

Health and Wellbeing Board

10 April 2018

Volunteering Update

1. Purpose

- 1.1. To provide the Health and Wellbeing Board with an update on One Walsall's activities in support of:
 - 1.1.1. Priority One: Increase the opportunities for, and take up of, volunteering, and;
 - 1.1.2. HWB Obsession: To increase voluntary action in support of health and wellbeing in Walsall, by addressing identified barriers within Health and Wellbeing Board partners' policies, procedures and processes.

2. Recommendations

- 2.1. The Health and Wellbeing Board:
 - 2.1.1. Note and comment on the content of the report

3. Report Detail

Priority One: Increase the opportunities for, and take up of, volunteering

VCS Capacity Building

- 3.1. Over 80 VCSEs have received capacity building support including advice to develop high quality, safe volunteering, and 31 new voluntary groups have been supported to establish. The Development Team have also supported the sector to secure over £1.8m external funding (year to date) to sustain and expand their work.

Volunteer Connect

- 3.2. Registrations on the online system continue at a positive level, with a further 85 in Q3 2017/18. We are unable to track the outcome of every registration due to the excessive resource requirement. We know at least 100 residents we have supported through one-to-one brokerage have commenced in a new role, but expect the actual number is higher when considering those accessing an opportunity through the online system without direct support from One Walsall. We have tasked our volunteers to begin contacting a sample of registered volunteers, to provide a picture of the wider impact of the system.
- 3.3. Feedback on the online system is mixed, with some residents reporting a lack personal engagement acting as a barrier. We have also identified that organisations advertising roles often fail to provide a timely response to those expressing an interest, which leads to disengagement. We have communicated this issue to organisations and provided system training but have now begun to divert more resource to supporting volunteers directly through face-to-face support. We are currently recruiting a team of Outreach Volunteers to provide brokerage within

community venues within each locality. GP practices have responded well to this. Whilst this is more resource intensive, there's evidence of better results and we are prioritising impact and quality of experience over quantity of registrations.

- 3.4. We continue to review the benefits of the Volunteer Connect system and are exploring whether other systems may help overcome these issues. Analysis of this year's data is included at the end of this report.

Information & Training

- 3.5. Information sessions delivered at community venues and events have been received positively and resulted in additional volunteer registrations. Based on feedback from these, and discussions with VCSEs, we have developed an "Introduction to Volunteering" training session which will be promoted through the VCS and partners. The session provides information to encourage more people to engage in volunteering, and a generic volunteer induction for those beginning a new role. As such, it is a product aimed at supporting the needs of residents and volunteer involving organisations. The session covers:

- Motivations for volunteering
- Benefits of volunteering (for the individual, community and borough)
- Barriers to volunteering and how to overcome them
- Skills required, and how to obtain them
- Volunteer Rights (the law and expectations)
- Introduction to Safeguarding
- Volunteer Responsibilities

Future Activity

- 3.6. Volunteers Week takes place 1-7 July and provides the opportunity to promote and celebrate the role of volunteers in Walsall, backed by a national campaign. We are planning a programme of events including; pop-up shops in district centres offering taster sessions and information from volunteer involving organisations, a social media communications campaign, and a volunteer market in the town centre. A programme brochure will be published and distributed across the borough, including volunteer case studies, "classified ads" style promotion of volunteering opportunities and more information on support.
- 3.7. In partnership with a London-based organisation we intend to launch an innovative volunteer reward and recognition scheme in Walsall, which recruits local businesses to offer discounts for volunteers once they have given a defined number of hours service. We aim to recruit 50 businesses and register 100 volunteers from at least 20 different VCSEs in the first year. We are also seeking statutory partners to commit to the scheme, where they provide charged for services which could be subject to discount (e.g. Leisure Centres).

Obsession Update

- 3.8. Due to the long-term absence of a key member of One Walsall staff, the obsession workplan has not progressed significantly. However, those who have expressed an interest in being on the working group have been asked to complete a survey to baseline information on volunteer coordination and support practices within their

organisation. A meeting will be held shortly to explore the appetite and opportunities to develop shared volunteering practices within the partnership.

