

# helpforce

*Accelerating the growth  
and impact of*

**volunteering in health and care**



Helpforce Annual Review 2019-2020

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**Helpforce is on a mission to work in partnership to accelerate the growth and impact of volunteering in health and care, because volunteers:**

- Improve patient experience and reduce loneliness at a vulnerable time
- Are a support to NHS staff and help improve morale and wellbeing
- Motivate more people to help, and take up new careers in health
- Reduce pressure on acute services, GPs, community services and hospitals
- Help hospitals and health and care organisations increase productivity and impact

**We partner with the NHS, the voluntary community & social enterprise sector, and health and care organisations to increase the many ways in which volunteering can make a difference.**

**In simple practical terms this means we:**

- Co-create innovative solutions with health and care organisations
- Enable organisations to maximise the potential of volunteering to improve outcomes for people and services
- Bring people who lead volunteers together, to share best practice
- Partner with you to grow impactful volunteering opportunities
- Capture and share the insights & impact to build the case
- Persuade leaders to invest in volunteering





**VOLUNTEER OF THE YEAR**

**Gary Thomas**

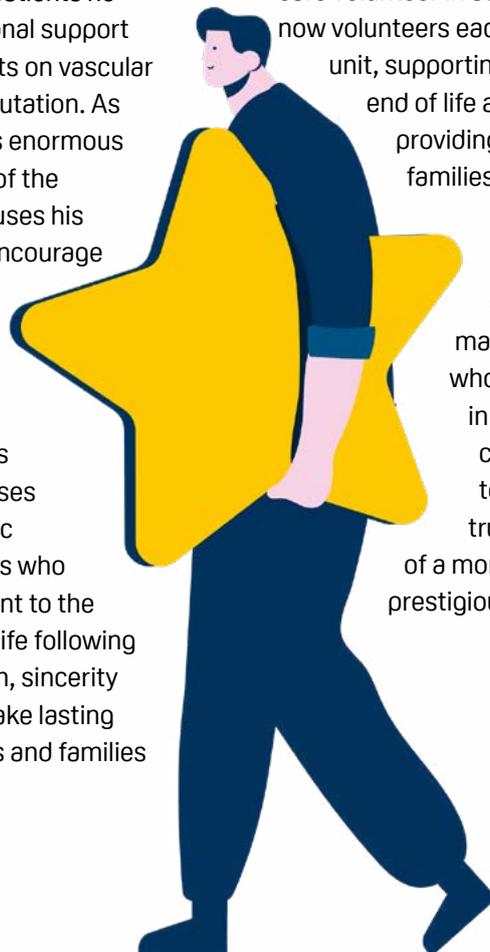
Royal Liverpool & Broadgreen University Hospitals NHS Trust

Gary is an outstanding, highly valued member of the volunteering team and makes a huge difference to the lives of the patients he supports. He provides emotional support and companionship to patients on vascular wards who are facing an amputation. As an amputee himself, Gary has enormous empathy and understanding of the impact of this diagnosis and uses his own experience to support, encourage and inspire those he meets.

Gary is integrated amongst the Multi-Disciplinary Team, often receiving direct referrals from the consultants and nurses who recognise the therapeutic benefit he provides to patients who are either struggling to consent to the surgery or trying to adjust to life following an amputation. Gary's warmth, sincerity and humour enable him to make lasting connections with the patients and families that he meets.

Gary volunteers three times a week, and last year undertook further training to become a palliative care volunteer in addition to his vascular role. He now volunteers each week on the palliative care unit, supporting patients who are nearing the end of life and have no or few visitors, and providing a listening ear to friends and families.

Gary provides a sense of hope for so many at a dark and desperate time. He often makes additional visits to patients who are struggling, even coming in on Christmas Day. His selfless contribution and commitment to enhance patient experience is truly humbling. We cannot think of a more deserving recipient for this prestigious award.



# “A year like no other!”

When reflecting on the Helpforce highlights for this annual report, it is impossible not to see our work in two parts: pre-covid, and covid. As many have said, so much has changed as the NHS faced its greatest challenge. During the heat of the crisis, and one of the most difficult times our country has faced, the impact of volunteers supporting our health services was evident. Without doubt, our mission to accelerate the growth and impact of volunteering in health and care is ever more critical to the wellbeing of our health services.

We congratulate the NHS on their successful call for volunteer responders, and take our hats off to the thousands of people who signed up to support the most vulnerable in our communities.

## Highlights from the Helpforce year include

- Developing volunteering interventions in partnership with NHS Trusts
- Using our insight and impact framework to capture and share the impact of the volunteering interventions in hospitals, and show how they help people and services
- Growing our network to capture and share learning and good practice amongst volunteer service managers and leaders
- Launching a [national learning hub for volunteering](#) to provide volunteers and volunteer leaders with access to free training
- Creating a standards framework for the first ever National Volunteer Certificate
- Working on an exciting project with integrated care partnerships to embed volunteering in their future plans

Our second Helpforce Champions awards, in October, brought in many more nominations than the previous year, and every single one gave us inspiration. We're thrilled to share the winning stories with you. Without these stories the compelling data around volunteering is at risk of being ignored. But when you combine the stories with the data, you have a powerful catalyst for change. A change we hope many of you will join us to make happen.



