UK EoI Cohort Meeting

13th January 2021

Agenda

1. Introductions
2. Trust updates
3. Proposed approach for gathering insights and measuring volunteer impact
   Mark Brooker + Jullie Tran Graham (Helpforce)

   - Overview of the I&I objectives of this project
   - Proposed changes to the I&I approach going forwards
   - Project plan
   - Questions

4. Next steps
5. AOB

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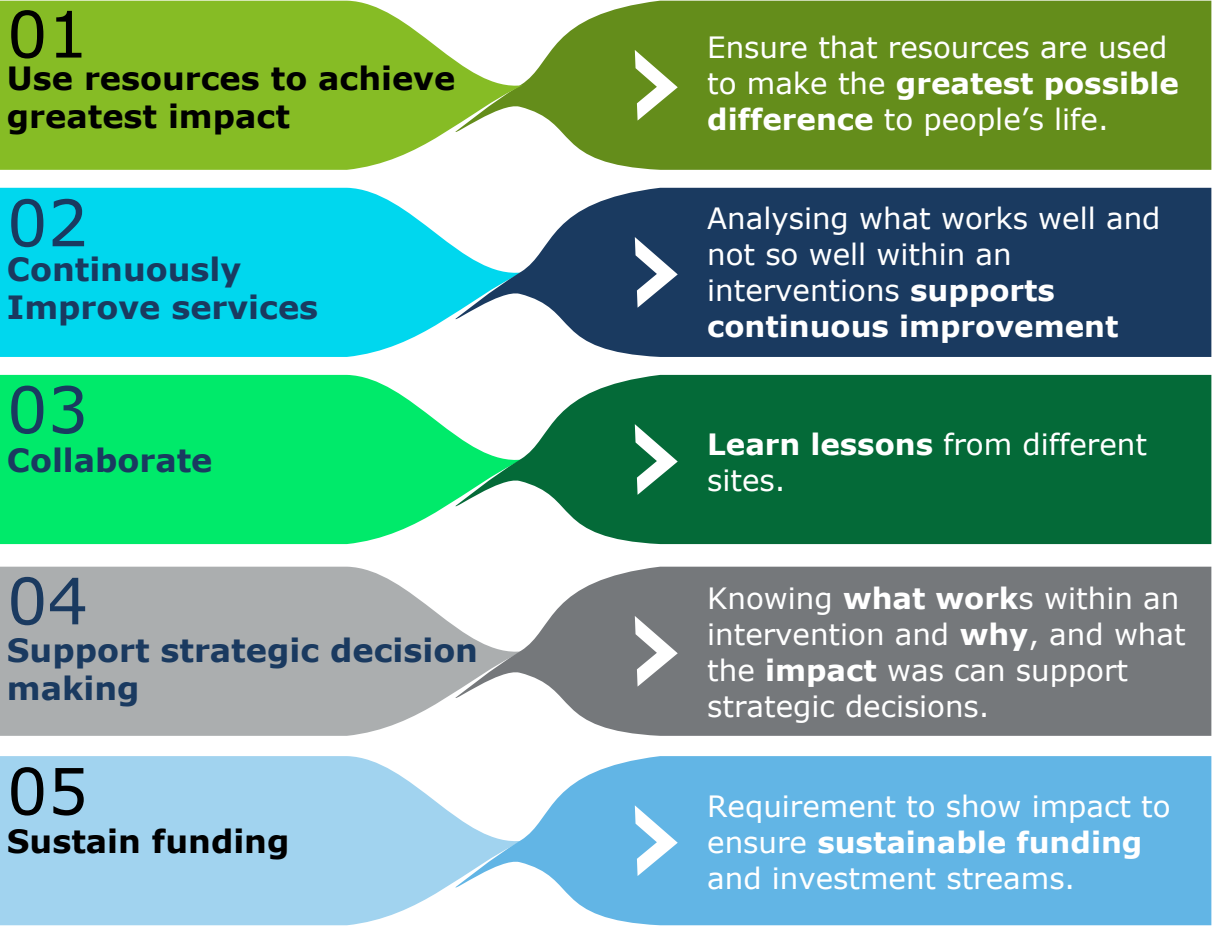
Overview of the I&I objectives of this project

Project objectives

Across the seven sites the End of Life Care Volunteer Programme is looking to achieve improved outcomes for patients, families and carers, staff and volunteers. The expected programme outcomes are set out in the table below.

