

A black and white photograph of three NHS staff members standing in a hospital corridor. On the left is a woman with blonde hair, smiling. In the center is a man with glasses, wearing a name tag that reads 'Mark Zubiri Charge Nurse Emergency Department'. On the right is a woman with dark hair, also smiling. They are all wearing dark NHS uniforms. The background shows a brightly lit hospital hallway with other staff members in the distance.

helpforce

We're working with you
to help create the future of
volunteering in the NHS

“

*The day you volunteer
is always the best day of the week.*

”

SIR THOMAS HUGHES-HALLETT

The Helpforce Annual Report 2018 - 2019

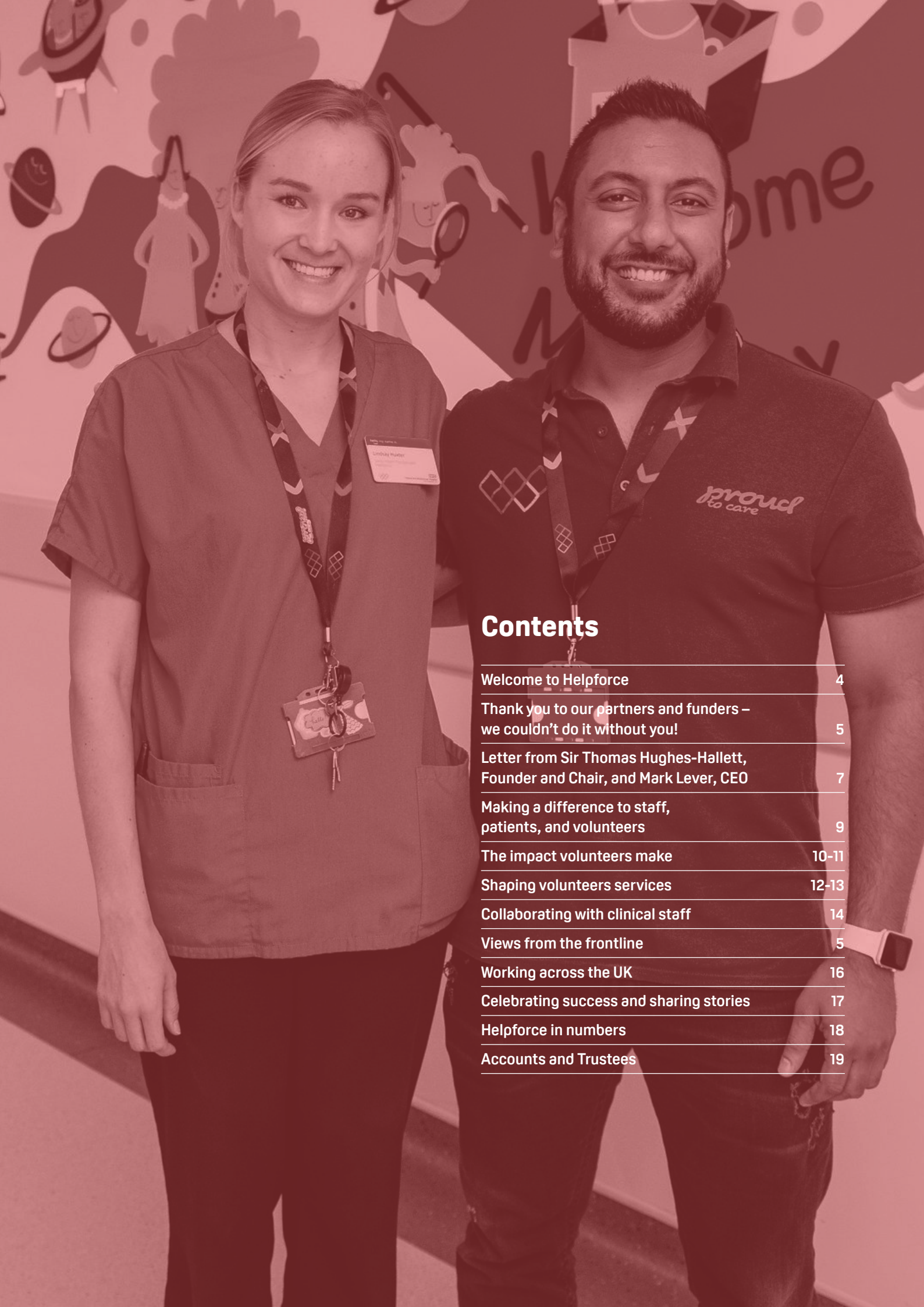


When I began nursing in the eighties, one of the first things I recognised was the importance of volunteers in the NHS. Their kindness, their energy, their skills and their enthusiasm supplemented the nursing workforce in so many ways. One man in particular sticks in my memory: let's call him Bill. He would shave each of the male patients in the morning, a small but time-consuming service that invariably made men feel better. They both looked and felt well cared for. And of course it was an opportunity for Bill, who was retired, to have a chat with each of them. I've never forgotten what a difference 'Bill's shaves' made.