With very best wishes

A handwritten signature in black ink that reads "Mark Lever". The signature is written in a cursive, slightly slanted style. Below the signature is a thin horizontal line.

**Mark Lever,**  
*Chief Executive of Helpforce*



# winner

## INNOVATION IN VOLUNTEERING AWARD

### Volunteers team

Birmingham Women and Children's Hospital NHS Foundation Trust

The Birmingham Women's and Children's Hospital runs a ground-breaking Junior Volunteering programme, which is the first of its kind in the UK. Supported by #iwill and the Pears Foundation, it engages small groups of young people between the ages of ten to sixteen in healthcare volunteering. With a strong focus on widening participation, the programme's strategic aims are to raise participants' aspirations, encouraging greater diversity and local representation in the applicant pool for NHS jobs; to educate communities about healthcare issues; and to engender commitment to social action. A wide range of projects have seen junior volunteers writing more accessible patient information, learning CPR, devising board games to address mental health issues, and campaigning for organ donation. Participants pass on

their knowledge through school assemblies and similar activities, helping to raise awareness of health issues within Birmingham's diverse communities. They also fundraise. One project involved a group of ten year olds working with the transformation team to create a staff training video, which is a lasting resource relevant to all 5,700 Trust staff. In its first year, over 200 young people from 26 schools were engaged in 20 projects, and more than half of participants came from Birmingham's most deprived communities. One programme was adapted to allow students with disabilities to take part, and over 50% came from the most deprived areas of Birmingham.



# Thank you

**to the generous partners and supporters**

**who make our work possible**

Advent International  
British Red Cross  
CHK Foundation  
Health Education England  
Jim Esposito Annual Giving  
Johanna Barr  
John Armitage Charitable Trust  
John Storey Annual Giving  
Ludgrove School  
Marie Curie  
NHS England and Improvement  
Oak Foundation  
Peacock Charitable Trust  
Peter Sowerby Foundation  
PF Charitable Trust  
Robert King Jnr Annual Giving  
Royal Voluntary Service  
The Burdett Trust for Nursing  
The Garfield Weston Foundation  
The Gaudio Family Foundation  
The Julia & Hans Rausing Trust  
The National Lottery Community Fund  
The Said Foundation  
The Schroder Foundation  
The Swire Charitable Trust  
The Welsh Government  
Wales Council for Voluntary Action

**And the many generous individuals who donated directly to us**

# helpforce CHAMPIONS



winner

## CELEBRATING INCLUSION AND DIVERSITY IN VOLUNTEERING

### Therapeutic Care Supported volunteers South Tees NHS Foundation Trust

This amazing team of supported volunteers are the heart of therapeutic care. We believe their disability or difficulty makes them the gold standard in volunteering. They know how it feels to be anxious, lonely and scared, so they are best placed to help our patients. They have no preconceived ideas about the NHS, they just want to make people smile. Dom is a patient

advocate and tells us when the organisation needs to change practice to support patients with Downs' Syndrome and a learning disability. Phoebe, a role model to everyone, has a learning difficulty and started as a volunteer when she was 16. She is now employed in my team. Brian is deaf and when we have a patient who signs it's a delight to watch their happiness when he can sign and communicate with them; it is such a gift for us as a team. We have a number of volunteers in wheelchairs who mentor new volunteers and talk to patients about life in a chair, how they are managing, and giving real examples of how life is for them. One of our volunteers is paralysed from the chest down and is an important part of the spinal unit where he spends time with patients and families talking about his experiences. As an organisation we are lucky to have this awesome group of people supporting us.



# Capturing the benefits volunteers bring to the NHS

*Accelerating growth in volunteering*



In the second year of our partnership with NHS England and NHS Improvement and twelve hospital trusts, in which we are helping to transform volunteering innovations, we collected insight and data that shows the immense benefits volunteers bring.

**To patients** improved patient experience who have volunteers supporting their journey

**To staff** improved wellbeing & morale, better quality of care, with more time to personalise it

**To the hospital** Improved productivity and smooth running of the patient journey

A snapshot of data, based on eight months from 12 acute and specialist Trusts in England; 10 funded by NHS England and NHS Improvement and two funded by the Royal Voluntary Service, shows clear evidence of volunteers driving up quality of care & personalisation in six key areas:

## Improved patient experience

51%



of patients supported by a volunteer stated they were 'extremely likely' to recommend their hospital to family & friends vs 32% with no-volunteer support

## Improved quality of care

92%

of staff felt satisfied with the quality of care they give to patients vs 82%



## More time for clinical care

60%



of staff felt volunteers saved them time to be able to focus on clinical care.