- 3.9. As per the risk previously highlighted to the HWB, without dedicated resource to lead the Obsession, we are finding it difficult to make progress.

4. Implications for Joint Working arrangements

Financial Implications

- 4.1. None identified.

Legal Implications

- 4.2. The General Data Protection Regulation (GDPR) will come in to force in May. One Walsall have made significant preparations to ensure the holding and processing of volunteer data is compliant.

Other Resource Implications

- 4.3. None identified.

5. Health and Wellbeing Priorities

- 5.1. At the 21 July 2017 workshop, the HWB priorities were ranked in terms of the potential for volunteering to make a positive impact. The priorities it was felt the greatest impact could be made were:

- Reduce Isolation and loneliness and increase support through social networks
- Supporting independent living
- Maximise emotional wellbeing and resilience of adults
- Deliver prevention and intervention through health and care locality delivery models

- 5.2. There is a large body of research which demonstrates how volunteering can impact these priorities for the volunteer (e.g. increased feelings of self-worth, self-esteem and remaining physical active and socially engaged) for health care users (e.g. better ability to cope with ill health, better self-care, healthier lifestyle) and for the health and care system (e.g. reduce demand).

Author

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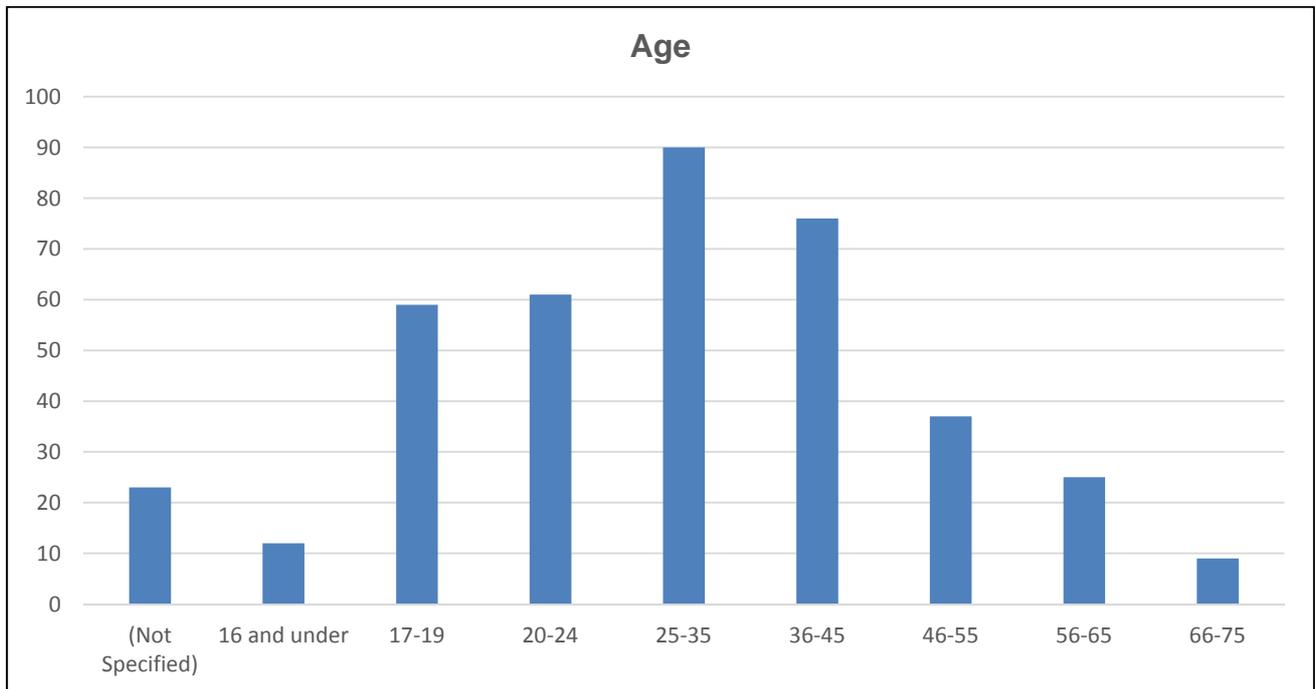
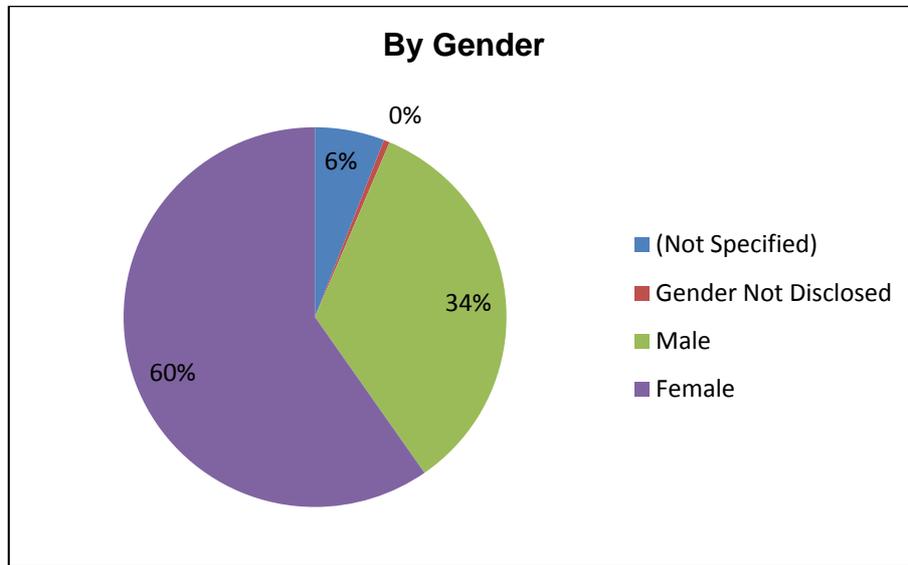
Chief Executive, One Walsall