Most of all, I remember the beautiful bond Bill formed with a patient in the final stages of Parkinson's disease. This man could not even feed himself. The psychological impact of such an illness can be heavy, but Bill helped him bear it. He sat with the patient every lunchtime, encouraging him to eat, keeping his spirits up and developing a real friendship. The value of what Bill gave to that hospital ward was beyond calculation. Long before my three years' training was over, I was convinced that the NHS would always need volunteers.



**DAME DONNA KINNAIR,
HEAD OF THE ROYAL COLLEGE OF NURSING,
WRITING IN THE DAILY MAIL
IN SUPPORT OF OUR CAMPAIGN**



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Welcome to Helpforce

- a small charity making a

BIG difference

We want the benefits of volunteering to be an integral part of everyone's health and wellbeing, which is why we're working with hospitals, healthcare workers and volunteers to help create the future of volunteering in the NHS. We're proud of our National Health Service and what it means to us all. From its groundbreaking inception, Sir William Beveridge envisioned the NHS as a place where volunteers and communities would always play an active role, but our lives, cities and institutions today are so different from the world he imagined. While there are thousands of volunteers carrying out vital work, the system has yet to create a unified and integrated approach to NHS volunteering. At Helpforce, we believe that when we harness the power of dedicated and caring volunteers we can create a more compassionate care system for all of us. In practical, positive terms, this means:

- ▶ **better experiences for patients**
- ▶ **more innovative roles for volunteers that make a greater impact**
- ▶ **more time for staff in the NHS to focus on delivering the vital work we rely on them for**

We couldn't do it without you!

**Thank you to all those who believe in our mission,
and have backed us to make it happen.**

Andrew Page

Andy Denton

Bernard Sabrier

British Red Cross

CHK Foundation

Health Education England

Marie Curie

Michael Samuel Trust

NHS England

Oak Foundation

Optum Ventures

Peacock Charitable Trust

Peter Sowerby Foundation

PF Charitable Trust

Piers and Mel nie Gibson

Royal Voluntary Service

Sir Paul Marshall

Sir Peter Vardy

Sir Tom Hughes Hallett

The Burdett Trust for Nursing

The Dulverton Trust

The Emily Hughes Hallett Fund

The Esmee Fairbairn Foundation

The Garfield Weston Foundation

The John Armitage Charitable Trust

The National Lottery Community Fund

The Schroder Foundation

The Swire Charitable Trust





Helpforce gave us the opportunity to explore more roles for younger volunteers – which was key because there had previously been limited opportunities to engage younger volunteers in an acute ward setting. We developed a befriending role so the younger volunteers could enhance the patient experience, particularly for older patients without their own support network.

The results were very promising.



**SIR JIM MACKEY,
CHIEF EXECUTIVE OF NORTHUMBRIA HEALTHCARE
NHS FOUNDATION TRUST**



It is with great pleasure we share the highlights of a fantastic year in which we saw a gathering momentum behind our mission to create a future where volunteering in health and care is part of all our lives.

We launched in December 2016 with a deep conviction that with the right support, volunteers can make a much greater difference to the thousands of hard working staff across our NHS; bring great comfort to patients at a vulnerable time; and enjoy new and exciting volunteer roles. We were thrilled to find so many NHS leaders, voluntary service managers, and volunteers agree with us. With their support, and through strong and exciting partnerships with many charities and NHS Trusts, we are working together to create a more compassionate care system for all.

Enjoy reading about the many exciting developments in volunteering in health and care which include: a commitment to volunteering in NHS England's long term plan; vital new data showing the impact of volunteers in the NHS; and stories from volunteers, patients, and staff - because they tell it best.

Yours sincerely



A handwritten signature in black ink, appearing to read 'Thomas Hughes-Hallett'.

