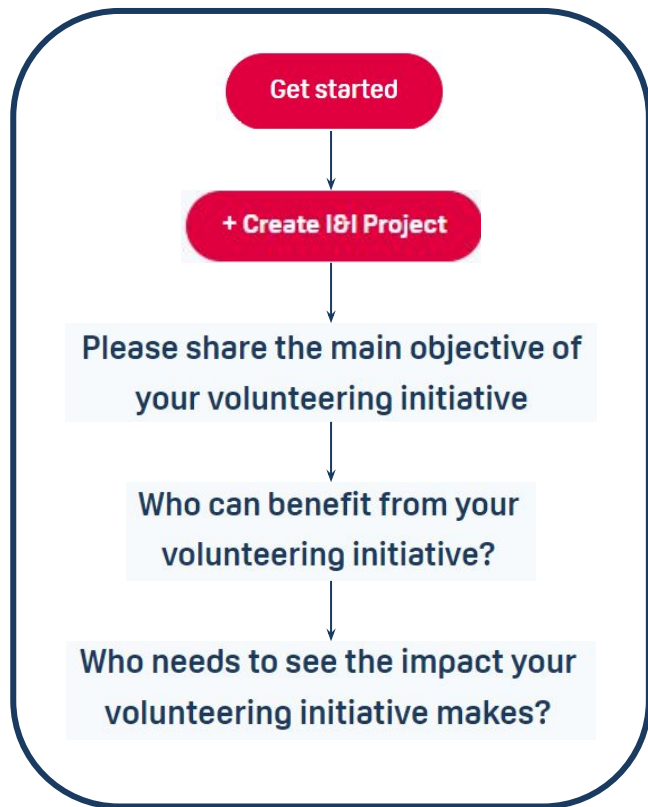
The screenshot shows the Helpforce website dashboard. At the top left is the logo 'helpforce INSIGHT & IMPACT'. On the right, there are navigation links: 'Browse Projects', 'Case Studies', 'How it works', and a 'My Dashboard' button. The main content area features a central image of two healthcare workers, a woman in a red uniform and a man in a blue uniform. Surrounding this image are several callout boxes: 'Volunteer' (Supports patients and records activity), 'How we measure' (Compare to wards with no volunteers), 'Insight' (Change shift time to support more patients), and 'Staff' (Clinical time saved). Below these is a large red box displaying 'Impact' with the number '728' and the text 'minutes saved for clinicians'. On the right side, there is a 'Volunteer' section with a sub-header 'Support patients when they're at home waiting for treatment' and a 'Tutorial - how to use the Outcome Model' section with 'Tutorial: Step 1' and a description: 'These blocks represent different activities and outcomes for your volunteering project'. Below the tutorial is a 'Next' button. At the bottom right, there is a progress indicator with four steps: '1. Define', '2. Design', '3. Collect', and '4. Evaluate', with the first step '1. Define' being active.

This screenshot shows the 'Getting ready' section of the Helpforce website. It starts with the heading 'PRE-EVALUATION Getting ready'. Below this is a paragraph: 'Consider four key questions to understand how ready your volunteering initiative is for evaluation by the I&I Service.' There are two main options: 'Is your volunteering initiative ready for evaluation?' with a document icon, and 'Book an assessment with Helpforce' with a phone icon.

This screenshot shows the 'Is your volunteering initiative ready to be evaluated?' section. It includes a sub-heading and a note: 'Click on the questions and guidance below to help you consider readiness to proceed with evaluating your initiative. Note they don't all have to be ticked to proceed.' There are four questions, each with a checkbox and a brief description: 1. 'Do you know the primary purpose of your volunteering initiative?' (Why was it created? - for instance to improve patient experience, or to support people to manage their health at home). 2. 'Are you clear on the potential benefits of your volunteering initiative?' (Do you have a good idea of how it could help people (e.g. patients, staff, volunteers) and services?). 3. 'Do you know what audiences need to see the evidence from evaluating your volunteering initiative?' (Who needs to see the difference it makes, and what would you like them to do in response?). 4. 'Do you have the resources (time, people) available?' (E.g. colleagues or volunteers to help collect data, support of leadership). At the bottom is a red 'Proceed' button.

This screenshot shows the 'Learn how I&I works' section. It features a large red 'Get started' button. To the right is a progress indicator with four steps: '1. Define', '2. Design', '3. Collect', and '4. Evaluate', with the first step '1. Define' being active. Below the progress indicator is the 'Insight & Impact' logo and the text 'Maximising your impact is easier than you think'.

DEFINE: Starting your I&I project



The **DEFINE** stage is the first in our I&I process.

Here you will consider the **objectives** and **beneficiaries** of your volunteering initiative, as well as **who needs to see the impact** its having.