Group	Outcome*
1.PATIENT	• Enhanced patient experience • Enhanced quality of care (family/carer & staff perception)
2.FAMILY/CARER	• Improved family/carer wellbeing • Enhanced family/carer experience • Improved knowledge of support services
3.STAFF	• Improved staff wellbeing • Improved confidence around the quality of the volunteers and the volunteer service
4.VOLUNTEER	• Improved volunteer sense of purpose/skills/confidence • Increased number of people who may want a career in health and care

*Not all of the volunteer services included in the programme will be looking to achieve the outcomes listed.

Why is the Impact and Insight work important?

01 Use resources to achieve greatest impact
Ensure that resources are used to make the **greatest possible difference** to people's life.

02 Continuously Improve services
Analysing what works well and not so well within an interventions **supports continuous improvement**

03 Collaborate
Learn lessons from different sites.

04 Support strategic decision making
Knowing **what work**s within an intervention and **why,** and what the **impact** was can support strategic decisions.

05 Sustain funding
Requirement to show impact to ensure **sustainable funding** and investment streams.

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# Proposed changes to the I&I approach going forwards

The pandemic has resulted in some significant changes to the service models being adopted across the project sites and has reduced the implementation timescales. As a result, we have decided to adopt a slightly modified approach to the Impact and Insight requirements of the project.

The revised I&I approach includes a combination of:
1. Regular reporting of service activity data
2. Completion of a set of surveys at key points during the project. These are likely to include a combination of the following:
   - Pre-project survey - project stakeholders
   - Pre-project survey - staff with awareness of the volunteer service
   - Volunteer survey
   - Post-project survey - all staff
   - Patient / family / carer volunteer interaction follow-up survey
3. Additional qualitative insights collected in collaboration with each site

The Helpforce team will work with each site to agree a **Theory of Change** for their service and develop a local **Impact & insight and evaluation plan**.