## Higher staff morale

80%

of staff felt 'I am able to deliver the care I aspire to' vs 69%



## Higher satisfaction with employer

88%

of staff 'would recommend my organisation as a place to work' vs 64%



## Workforce supply

57%

stated that 'volunteering at the hospital has increased my interest in pursuing a career in health and care'





## PARTNERSHIP WORKING IN VOLUNTEERING

### Healing Arts Volunteers

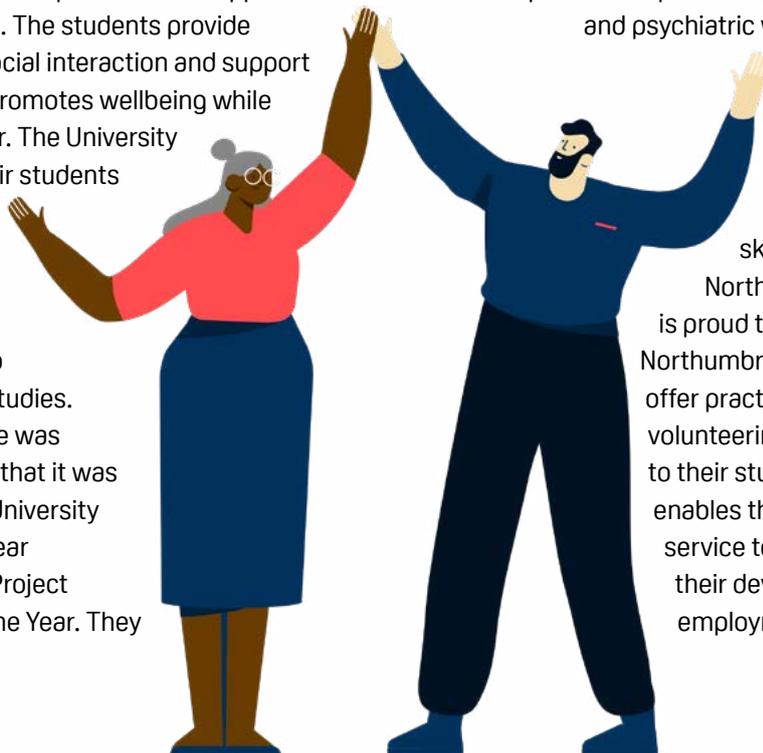
Northumbria NHS Foundation Trust and Northumbria University

They have worked in partnership with Northumbria University since 2013 to provide art student volunteers to our Psychiatry of Old Age service through our healing arts programme. Each week, art students visit their hospitals and use art as a therapeutic medium to improve the quality of our patient experience. They know from research that this has a hugely positive impact on recovery for their patients and supports the healing process. The students provide patients with social interaction and support as well, which promotes wellbeing while patients recover. The University encourages their students to take advantage of a range of volunteering opportunities to enhance their studies. This programme was such a success that it was nominated for University Project of the Year and University Project Committee of the Year. They

recruit approximately 20 volunteers each year. The art students plan and deliver a variety of activities for the patients including life work, painting, and craft workshops. Sometimes they display works in small exhibitions or enable patients to create gifts for their families. Kat Chilvers started volunteering in 2016 and progressed to leading the project. She worked with a partner to deliver art workshops with the patients on the rehabilitation and psychiatric wards. Kat finds

her volunteering very rewarding and says that it has developed both her social skills and confidence.

Northumbria Healthcare is proud to work with Northumbria University to offer practical and meaningful volunteering opportunities to their students which enables the volunteering service to play a part in their development for employment.



# Volunteers supporting patients in palliative care

*Accelerating growth in volunteering*



**Almost three in every ten patients in hospital are in their last year of life, yet many of them will die alone on a busy ward, spend long periods on their own, or have little company in hospital or at home. With funding from The National Lottery Community Fund, The Peter Sowerby Foundation, the Welsh Government, and Marie Curie we launched seven innovative projects across England, Scotland, Wales and Northern Ireland.**

The seven projects: The West Hertfordshire Hospitals NHS Trust; The Northern Trust in Northern Ireland; NHS Borders in Scotland; York Teaching Hospital NHS Foundation Trust, and three projects in Wales, Aneurin Bevan University Health Board, Powys Teaching Health Board, and Hywel Dda University Health Board, will embed end of life care volunteers in hospitals and in the community. The volunteers will be trained to support terminally ill people and their families, be there for them. They will provide emotional and practical support, companionship and alleviate social isolation, at a very difficult time. They will ensure fewer patients die alone, bring comfort and help relieve the stress and guilt that staff sometimes feel when they can't be with dying patients as much as they'd like.

These projects will mean more end of life care volunteers working in hospitals and in the community to provide much needed extra support to patients, families and friends, and staff.

This is the first UK wide project of its kind, and gives us the opportunity to learn and share from other countries. Evaluation measures are in place for the programmes

- We identified seven projects: 2 in England, 3 in Wales, 1 in Northern Ireland, and 1 in Scotland
- We created a network of interested palliative care teams with a dedicated digital space to share good practice and learning
- We worked with Marie Curie to offer bespoke training to volunteers and ward staff
- We developed evaluation plans for each project in liaison with Trust palliative care teams.

