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# Making Portability Work

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# Definition

Volunteer portability:-

Reducing the friction felt by volunteers when they move between organisations



# Benefits of Portability

- Reduces the time taken for volunteers to take up new roles
- Improves volunteer experience and reduces attrition
- Reduces costs to hosting organisations in bringing in new volunteers
- Supports better integrated working as volunteers cross silos



# What Is The Problem?

- The problem is not technical
- The problem is not digital
- The problem is not confined to one organisation

# Considerations

- The majority of volunteers, in systems, sit outside of the NHS
- Volunteering is a journey not a job
- The lines between organisations, particularly in Primary Care, are blurring
- Passporting is about trust not Trusts

# What Is The Problem?

- The problem is systemic
- The solution is strategic
- The problem is about sharing information
- The solution is a process not a thing

# Elements of a Portability Process

- A common approach to validating identity
- A common recognition of training
- A common approach to DBS
- A shared approach to risk management



# Where Has This Worked?

- Lancashire Volunteer Partnership
- Voluntary Action Leeds
- Volunteer Cornwall
- Voluntary Action Norfolk

# A Strategic Response

## The Problem

Each element of the system takes responsibility for their own recruitment of volunteers and many processes are repeated when individuals move between organisations. This creates inefficiency and cost for organisations and is a deterrent to volunteers.

## The Policy

There are three essential elements that need to be satisfied in order for a volunteer to move between organisations. The new host organisation must be satisfied that appropriate checks have been done to establish identity, mandatory training and compliance with DBS requirements.

Different tolerance of risks means that elements of the system require a variety of risk processes.

## The Actions

- Establish common standards
- Formulate data sharing agreements
- Establish shared approach to risk management

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**Thank you**

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