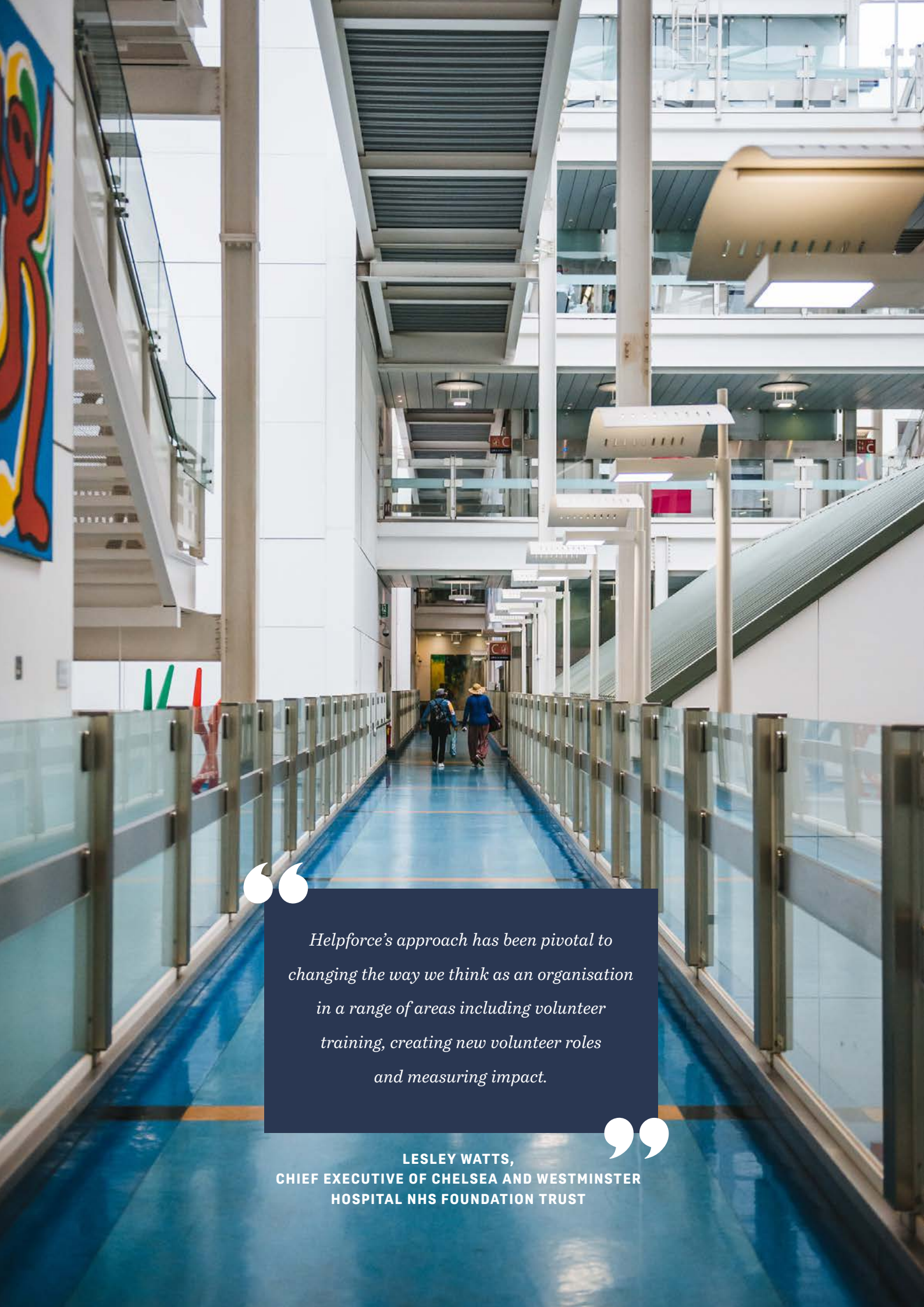
Sir Thomas Hughes-Hallett,
Chair and Founder of Helpforce



A handwritten signature in black ink, appearing to read 'Mark Lever'.

Mark Lever,
Chief Executive of Helpforce

Ps: If you would like to be part of the change,
please get in touch help@helpforce.community



“

Helpforce's approach has been pivotal to changing the way we think as an organisation in a range of areas including volunteer training, creating new volunteer roles and measuring impact.

”

**LESLEY WATTS,
CHIEF EXECUTIVE OF CHELSEA AND WESTMINSTER
HOSPITAL NHS FOUNDATION TRUST**

Making a difference

to staff, patients and volunteers

Helpforce is working with health and social care charities who share our passion for increasing the impact of volunteering.

Through our projects we have developed an approach to designing, delivering and evaluating volunteer interventions.

Empowering volunteer managers to improve their volunteer services

Connect and share

In March 2018 we launched our national Learning Network, a community that empowers and connects volunteer managers. Together they share knowledge and strengthen their ability to improve their volunteer services, meeting the needs of their staff and patients, and ensuring their volunteers are well trained. In November we launched a platform for members to share their work, and it is proving popular. Many volunteer managers are signing up, sharing expertise, attending our events and joining our monthly webinars. Our membership has grown quickly, to 73 NHS Trusts in England, one Health Trust in Northern Ireland and two Health Boards in Wales. Alongside these health and care institutions we have eight partner organisations, including Royal Voluntary Service, Marie Curie, #iwill, NAVSM and NHS England. We have welcomed 236 individual members, most of whom are Volunteer Services Managers, and we have an increasing number of senior NHS management colleagues joining the network.