**We will measure their success in engaging communities to encourage volunteers to step forward, the training given to the volunteers, the success in engaging their local staff teams, and the full integration of the volunteers in the health and care setting. Each project will identify the impact measures of the service, and look at how the new volunteer services are creating a better experience for patients and their families, and bringing more support to staff. Once finished we will package the new services to share with other NHS Trusts for further take up.**



## OUTSTANDING VOLUNTEERING TEAM OF THE YEAR

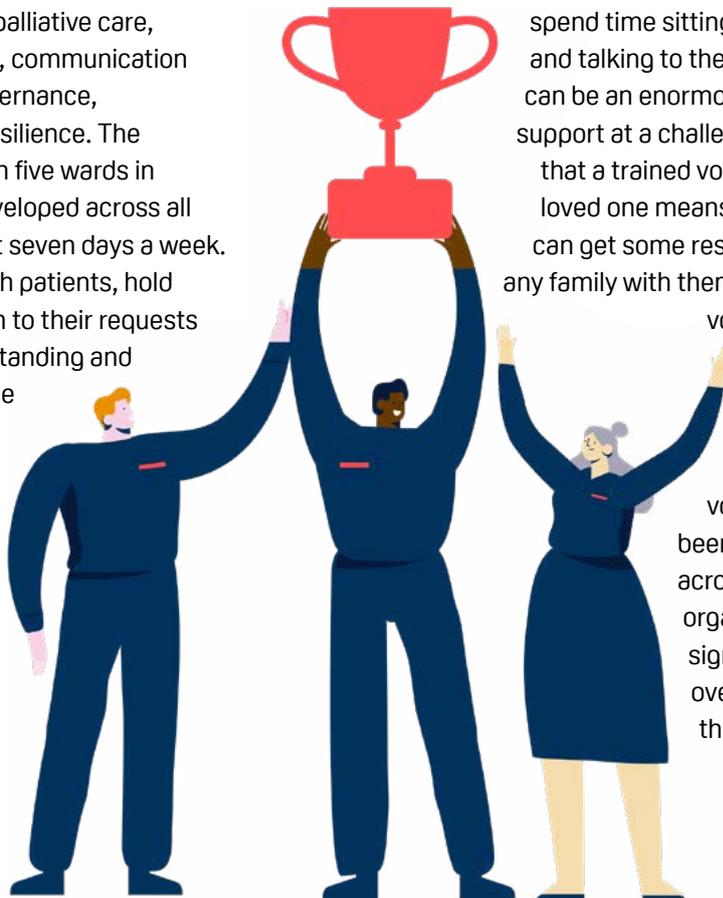
### Volunteer End of Life Companions Team Aintree University Hospital NHS

This team of volunteers successfully established an innovative model to enhance the care of end of life patients at Aintree University Hospital. The volunteers are an experienced and dedicated group who have undergone training covering the principles of palliative care, symptom control, communication skills, clinical governance, spirituality and resilience. The service started on five wards in 2012, and has developed across all areas of the Trust seven days a week. Volunteers sit with patients, hold their hands, listen to their requests and show understanding and compassion to the patient and their family. They also act as a liaison between the patient, family and the nursing staff, communicating any concerns in a timely and

appropriate manner. The volunteer companionship service does not replace the essential medical and nursing care that patients require, but supplements the quality and quantity of support for patients and their families. Being able to

spend time sitting with a dying patient, and talking to them and their relatives, can be an enormous comfort and support at a challenging time. Knowing that a trained volunteer is with their loved one means an exhausted relative can get some rest. For those without any family with them, the presence of a

volunteer ensures that a patient doesn't have to die alone. Since its inception, this innovative volunteer service has been developed and shared across many other NHS organisations and has significantly enriched the overall care of patients at the end of their life.



# Raising national standards

*Accelerating growth in volunteering*



“NHS Health Education England are proud to partner with Helpforce in launching our National volunteering learning hub for volunteers and volunteer leaders. The hub builds on the excellent and ongoing work of e-Learning for Healthcare, the Open University and many others to bring online volunteering education and training for those in health and social care, uniquely, into one gateway. It has never been more important to ensure our volunteers are equipped with the skills and knowledge they need to support their communities, friends and families. I am excited to see what the future holds for volunteers in our sector, and I hope that the Hub will support and inspire our volunteers to continue on in their incredibly important and valuable contribution.”

Laura Roberts, Health Education England's Director of Skills Development and Participation

It has always been our ambition to raise volunteering standards across the country and improve the consistency and standardisation in volunteer induction. The hub, which was co-designed with volunteers and volunteer leaders, brings together the best training resources available, from respected providers such as The Open University, e-Learning for Healthcare and many others. Learning never stops and the National Learning Hub for Volunteering is a valuable resource for all volunteers, and those who work with volunteers, who wish to advance their career, gain new skills and achieve accreditation. We will continue to bring new tools, resources and learning providers into our hub to ensure volunteers continue to make a positive difference in health and care.