# Example of a Theory of Change - Virtual Model
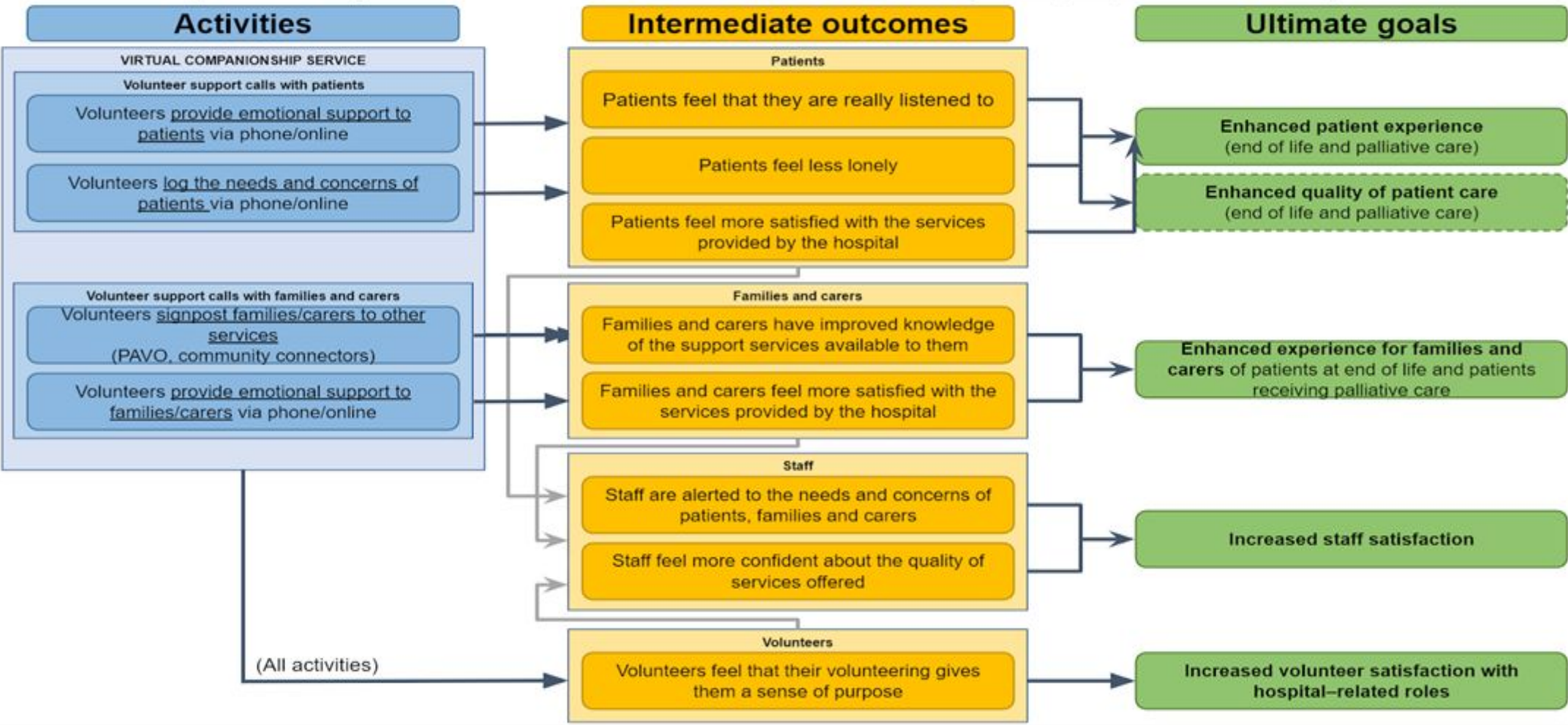
Helpforce Impact Reporting (HIR) tool

By adding activity data into the Helpforce Impact Reporting (HIR) tool you will have access to some useful reporting functionality. We will work with you to agree an approach for reporting activity and other information that works for you.