Learn and train

In partnership with Health Education England we are developing the first national training standards for volunteers and volunteer managers. Working together with them, we are co-creating a new national standard for training and making it available in one place, accessible for all. For volunteers, the training will prepare them for their roles and provide an opportunity to use their learning and experience to acquire vital new skills and potentially obtain paid work and a career within the health sector. It will ensure volunteers are safe, reliable and confident to support the NHS patients, services and staff that they are engaged with. It will help Volunteer Managers ensure they are trained in how to run volunteer services, and further develop their career opportunities.



The impact of volunteers on staff and patients

By measuring the impact a volunteer role has, more and more NHS leaders are realising that investing in volunteer services brings great benefits for their staff, and improves their patient experience. In February 2018 we published the results of the work of our first five projects with pioneering NHS Trusts: Chelsea and Westminster Hospital NHS Foundation Trust; Northumbria Healthcare NHS Foundation Trust; Sandwell and West Birmingham Hospitals NHS Trust; University Hospital Southampton (UHS) NHS Foundation Trust; and West Suffolk NHS Foundation Trust.

The pilot has enabled the voluntary services team to think constructively about the process of measurement of activity, and impact.

**NADIA BETTEGA,
HELPFORCE PROJECT MANAGER,
CHELSEA AND WESTMINSTER**

EARLY INSIGHT AND IMPACT FINDINGS

Volunteers' encouragement has increased the percentage of patients dressed in day clothes from 37% to 42% at Sandwell & West Birmingham Hospital.

"I learnt that spending time with patients is very important and giving them support is very also important."

VOLUNTEER AT SANDWELL & WEST BIRMINGHAM HOSPITAL

Volunteers have been able to engage 24% of patients to mobilise at Sandwell & West Birmingham Hospital.

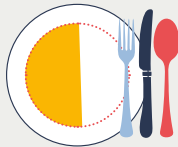
24%
engaged to mobilise



"One of the patients has low level of oxygen and she feels anxious to move so I have advised her to move her hands while she is on bed (general exercises)."

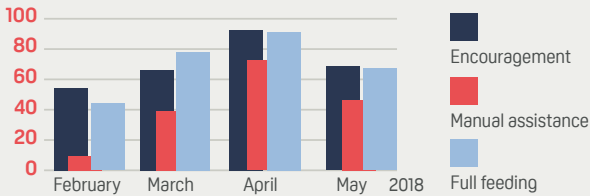
VOLUNTEER AT SANDWELL & WEST BIRMINGHAM HOSPITAL

Patients with support from mealtime volunteers eat on average 53.2% of their main meals and desserts at University Hospital Southampton.



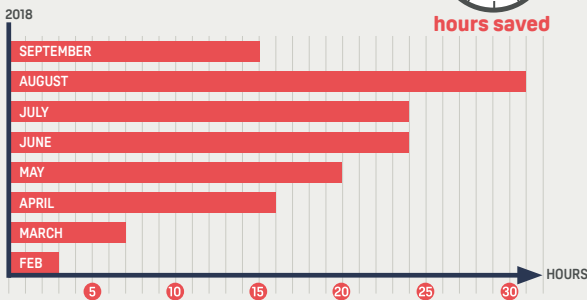
53.3%
of meal eaten

Number of patients supported by type of mealtime support



Bleep volunteers have saved staff 140 hours since February this year through delivering 'To Take Out' (TTO) to patients at Chelsea & Westminster Hospital.

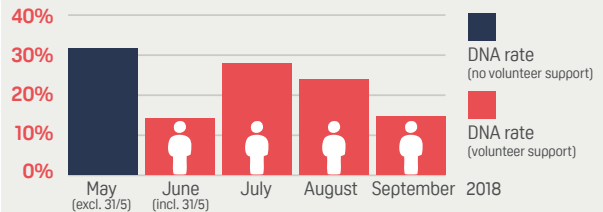
140
hours saved



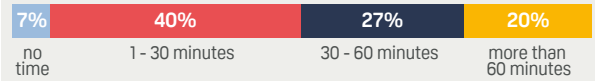
An exploratory study at Chelsea & Westminster Hospital showed that there is no clear indication that volunteers delivering TTOs noticeably reduce length of stay; however, it was not possible to account for other influencing factors at this stage.



When bleep volunteers provide appointment reminders to patients, the 'Did Not Attend' (DNA) rate is 16.5%, compared with 32.0% when no volunteer provides reminders at Chelsea & Westminster Hospital.



The vast majority of staff report that volunteers save them time (between 1-30mins and over an hour) by spending time with patients and providing refreshments at Sandwell & West Birmingham Hospital.



0 survey respondents noted that volunteers cost them time; one survey responded with 'Not applicable'.

"Volunteers increase morale for patients, help out when very busy."

STAFF MEMBER AT SANDWELL & WEST BIRMINGHAM HOSPITAL



Within a 6 month period, staff observed a 53% increase in volunteer confidence and volunteers themselves felt a 25% increase in their own confidence at Northumbria Healthcare.