**We were proud to launch the new National Learning Hub for Volunteering, funded by Health Education England.**

- A one stop hub for volunteers and volunteer leaders to access training that will raise the standards of volunteering nationally.
- Free, open access to high quality learning to help volunteers and volunteer leaders develop in their roles, find new career opportunities, and bring valuable skills to support our health and care.
- Gives volunteers access to the first ever National Volunteering Standards developed by Helpforce in conjunction with volunteer service managers and volunteers. The training includes a valuable induction for volunteers, and training developed with Health Education England, e-Learning for Healthcare, which will help them complete the new National Volunteer Certificate.
- These courses aim to improve standards as well as help volunteers demonstrate their skills and knowledge as they support staff, and the individuals they care for in health and care settings.

[www.volunteerlearning.community](http://www.volunteerlearning.community)

“The new learning hub by Helpforce is a real game changer and a fantastic tool that encourages the development of volunteer management professionals to improve their skills and support their personal development, it also offers volunteers the opportunity to access quality training and work towards an national NHS volunteering standard. The learning hub will provide much needed support to all areas of health and social care volunteering and I am looking forward to its launch.”

Barry Pridmore, Volunteer Manager at the Royal Marsden NHS Foundation Trust

# Creating connections and sharing invaluable learning through the Helpforce Network

*Accelerating growth in volunteering*



By bringing together expertise from the NHS, the voluntary sector and thought leaders, the Helpforce Network is accelerating the growth and impact of volunteering. Sharing best practice builds confidence and resilience amongst the volunteer communities in health and care as they provide peer-to-peer support.

## The membership is growing

At the end of March 2020 over

# 50%

of all acute NHS Trusts in England had joined the network.



## Webinars, live chats, share & learn meetings, and more. A few things we covered

- Supporting volunteers with disabilities
- Making a success of an end-of-life care volunteer service
- Dementia support volunteering, Alzheimer's Society
- Breastfeeding support volunteers
- Organ donation support volunteers, NHS Blood & Transplant
- Mental health awareness & volunteer support (MIND)
- Youth volunteering (#iwill)
- Integrated care - health champion volunteers

**“I enjoy being part of the Helpforce Network as I found the training material and information shared by the network very useful in my work.”**

Claire Unwin,  
Volunteer & Charity Development Officer,  
North Cumbria Integrated Care NHS  
Foundation Trust

**“I have felt incredibly supported, and being given the opportunity to talk to other volunteer teams has helped me identify we have not been alone.”**

Louisa Bullivant,  
Voluntary services manager,  
Cambridgeshire & Peterborough  
NHS Foundation Trust



### When COVID-19 hit we supported volunteer managers

- How to maximise volunteer impact during the pandemic
- Fast track recruitment and onboarding of volunteers
- Mental health - building your own resilience
- NHS Responders scheme / GoodSam Q&A with Royal Voluntary Service and NHS England
- Volunteer training during the pandemic
- Volunteering in mental health settings during the pandemic
- Volunteer support on COVID-19 wards
- Integrated approaches to volunteering during the pandemic
- How to resume volunteering services safely

### A series of roadshows and share & learn events, hosted by NHS trusts, helped to

- Bring network members together to meet each other
- Encouraged engagement with the Helpforce team
- Informed the design of future network events and activities

### The participants told us that they helped:

- Increase connections between volunteer management professionals across the UK
- Improve connections between NHS teams, voluntary sector, integrated care networks and infrastructure organisations across the UK
- Provide a safe space for peer support to flourish
- Encourage sharing of knowledge and resources
- Volunteer managers to be more confident in their role
- Raised the profile of volunteering teams within trusts

“ Having been involved in the Helpforce Learning Networks since its inception I find it a very useful way to share knowledge and information with colleagues who have an interest in maximising the use of volunteers in a healthcare setting. The peer support is great with useful ideas and also sharing the challenges that can be common in this arena. The network also has learning resources that can be used and through it you have the ability to ask questions and specific issues and also broader policy concerns. I am involved in many NHS networks and this one is very useful with excellent webinars as well. ”

Ian Jones, Chief Executive at Cornwall and the Isles of Scilly Health and Care

*“Helpforce is bringing down the walls between Trusts”*  
Maya Jose, Community Involvement Administrator at Oxford Health NHS Foundation Trust



**OUTSTANDING STAFF CHAMPION  
FOR VOLUNTEERS**

**Mandy McKendry**  
Oxford Health NHS Foundation Trust

In her role as Matron for Urgent and Ambulatory Care, Mandy has worked hard to develop a volunteer team who positively impact patient care and staff wellbeing. The role which she proposed and now supports across five locations in Oxfordshire is in the Urgent Care environment with volunteers supporting staff, people attending the units for minor injuries, out of hours care, and first aid. Mandy works with the staff to introduce the benefits of voluntary support and champions the way volunteers make a difference. Mandy personally meets each new volunteer applicant for the Urgent Care roles and introduces them to the teams, locations



and environments they will be supporting. She identifies where the role needs to be tailored to suit the skills of the volunteer, or the needs of the unit, in a proactive and supportive manner, working especially hard with younger volunteers who may need a confidence boost. Mandy is passionate about arranging dementia awareness training for the volunteers, as she recognises that they offer excellent support. She also arranges regular sessions to meet the volunteers and discuss their experiences in the role, and helps identify ways of developing the role. Mandy shares the positive impact volunteers are having on both staff and patient experience within the units and has presented her findings nationally to encourage the development of the role in other Trusts. She is an inspiring leader.

