

## Helpforce Cymru

### – Summer update

This is a brief update to let you know what's been going on in the first few months and what is planned.



### What works? seminar

A seminar 'What works - can volunteering help to create better health and care?' is being arranged in Cardiff (venue tbc) for the afternoon of Monday 30<sup>th</sup> September.

It is being organised in conjunction with Social Care Wales and Wales School for Social Care Research to consider the evidence base for volunteering in health and social care and to identify challenges and opportunities for Wales. Helpforce has commissioned a couple of reports: [Can Volunteering help to create better health and care?](#) and [The role of volunteers in the NHS](#). These will be the basis for discussion. It has also been supporting some pilot intervention projects with NHS Trusts in England and early findings from these will be shared.

The event is for researchers, strategic planners and volunteering practitioners. It will be free but ticketed. Contact me if you would like more details [fliddell@wcva.org.uk](mailto:fliddell@wcva.org.uk).

### Induction standards for volunteers in health and care

National standards for volunteer induction are being developed by Helpforce and will be published by the end of the calendar year. These will also be available, bilingually, through a portal being developed with the Open University. This will give a welcome framework for planning inductions or for enabling transferability of volunteers from one organisation to another. It will hopefully enable joint working, for example with the NHS, by creating a common understanding around the initial training of volunteers.

Volunteer managers from Wales responded to a [call for testing the draft standards](#) by mapping them against their existing practice. The standards were developed primarily with colleagues in the NHS and it has been good to have responses from those working with volunteers in community health and care settings.

In the longer term this work will lead to the option for volunteers to achieve accreditation. There is also work underway to provide resources for continuous professional development resources for volunteer managers.

We will be discussing both of these developments further with NHS volunteer managers in September.

### Helpforce Burdett clinical collaborative

Conversations will be taking place with clinical leaders, over the next 3 years, to engage senior nurses and other health professionals in exploring the potential of volunteering to support clinical care delivery. The Helpforce Burdett Clinical Collaborative will work with clinical teams to identify, collaborate and co-design volunteer interventions which will benefit staff in their delivery of patient outcomes. The project also aims to develop guidance for the most effective volunteer engagement and ways to create environments in which volunteers can thrive and reach their potential. It is hoped that the work will also provide a more consistent means for volunteers to move onto careers in the NHS. It will develop a set of metrics to describe the impact of volunteering for patients, staff, organisations and on volunteers themselves.

This work will be carried out with support from the Helpforce Clinical Lead (and former Chief Nurse) Kay Fawcett, with funding from the Burdett Trust for Nursing.

Kay discussed the project with the Helpforce Cymru Steering group in July and we are identifying opportunities for her to meet with networks of different professional disciplines in Wales. If you know of

networks who would be interested in this work, please get in touch with myself [fliddell@wcva.org.uk](mailto:fliddell@wcva.org.uk) or Kay by email [kayfawcett2@gmail.com](mailto:kayfawcett2@gmail.com)

## Volunteering and end of life care

Helpforce UK, in partnership with Marie Curie, has been developing a pilot programme to support, enhance and spread impactful volunteering in end of life care services.

Organisations who are successful in being funded will be asked to focus on one or more established models of volunteering in end of life care and to adapt or develop them as appropriate to their own setting. Impact measures will be agreed with Helpforce in order to learn and share information about what works and to develop effective ways of working.

Information about the offer of pilot funding has been publicised to those who are involved in end of life care (Health Boards, GP Macmillan leads, hospices, Social Services) and to those who have a coordination and support role (eg CVCs, Regional Partnership Boards).

Application packs are being sent out to those who have expressed initial interest and the closing date for applications is 6<sup>th</sup> September. For more information contact Fiona [fliddell@wcva.org.uk](mailto:fliddell@wcva.org.uk).

## Revisiting a charter for clarifying and strengthening relations between paid workers and volunteers

A [charter](#) was published by WCVA and Wales TUC in 2011. It needed revision, to take account of our changed legislation and policy environment, including the [Wellbeing of Future Generations \(Wales\) Act 2015](#), the [Social Services and Wellbeing Act \(2014\)](#) and [A Healthier Wales](#) which all provide a positive basis for more citizen centred services, innovation and remodelling of services. It is an opportune time to think afresh about the role of volunteering within our public services, whilst taking care not to exploit volunteers' goodwill, to jeopardise the safety of patients and service users or to undermine job security of paid workers.

A recent blog '[Introducing a revised volunteering charter](#)' summarises the content and the process of developing the new charter, working with the [Volunteering Wales Network](#), [Wales TUC](#) and individual unions.

The [revised charter](#) is open for consultation until the end of October with a view to a launch in December.

## New workforce strategy and health and social care

A [draft joint workforce strategy](#) for health and social care is published for consultation, with a deadline for responses, 18th September. WCVA will be coordinating a response and Fiona will be looking, in particular, at volunteering aspects. We will be glad to incorporate your views.

**Helpforce is working with Third Sector Support Wales (WCVA and 19 CVCs), Welsh Government and other partners to develop the potential of volunteering to support health and social care services in Wales**

Fiona Liddell Helpforce Cymru Manager WCVA  
[fliddell@wcva.org.uk](mailto:fliddell@wcva.org.uk) 029 2043 1730 @FionaMLiddell

helplu  
helpforce