At West Suffolk Hospital, 63.6% of patients were completely satisfied or satisfied with their discharge lounge experience when volunteers were providing support.

63.6%
satisfied

"Nice to come down to a smiley face, nice not to be sitting on my own."

PATIENT AT WEST SUFFOLK HOSPITAL

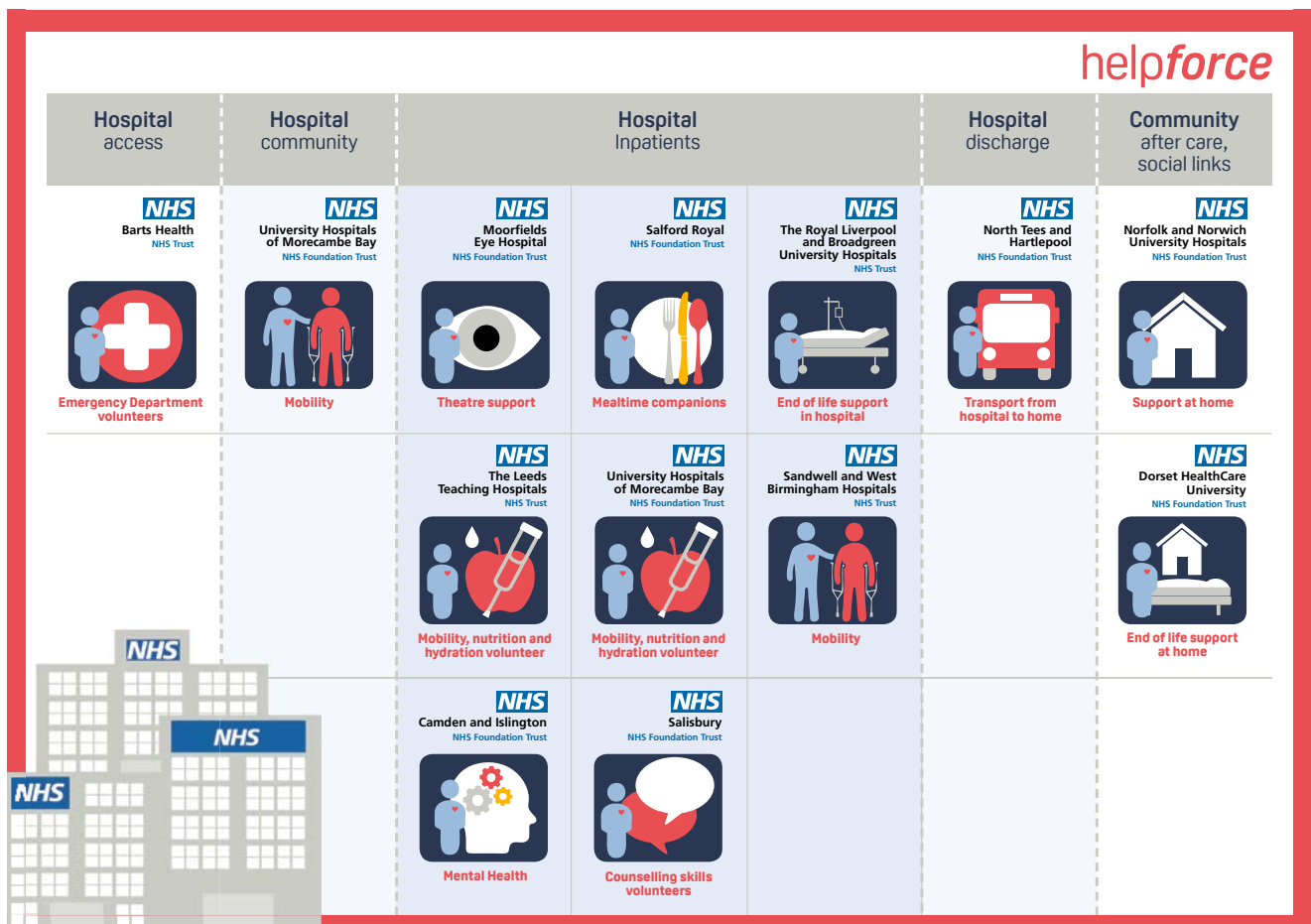
At West Suffolk Hospital, volunteers collectively saved 16.5 hours of waiting (from point of discharge to going home) based on 4 patients who were supported by a transport companion in a pilot study.

"Very good support from volunteers. I appreciated the help in the taxi home."

PATIENT AT WEST SUFFOLK HOSPITAL

Shaping and scaling innovative volunteer services

Following a successful trial with five pioneering NHS Trusts to help them scale their volunteer services, we received funding from NHS England to support twelve more projects – the Helpforce Volunteer Innovator Programme. By working with NHS Trusts we understand their patients’ journey and see where volunteers can transform their experience along the way. We work with volunteer managers to bring in new volunteer interventions. We help all our partners use the Helpforce impact and insight toolkit to measure their volunteer interventions. This ensures continuous improvement – through the learning from the insight and impact data we help our partners continuously improve their volunteer service. And we plan to help them embed and expand their services so they are there for the long term.