Each tab represents a measure that data can be logged against

HIR generates graphs for data logged against each measure
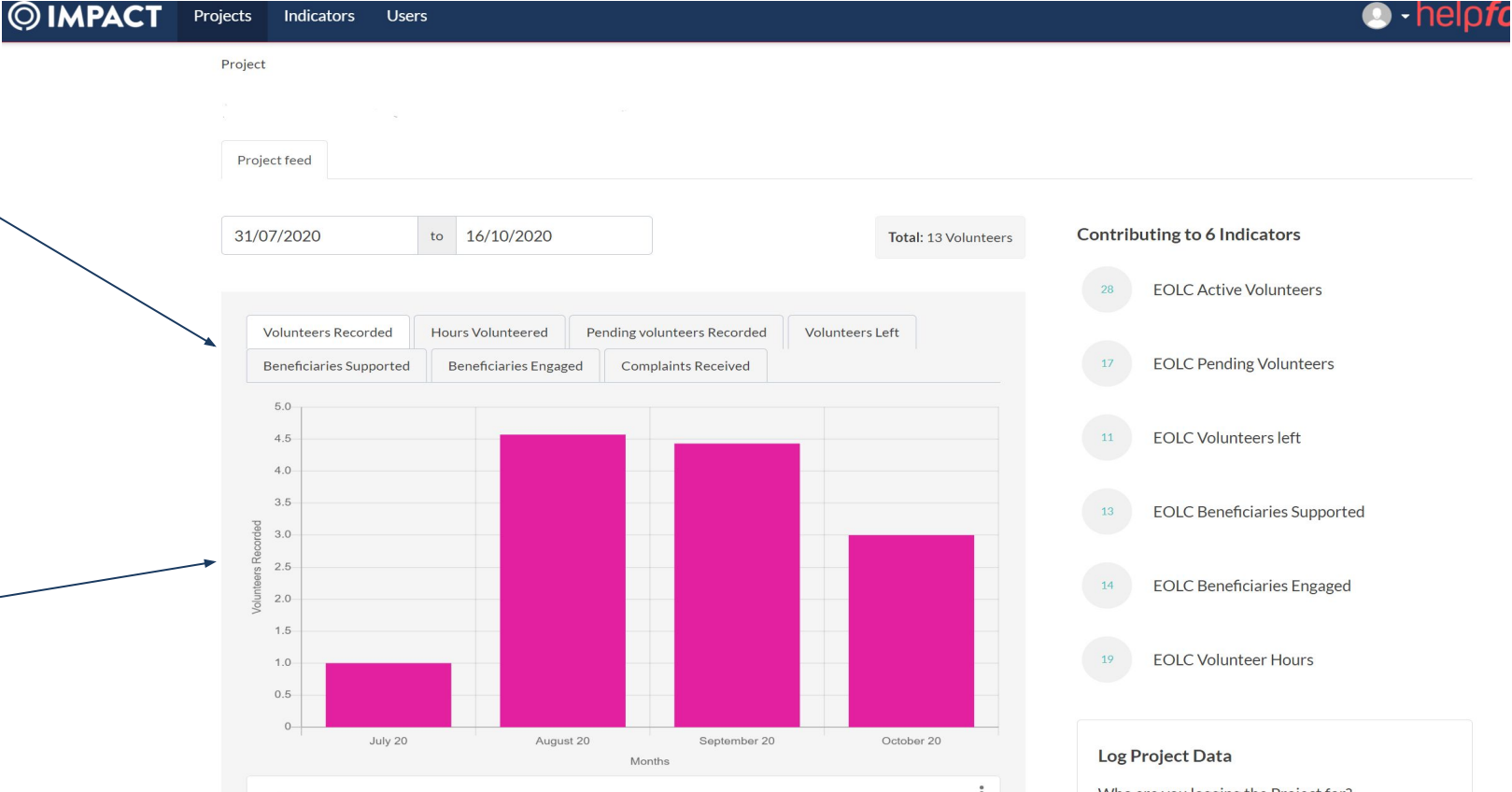
Project plan

	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	Key

Surveys and other one-off activities
- ◆1 UK Cohort meeting 1
- ◆2 I&I co-design discussions
- [1] Pre-project stakeholder surveys circulated
- [2] I&I plans agreed
- [3] Pre-project survey - staff with awareness of the volunteer service
- ◆3 UK Cohort meeting 2
- ◆4 UK Cohort meeting 3
- [4] Post-project survey - all staff
- ◆5 Celebration event + Launch of findings

Circles: (1) Jan, (2) Mar, (3) May, (4) June, (5)(6) August

Key
- ? Meetings
- ? Project milestones
- ? One-off activities
- ? Ad hoc surveys
- ? Data input on HIR / supplied
- ? Trust / Health Board project reports

Regular activity reporting
- Volunteer surveys (completed 6-8 weeks after volunteer starts in role)
- Patient / family / carer surveys completed as appropriate
- Qualitative feedback (e.g. case studies collected throughout the project
- Additional staff / volunteer interviews or workshops as appropriate

Markers: [1] (Jan), [2] (Feb), [3] (Mar), [4] (Apr), [5] (May), [6] (June), [7] (Aug)
Data: [1] (Jan), [2] (Mar), [3] (Aug)

◆ Key meeting / workshop

Milestones
1. All projects Live and collecting data
2. Initial review of data collection and learning
3. Service delivery approach drafted for each project
4. Final service delivery approach documented
5. Final evaluation report complete
6. Service blueprints and impact reports complete

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