DESIGN: The outcomes model

The **outcomes model** is where you determine what the anticipated benefits of your volunteering initiative are.

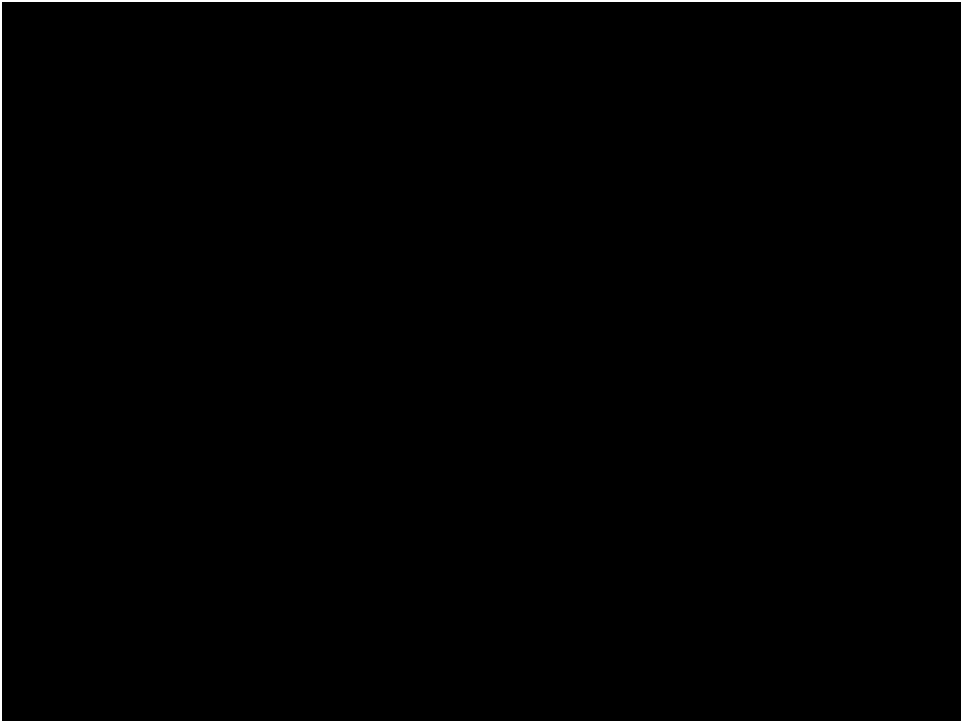
We have multiple templates you can use to get your started or you can create your own...



Design your Outcome Model
Get started by using a template or create your own from blank

- Waiting Well project template
- ED volunteer runner
- Falls prevention Exercise Volunteers (community based)
- Health champion (mental health)
- Health Champion (GP)
- End of Life Care
- Restraint Debrief Support
- Response Volunteer (hospital-based)

DESIGN: The outcomes model






DESIGN: The data model

Data Model

Provide the information needed for each outcome. Once you're happy, click Review.

Regenerate Image

Outcome	Data Type	Description	Who Will Collect	When	How
 Patient / Service user Reduced feeling of loneliness / social isolation	▼ Impact - Qual	▼ Patient feedback: Patient survey questions to measure social isolation and loneliness amongst those receiving volunteer support compared to the equivalent measures for a comparator group of patients who do not receive volunteer support	<input checked="" type="checkbox"/> Volunteer mgmt	▼ End of activity	▼ Patient survey
 Patient / Service user Improved emotional wellbeing, decreased feelings of anxiety / depression	▼ Impact - Qual	▼ Patient feedback: Survey question asking patients about the impact that the volunteer intervention has had on their mood and anxiety levels	<input checked="" type="checkbox"/> Volunteer mgmt	▼ End of activity	▼ Patient survey
 Patient / Service user Improved patient experience	▼ Impact - Qual	▼ Family and carer feedback: Compare FFT scores related to patient experience for patients who receive volunteer support with scores for those who have not received volunteer support (ensure that an appropriate patient cohort and ward/s are selected for comparator group)	<input checked="" type="checkbox"/> Data support team	▼ Monthly	▼ Organisation IT system

The **data model** is where you now select how you are going to collect evidence to support these outcomes.

Here you record...

- Data type
- Who will collect it
- Frequency of collection
- How it will be collected

DESIGN: Our Training

We provide two training modules to support you on your evaluation journey...

Module 1



Getting started with the I&I service

75 certified

Module 2



Preparing for data collection

13 certified

“Very informative, helpful and enjoyable!”

“All the trainers were excellent and allowed all views to be expressed.”

“Good friendly and supportive environment”

“I thought the training was excellent. The session ran smoothly.”