The Helpforce pilot helped us push the boundaries of volunteering, rethink the nature of volunteer roles, and experiment with how service innovations could be managed differently.



**CARRIE SMITH, VOLUNTEER SERVICES MANAGER,
SOUTHAMPTON NHS TRUST**

An army of volunteers who have been driving thousands of miles to take patients to their hospital appointments

The Volunteer Driver Service of North Tees and Hartlepool Hospitals NHS Foundation Trust started with only eight drivers. The group is now run by 12 enthusiastic volunteers. By March 2018 they had made an impressive total of 1,191 journeys. Providing the service seven hours a day, five days per week, the volunteers work tirelessly to ensure patients get to their appointments on time, even if that means sometimes they have to start the day early. The volunteers also deliver medication to patients' houses when needed and provide extra support for patients when they get home. Their hard work doesn't go unnoticed; patients often send

thank you cards as a way to express their appreciation. In 2017 the team was shortlisted for the Trust's 'Shining Stars Awards' and scooped the 'Outstanding Contribution to Volunteering' award, voted by staff. Colin Ogden, 61, a volunteer driver, said: "I do three official two-and-a-half hour shifts a week to and from North Tees University Hospital and the University Hospital of Hartlepool. I also work on an ad hoc basis when needed. It isn't simply the drive to and from hospital that's important. I'm convinced that if a patient's day begins with a smiling driver and friendly chat, their hospital experience will be more positive."



The board supported our work with Helpforce, as it created a new focus which re-energised volunteering across the Trust.

**BRENDA LONGSTAFF,
HEAD OF CHARITY DEVELOPMENT AND VOLUNTEERING,
NORTHUMBRIA NHS TRUST**

Collaborating with clinical leaders to shape volunteer roles

We are working with the Burdett Trust to develop volunteering initiatives that support nursing staff, and can be shared across the NHS by nursing leaders. We are engaging with nurses and wider multidisciplinary teams to gain insight into the roles that best reduce the burden on clinical teams, allowing them to focus on care delivery. We are co-designing the roles between clinical teams, volunteers and their managers. This work provides us with an opportunity to increase the impact of volunteers, adding value to the patient experience, supporting clinical teams, and helping the volunteers themselves.

We are delighted to work with Helpforce to help ensure that volunteers can play a greater role supporting our nursing and healthcare professionals. This will not only benefit the nursing staff, it will benefit the public and communities as more interesting volunteer roles become available to more people across our health service. We believe, like Helpforce, that now is the time to co-design volunteer roles that become truly integrated into hospitals and community settings. It is a very exciting moment for all our health and wellbeing.

DAME CHRISTINE BEASLEY, TRUSTEE AT BURDETT TRUST FOR NURSING

Views from the frontline

Our report, commissioned with the Royal Voluntary Service and the King's Fund, based on a survey of nearly 300 hospital staff in England including nurses, doctors and support staff, is the first time that NHS frontline staff have been surveyed for their views about volunteers. It finds very strong support for volunteering among frontline staff, who report that hospital volunteers provide vital practical help such as picking up medicines and doing tea rounds, as well as companionship, comfort and support to patients – as one respondent put it, “bringing human kindness to a busy ward”. This frees up time for pressurised frontline staff to prioritise clinical care, improving staff experience as well as the patient's experience of care.

Working with our volunteers has enabled us to enhance our service and further extend the high quality care that we aim to deliver

GARETH BLISSETT, CLINICIAN

Key findings include:

- ▶ 90 per cent of staff believe volunteering adds a lot of value for patients and 74 per cent said they also add value for staff
- ▶ A third of respondents said volunteers provide essential reassurance and company to patients
- ▶ Almost one in three frontline staff felt volunteers free up their time to focus on clinical care
- ▶ 82 per cent of nurses stated they enjoy working with volunteers
- ▶ A high proportion of frontline staff interact with volunteers regularly – half had done so in the past week



Working across the UK

Through funding from The National Lottery Community Fund, we have expanded to work in Northern Ireland, Wales and Scotland. We are sharing best practice, learning from their work, and helping them develop and join the movement to bring more volunteers to health and care.

“We are thrilled to be working with Helpforce to promote, develop and support volunteering in healthcare.

The Helpforce model has the potential to bring the benefits of volunteering to patients, staff, and our communities.”

DENISE HAYWARD, CHIEF EXECUTIVE, VOLUNTEER NOW NORTHERN IRELAND

“The Scottish Health Council supports health and social care services to engage with people and communities, and leads NHS Scotland’s volunteering programme. Volunteering is good, not only for volunteers, but also for the health and social care staff they support, and for our communities. Our work with Helpforce will help to share and celebrate the impact of volunteering, ensuring that more people benefit where it matters.”