# Creating a clinical environment that welcomes volunteers

*Accelerating growth in volunteering*



## Working in partnership with clinical leaders who will become role models to support volunteering in Trusts

We are proud to be working with clinical leaders and their teams to help embed volunteer roles in our health and care system. With generous funding from the Burdett Trust, a Nursing charity, we are working closely with chief nurses and other clinical professionals to effectively engage and influence volunteers to pursue a career in the NHS, a pathway referred to as Volunteer to Career (VtC). This will be achieved through the delivery of a series of projects locally led by selected clinical leaders focused on three strategic components:

1

### Clinical Leadership - Develop a network of senior clinical nursing leaders to:

- Harness their expertise, support and influence around VtC through effective engagement
- Positively influence their behaviours and beliefs around volunteering practice
- Encourage their adoption of successful VtC pilots within their own environment.
- Have clinicians who act as role models to support VtC locally

2

### Environment & Culture

- Fully engage, support and raise the value of the volunteer workforce in the clinical environment to enhance likelihood of volunteers wanting to adopt an clinical career
- Utilise best practice to prepare clinical teams to work with the volunteer workforce
- Spread - Share project learning through a network/community which has national and international reach

3

### Volunteer to Career Pathways

- Develop innovative and impactful volunteer roles using national standards, to encourage/ enable volunteers to use this as a route to a career in the NHS
- Develop career pathways to attract and improve the retention of volunteers
- Link volunteering roles to the local recruitment needs



**“I highly recommend volunteering in a hospital, it is a really satisfying role. The doctors and nurses stop me when they see my volunteer badge to say ‘thank you’, which makes me feel like a valuable part of the team. The staff are very busy, and the beds are always full of patients so I’m kept busy the whole time.”**

**Roy Hammond, Arden Centre in University Hospital Coventry**





**VOLUNTEER LEADER OF THE YEAR**

**Barry Pridmore**

North West Anglia NHS Foundation Trust

If Barry Pridmore were a stick of rock, he would have 'volunteering' stamped through the middle! With a head full of ideas and a 'can do' attitude, Barry's entrepreneurial way of thinking sees him initiating projects-a-plenty, each one adding value to the volunteering service, linking in with the community, and enhancing the patient experience.

Innovative projects such as pets as therapy, dementia champions, end of life companions, and hand and arm massage therapy, are just a few of the projects Barry has championed and implemented because he believes in them. We are privileged to have these services. An ambassador for volunteering, Barry works tirelessly to raise awareness, promote the service, and build relationships between staff and volunteers. After three



years of never giving up, this week he achieved exactly what he had set out to do when the Ward Staff of our Dementia Friendly Ward

(Cherry Tree) held a surprise party in honour of their volunteers. The Ward Manager, Ward Clerk, and the rest of the Nursing team hosted a Thank You Party in their Day Room, bringing in homemade food, cakes and pastries for all to share.

Staff even came in on their day off to show their gratitude to their volunteers, and there wasn't a dry eye in the house! This culture begins at the top and cascades down, and Barry can look down from the top of our volunteering tree and feel extremely proud of all of his achievements. He has created an amazing volunteering family and we are all proud to be a part of it. Barry absolutely deserves this award.

