

Developing a strategic approach to volunteering in trusts

Adding Value through volunteering in NHS Trusts

Context – the start

- ‘Volunteering in acute trusts in England’, Kings Fund, 2013
- 2020 NHSEI and Pears Foundation commissioned a ‘re-run’ of the 2013 King’s Fund report – a survey of the scale and scope of volunteering
- Interrupted by Covid before it could start

Context – the bit in the middle

- Covid impact on volunteering:
 - Increase in community volunteering e.g. mutual aid groups
 - NHS Volunteer Responders (750,000) and rise in micro-volunteering
 - 80% hospital based NHS volunteers stood down
 - Change in NHS Volunteer demography – with many “clinically vulnerable” stood down, rise in new younger cohort
 - Recognition of role of volunteers in supporting the NHS through the pandemic

Context – and now...

- Survey purpose reframed (in 2021) due to Covid impact AND restrictions:
 - Establish a strategic overview of volunteering
 - Understand the changes that have occurred as a result of Covid-19 within NHS volunteering and the key drivers for these changes
 - Explore what factors have facilitated strategic changes in volunteering and what is needed to sustain and enable future development
- Vision for Volunteering (all sectors not just NHS/health)
- Long Term Plan refresh – due Autumn
- Volunteering Taskforce (NHS focus) – recommendations due Autumn

Snapshot - Vision for Volunteering

Common themes but not NHS focused:

- Awareness & Appreciation
 - e.g. better metrics
- Power
 - e.g. reduce barriers
- Equity and Inclusion
 - e.g. improving accessibility and inclusion
- Collaboration
 - e.g. NHS with voluntary sector or NHS Together
- Experimentation
 - e.g. retain beneficial changes, reduce risk aversion

FINDINGS

Over to Helen Gilbert, who led the research at The King's Fund to talk about the findings and recommendations

NHS England Vision and Plans

Back to business as usual but national work refocused and shaped to:

- Take account of the King's Fund report's compelling evidence base and reflect findings
- Complement the Vision for Volunteering with an NHS focus
- Build on the fantastic work to date across volunteering services in NHS organisations (and partners)
- Retain beneficial changes where possible
- Maximise the potential that volunteering (and working with the voluntary sector) brings to the NHS
- Take advantage of the heightened public interest in volunteering for the NHS (with and through partners too)
- Capitalise on the recognition by senior NHS leaders – Boards, workforce, service recovery, emergency resilience, patient facing colleagues etc.
- Better understand the metrics and inform how we can support ongoing quality improvement
- Provide tools and guidance that supports the volunteering infrastructure

Overview of national volunteering programmes:

Volunteering in the community

- NHS Volunteer Responders
- Volunteering in Primary Care/links with social prescribing and workforce links

Enhancing recovery and resilience in NHS services

- Supporting future resilience through learning during Covid and previous Winter funding

Enhance infrastructure and recovery of volunteering services

- Supporting VSMs and Infrastructure development
- Refresh of the National Volunteering Guidance
- NHS Volunteering recruitment space
- Establishing a national data collection and expanding our knowledge about the number and diversity of volunteers
- Support development of volunteering in ambulance trusts
- NHS Cadets



Widening Access and Participation and Inclusion