ALAN BIGHAM, PROGRAMME MANAGER, SCOTTISH HEALTH COUNCIL

“Volunteers play a crucial role in both health and social care, not as substitutes for but as partners with our skilled employed staff. Many volunteers already generously give their time and skills to help others, and we look forward to strengthening our relationship with Helpforce to maximise this potential across Wales.”

ANDREW GOODALL, CEO OF NHS WALES



Inspiring others – celebrating success and sharing stories

We launched the first ever national awards for volunteers in health - the Helpforce Champions

Celebrating success is at the heart of what we do, and in November 2018 we launched the Helpforce Champions awards. Volunteers and Volunteer Managers jumped at the chance to celebrate their work, and we were overwhelmed with nominations of some truly inspirational work.

Volunteer of the Year Janet Thornhill, a volunteer at Whitchurch Community Hospital, has exceeded her volunteering role in many ways – from the hours she works, the care and range of activities she undertakes, particularly with dementia patients, to the money she spends to help patients with activities. Jan worked at the hospital for years and has volunteered for the last four, which has grown into best practice patient-centred work. Jan has trained a small team of volunteers. She has supported, advised and helped facilitate training and activities with the nursing staff and chaplaincy. The areas of volunteering that Jan has developed include: dedicated activities and initiatives with dementia

patients; a memorabilia hospital area; a garden area; inpatient survey and friends & family patient feedback; supporting the running of a dementia café; and the Trust's Patient & Carer Panel. She speaks about her work to staff and other volunteers, including those at other community hospitals, coordinates and supports volunteers and staff, and she spoke at a new volunteers Trust event and local dementia conference to 200 people. Jan has also initiated and organised many significant well-attended themed events for patients and staff, such as a Harvest festival, the Diamond Jubilee, Christmas carols, opening of the new garden, and more.

The Hospital Helpforce – Volunteers made the news

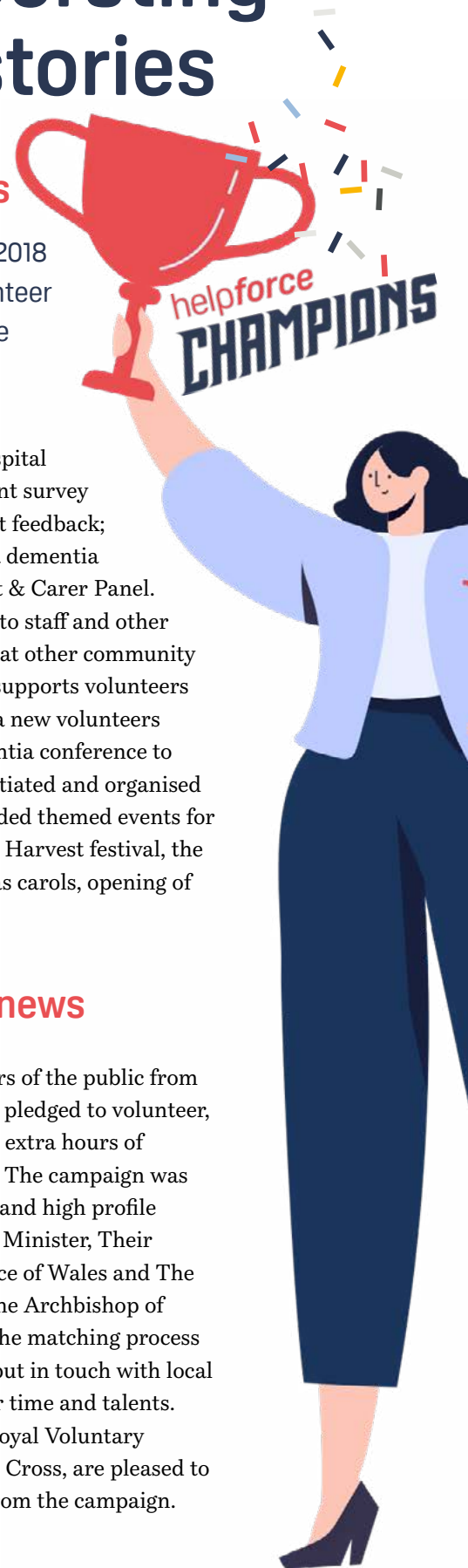
On 1st December 2018 we launched a Christmas campaign in partnership with the Daily Mail. The month-long Hospital Helpforce campaign asked readers to pledge their time to volunteer in the NHS in 2019. Inspired by many stories

of kindness, 33,068 members of the public from across the United Kingdom pledged to volunteer, equating to over 1.8 million extra hours of volunteer time in our NHS. The campaign was backed by many celebrities and high profile figures including the Prime Minister, Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall, and the Archbishop of Canterbury. In early 2019 the matching process began with pledgers being put in touch with local NHS Trusts in need of their time and talents. Our charity partners, the Royal Voluntary Service and the British Red Cross, are pleased to bring on more volunteers from the campaign.