# Embedding volunteering into integrated care systems

*Accelerating growth in volunteering*

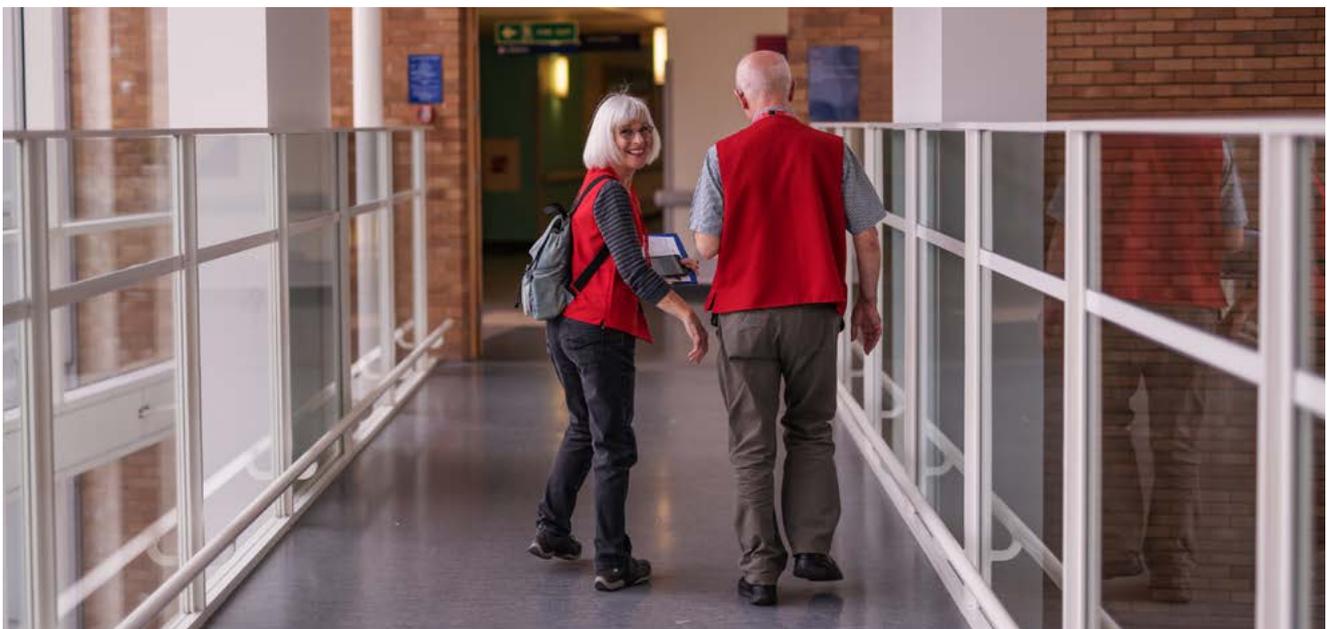


Greater involvement of volunteers will allow NHS staff to be better supported, and for people and patients to have an improved care experience and better support in their community. Which is why, in partnership with NHS England and NHS Improvement, we launched a new national programme to embed volunteering within the strategic plans for integrated care. We are working with leaders across Integrated Care Systems (ICSs) and Sustainability and Transformation Partnerships (STPs), to identify where volunteering can assist with their local priorities, for example to:

- support integrated care
- tackle health inequalities
- support public health ambitions
- help to alleviate workforce and service pressures
- access and develop community engagement

We brought key stakeholders together through the Helpforce Network to help them coordinate, share learning, and problem solve to spread good practice. We worked together to identify where volunteering approaches can support their priorities.

- Thirty nine out of the forty two integrated care systems in England signed up and engaged with the Helpforce network, and thirty two submitted plans developed based on the leadership tool we created.
- We created a new community and brought 135 representatives from the 39 systems into our network
- Many have since included volunteering in their official plans
- We helped many systems improve their relationships with volunteering teams in local authorities and the voluntary and community sector, which led to improved resilience to the COVID pandemic when it struck through the support of mutual aid groups.
- We developed a Leadership Case tool to help make the strategic and economic case for volunteering to system leaders



# Responding to Covid-19

**Thank you to the supporters, friends, partners, funders, donors and volunteers who stepped up to help the NHS during the crisis. By joining Helpforce Assist, and donating to our cause, you helped brave staff on the front line in the NHS, and you helped to reduce isolation and fear for many patients.**

You brought help and care to the staff who stayed away from home to protect their families from infection. Often they didn't have enough changes of clothes; their faces were chapped from face masks worn for hours at a time; they were exhausted and in need of hydration and hot food. Staff told us of the trauma they were suffering from being at the heart of the pandemic, and witnessing such tragic death rates. They needed the support of trained counsellors.

You gave hope to patients on isolation wards who were missing their family or friends. Often they had rushed to hospital quickly and had no change of clothes, or anyone to bring them a spare set. They were struggling with the fear brought on by a diagnosis of Covid-19, and were in need of time with their loved ones. Children who were in hospitals were lonely, as very few people were allowed to visit them.

## **Thank you for the hot food, nutrition, hydration, and kindness**

Ocean Bottle, SOS Hydration, Dinner Ladies, Jonathon Thomas (caterer), Portmeirion, Marshall Wace, the volunteer chefs, and delivery drivers, who delivered free hot food to the NHS every day. The ingenious team at Marshall Wace behind Mealforce gathered volunteers to make and deliver 41,000 meals a day over two months, a total of 1.5m hot meals went to 40 Trusts, 81 hospitals. A generous donation of thousands of hydration sachets from SOS Hydration were welcomed by many staff who didn't have time for normal refreshment breaks. We even had a big donation of crockery from Portmeirion who were keen to help in any way they could.

## **Thank you for the comfort, clothes, care packages, free rooms to stay in, toys and books**

Pan Macmillan, Boden, Ralph Lauren, Boohoo, Charles Tyrwhitt, Mambo, The People's Poncho, Polarno O. Pyret, Wrap London, Poetry, The Sun, Piston, Spanx, Very, PZ Cussons (UK Ltd), Triple Point, Noble Isle, QueenMe, TCC Global, Anthony Horricks, Gibson Games, 365 Games, WHSmith, Room2Reward

Many companies, big and small, turned to us to offer help, and thousands of care packages with changes of clothes were sent out to grateful staff and patients in need of a quick change of clothes. We worked with a campaign run by the Sun newspaper, and other organisations to deliver thousands of toiletries, hand



**109,900**  
gifts were delivered to  
**78 different Trusts**  
worth up to  
**£1.7m**

cream, and lip balm in goody bags. Children's wards were sent toys for free, and books were donated to staff in need of a distraction in their breaks. The generosity made a huge difference, and we are very proud to work with so many who want to help our health and care services.