COLLECT: Creating your data collection mechanisms

helpforce

50%

ABOUT YOUR VOLUNTEERING

Which NHS trust do you volunteer for? (Required)

Please select an option

How long have you been in your volunteer role? (Please select one option) (Required)

- Less than 1 month
- 1-3 months
- 3-6 months
- 6-12 months
- Over a year

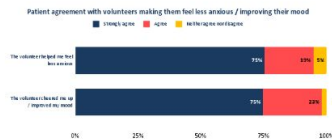
Data Collection Dashboard

Project: Test project for IBI Module 2 Training - Befriending Volunteer



Volunteers supported patients emotional wellbeing...

- 94% of patients who participated in the survey agreed or strongly agreed that volunteer support helped them to feel less anxious.
- 98% of patients also agreed or strongly agreed that volunteers cheered them up / improved their mood.



In order to support evidence gathering, Helpforce will support you to **create your data collection mechanisms.**

Data collection then begins...

Helpforce will support you in overcoming any barriers to data collection, checking responses and quality assuring the data. We can also regularly report back to you on emerging findings via your **project collection page.**

Client Testimonial

Catherine Jowitt

Bradford District Care NHS Foundation Trust

Head of Charity and Volunteering

Projects: Bradford Well Together, Check in and Chat, Baby Clinic

EVALUATE: The final report

Once we have received responses, the **Helpforce I&I team will evaluate your project.**

We will full undertake quantitative and qualitative analysis and **provide a full evaluation report** back to you and your organisation.

We will also add the report to your evaluation project page.



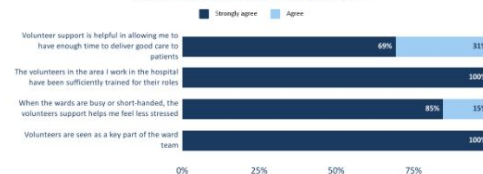
Evaluation Dashboard

Project: Dining companion volunteers (Salford Royal)

Across September 2021 to January 2022



Chart 4: Difference volunteers have made to staff



“They are a god send to us”
Healthcare assistant

“They have a huge impact with patients and staffs time management”
Healthcare assistant

“Amazing people and see the difference they make”
Nurse

“Our ward couldn't cope without the support of the dining companions”
Healthcare assistant

Please see the full evaluation report by clicking the link below...

[Download File](#)

EVALUATE: Evidenced outcomes

Evidenced Outcomes

<p>Organisation Nov 2020 ★</p> <p>Faster discharge Barts Health Active Responder Evidence Strength: Amber</p>	<p>Staff Nov 2020 ★</p> <p>Improved staff productivity Barts Health Active Responders Evidence Strength: Green</p>	<p>Staff Nov 2020 ★</p> <p>Improved staff wellbeing & morale Multiple NHS Trusts Multiple acute hospital based roles Evidence Strength: Green</p>	<p>Organisation Nov 2020 ★</p> <p>Reduced demand on therapy services Sandwell & W. Birmingham Mobility and Exercise Support Evidence Strength: Green</p>
<p>Staff Nov 2020 ★</p> <p>Improved staff productivity Multiple NHS Trusts Multiple acute hospital based roles Evidence Strength: Green</p>	<p>Volunteers Nov 2020 ★</p> <p>Improved volunteer wellbeing Multiple NHS Trust Multiple acute hospital based roles Evidence Strength: Green</p>	<p>Patients Nov 2020 ★</p> <p>Reduced length of stay Salford Royal Mealtime support Evidence Strength: Amber</p>	<p>Organisation Nov 2020 ★</p> <p>Potential to build NHS workforce capacity Multiple NHS Trusts Multiple acute hospital based roles Evidence Strength: Amber</p>
<p>Patients Nov 2020 ★</p> <p>Improved quality of end of life care Royal Liverpool End of life support Evidence Strength: Amber</p>	<p>Staff Nov 2020 ★</p> <p>Improved staff productivity Sandwell & W. Birmingham Mobility and Exercise Support Evidence Strength: Amber</p>	<p>Patients Nov 2021 ★</p> <p>Increased patient confidence Kingston Hospital Discharge Support Evidence Strength: Green</p>	<p>Patients Nov 2021 ★</p> <p>Improved links to local support services Kingston Hospital Discharge Support Evidence Strength: Green</p>

From the evaluation we will take ‘snippets’ of evidence to create **evidenced outcomes**, which demonstrate **the power of volunteering** in the health and care sector.

Client Testimonial

Lucy Boulter

Northern Care Alliance NHS Foundation Trust

Volunteer Operational Lead

Projects: Dining Companions, Active Responder

Thank you!

To get started with the I&I service please visit our website...

<https://helpforce.community/iandi/landing-page>