The campaign was an extraordinary success with an average of 1000 people pledging every day

over

1.8 million extra hours of volunteer time



Helpforce in numbers

We have **12**
pilot projects
in the Helpforce
Volunteering
Innovators
Programme

over **73**

NHS Trusts
collaborating
in the Helpforce
Network

and over
240
members
participating
in webinars
and events

On the back of
the Daily Mail campaign
last year where more than

33,000

members of the public
pledged their time
to volunteering
in 2019

We are
working
with over

180

NHS Trusts to take on
the new volunteers

A few things we've learnt along the way

- It is vital that volunteers are involved in the development of volunteer roles
- Volunteer projects will be successfully scaled if we collaborate with other charities
- The Helpforce Network is critical for sharing good practice and encouraging the development of ideas between like minds across the NHS
- It is vital to have the full support of staff to ensure volunteer roles are fully embraced and integrated into the health and care system. Our work with leaders is paving the way to a more welcoming culture
- Impact evaluation is essential to gain evidence of the difference volunteer innovations are making. Without this hard data a case for support will be flimsy and unlikely to be adopted
- If individual projects are to be scaled we need to have a clear sustainability plan backed by the evidence captured through impact evaluation
- Our early projects have highlighted how effective volunteering can be as a route to employment. This is an important additional benefit to NHS Trusts struggling with recruitment

Finances: Income and expenditure for 2018/2019

	2018/19 £000	2017/18 £000
Grant Income	2,621	481
Total Income	2,621	481
Grant Making	400	-
Volunteering Innovations	152	-
Insight and Impact	193	40
Learning Network	141	32
Training Development	164	-
Digital	150	27
Cost of Core Services	800	99
Helpforce Champions Awards	33	-
Campaign, Media & PR	222	36
Fundraising	23	-
Fundraising and Communication Costs	278	36
Governance Costs	371	144
	1,849	279
Surplus for the Year Carried Forward	772	203

Board members and Trustees

Board members of CIC:

Mrs Ruth Beverley	(resigned 14 December 2018)	Mrs Claire Patricia Newton	(appointed 12 December 2018)
Ms Jayne Mary Blacklay		Mrs Claire Riley	
Dr Jane Elizabeth Collins		Mr Dean Anthony Royles	(resigned 2 October 2018)
Dr Anna Louise Dixon		Mrs Kathryn Elizabeth Goldring	(resigned 1 October 2019)
Mr Stephen Phillip Dunn		Mr Patrick Andrew Hanrahan	
Sir Thomas Michael Sydney Hughes-Hallett		Ms Josephine Maeve Hully	(appointed 22 October 2018)
Ms Catherine Elizabeth Johnstone		Mrs Hilary Anne Laing	(appointed 1 October 2019)
Ms Larissa Joy	(appointed 20 April 2018)	Mr Keith Mark Lever	(appointed 1 October 2019)

Trustees of Trust

Sir Thomas Michael Sydney Hughes-Hallett	(appointed 20 April 2018)
Rosemary Helen Arbiter	(appointed 20 April 2018)
Professor Sir Michael Adrian Richard CBE	(appointed 20 April 2018)
Dr Archie Hughes-Hallett	(appointed 20 April 2018)
Julia Anderson	(appointed 20 April 2018, resigned 5 September 2019)
The Honourable Michael Samuels	(appointed 20 April 2018)

**THEIR ROYAL HIGHNESSES
THE PRINCE OF WALES AND THE DUCHESS OF CORNWALL
HAILED OUR CAMPAIGN IN THE DAILY MAIL
AS AN OUTSTANDING EXAMPLE OF
THE BRITISH 'SPIRIT' THAT WILL MAKE A REAL DIFFERENCE.**



The National Health Service is one of our most cherished institutions providing care and support for those who need it whatever their circumstances and wherever they may be.

As my wife and I travel around the country, we often have the opportunity to visit hospitals and to meet the dedicated staff who make this great institution what it is. We also hear, at first hand, of the incredible impact that volunteers have on the organisation through the support that they give to front line staff.

Indeed my own organisations, Step Up To Serve and Youth United, are both already involved in NHS volunteering programmes so I am well aware of the difference such work can make.

We are a nation that has a long and proud history of volunteering, and my wife and I are constantly struck by the dedication of so many wonderful, selfless people who are giving such service in this country.

This newspaper's Helpforce campaign is another example of that spirit and that service to the people of the United Kingdom.

Its success will make a real difference to so many people's lives in the months and years to come.



www.helpforce.community

supported by



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