### Thank you for being there and reducing isolation and stress for so many

#TabletsWithLove campaign, ConnectForce, Lenovo, Lifesaver Power, Virgin, Tesco (mobile), Boohoo, Very, Alter Agency, Virgin (mobile), COF Solutions, the hundreds of psychotherapists volunteering with Frontline 19, and the pilots who provided support through Project Wingman

We were thrilled to partner with Jacqui Barrett, the brains behind the tablets with love campaign which galvanised companies to provide free telephones and tablets to patients so they could stay in touch with their loved ones. Reducing loneliness helped many feel better. Through Frontline 19, a team of 2000 psychotherapists offered free counselling to over 400 people in need of help in NHS Trusts and Care homes. This is critical in helping people who have seen so much death give their mental health priority, and access to free psychotherapists is a much needed boost, helping them continue to face the ongoing challenges in the NHS.

*Thank you all so much for organising the donation of these tablets for BSUH Trust, we are incredibly grateful. At a time when families most want to be together to give each other comfort and love, it is so hard to be apart, and these tablets will help to bring patients and their families that little bit closer together. Your generosity will also be so appreciated by our staff who always want to do everything they can to help and to look after their patients.*

Brighton & Sussex

*On behalf of the board of West Hertfordshire Hospitals NHS Trust and Raise, our hospital charity, I would like to thank you for your generous donation of goody bags to support our staff during the Covid-19 pandemic. Your kind and generous support has made all the difference to our staff and patients and provided them with a much-needed lift, which has kept them going throughout this very difficult time. For our staff, knowing that our communities are behind them and supporting them has been a huge morale boost. Your donation has not just given them something practical; your thoughtfulness and kindness has also provided them with emotional support.*

West Hertfordshire Hospitals NHS Trust

### Kindness in numbers



**110,000**  
gifts

with a value of

**£1.7 million**



**of professional**  
**support**

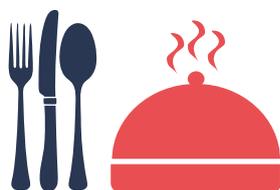
with a value of

**£90,000**



Total value  
of support in goods  
and services  
excluding meals

**£1.8 million**



**1.5**  
**million**  
hot meals  
delivered

We helped  
**78**  
Trusts





**YOUNG VOLUNTEER OF THE YEAR**

**Maisy Vincent**

Royal Cornwall Hospitals NHS Trust



Maisy, who is studying for her A Levels in Chemistry, Biology and German, is one of our most outstanding volunteers. As a trained dementia support volunteer, she visits patients, uses our activity trolley, and chats with them. This can be challenging as patients with more advanced dementia can be difficult to communicate with. Maisy copes admirably, engaging in a positive way with patients and showing great empathy. She has a natural kindness and a friendly personality which shines through. Maisy has helped mentor new volunteers,

and was recently featured in Charity Today as part of the Helpforce workshop team of young volunteers. She is working towards medical school and she would like to join the British Army as a doctor and hopefully do some NGO work too. Maisy is also an avid campaigner for sustainability and the protection of our planet. She is a truly incredible young volunteer.

*"I love volunteering for Royal Cornwall Hospitals Trust. Although challenging at times, having the opportunity to interact with patients on a regular basis and really making a difference to their hospital stay and wellbeing is simply fantastic."* Maisy

# We are on a mission to *constantly learn*

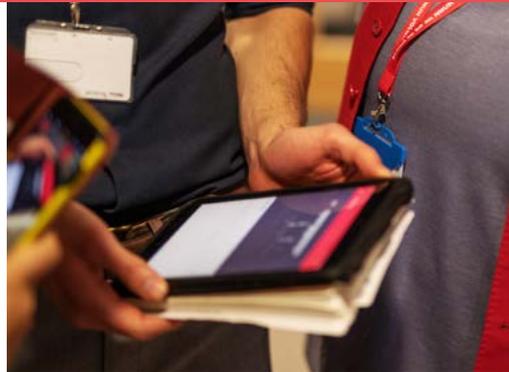
We will work in partnership to help the NHS scale and spread their volunteer services, and constantly ensure that they are ready to face the challenges ahead. This includes better onboarding, creative responses to new and old challenges, with a flexible approach to the ongoing challenges Covid-19 presents. Our research has highlighted a number of areas in which hospital volunteering needs to improve. The most common perceived challenge is that there is a lack of clarity about volunteer roles, followed by there being too much variation in how volunteers do things, and volunteers changing too often.

- There is a clear need for consistent training and induction to help volunteers move between settings and develop trust across NHS Trusts.
- There is an untapped pool of talent as evidenced by the huge response for volunteers to help during the crisis.
- Volunteers are more likely to engage with meaningful well structured and supported opportunities.
- We need to make the clinical case to ensure volunteering is supported by clinical leads.
- We need to think about the resilience of volunteering teams at times of crisis - to ensure we compensate for volunteers being stood down and working remotely.
- Our work with NHS Trusts has shown volunteers can contribute to real operational challenges. Moving forward we need to work more closely with health leaders to co-create volunteering solutions to help overcome challenges of staff wellbeing, waiting lists, patient experience, and more.





[www.helpforce.community](http://www.helpforce.community)



supported by

NHS England and NHS Improvement