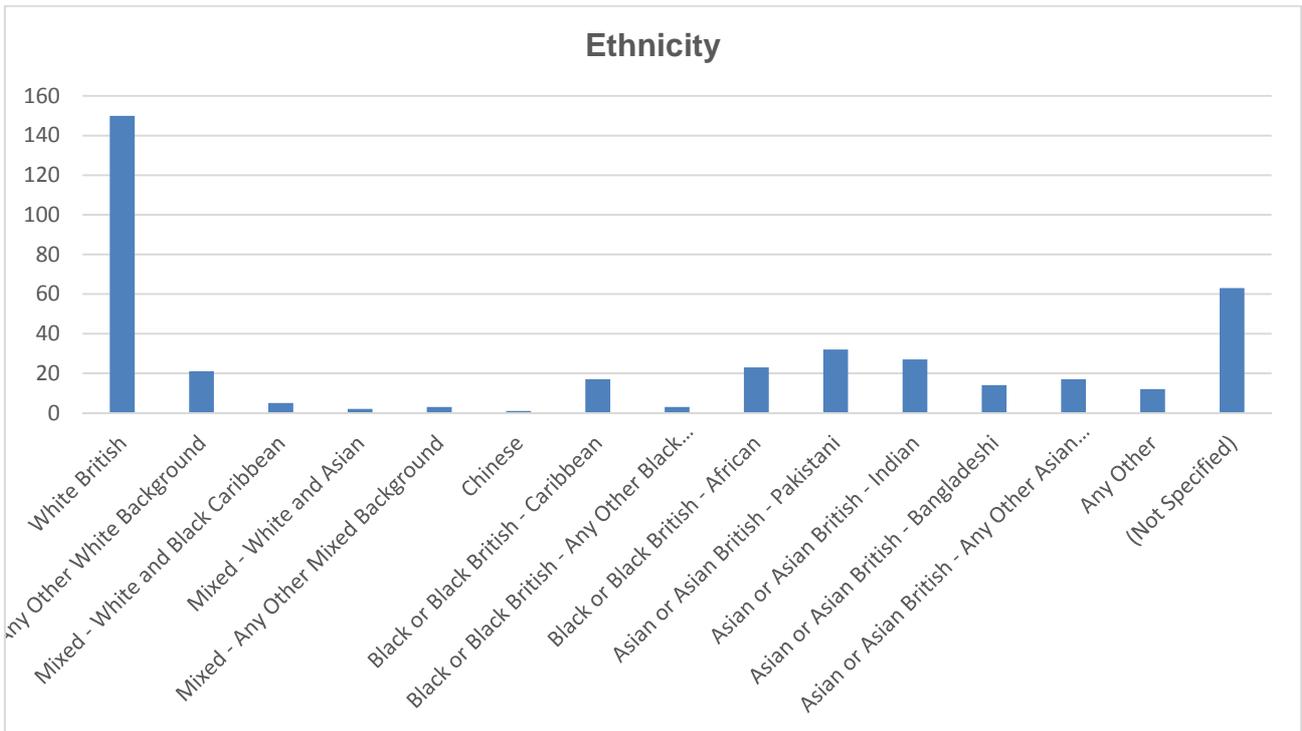
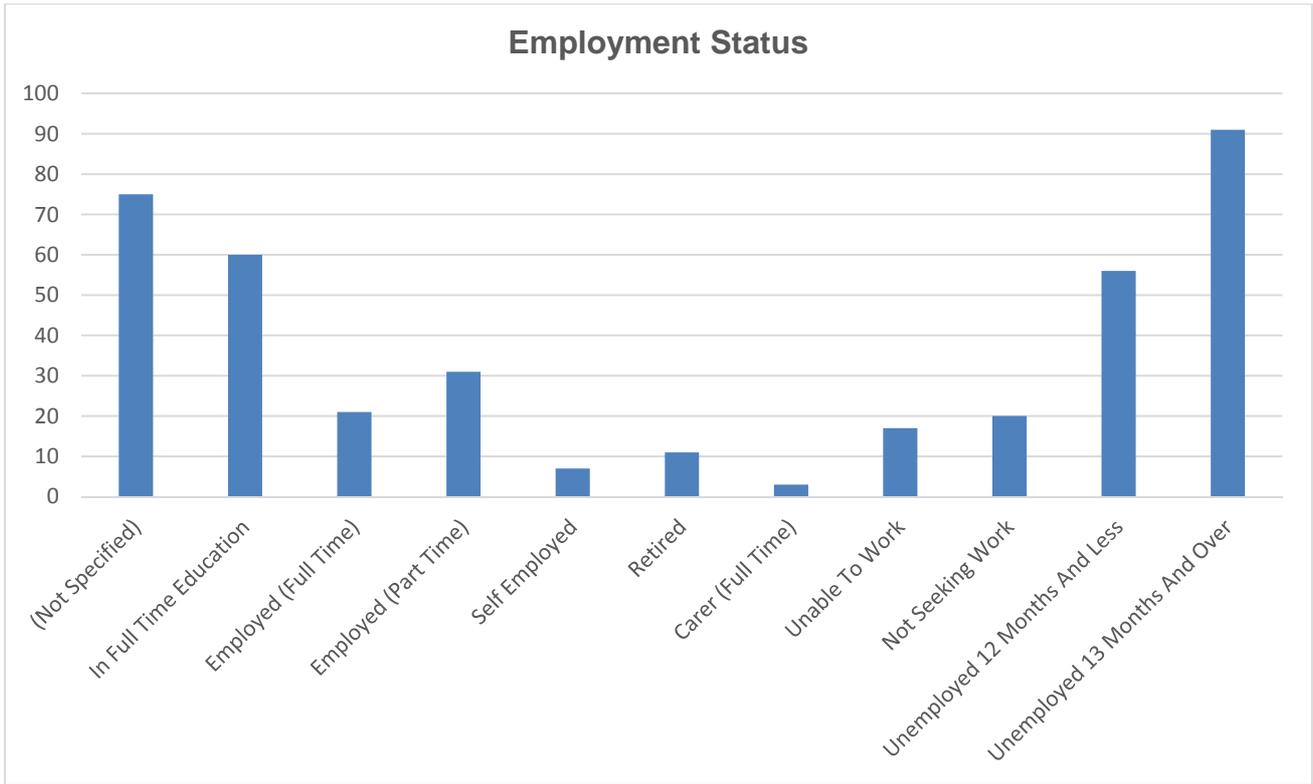
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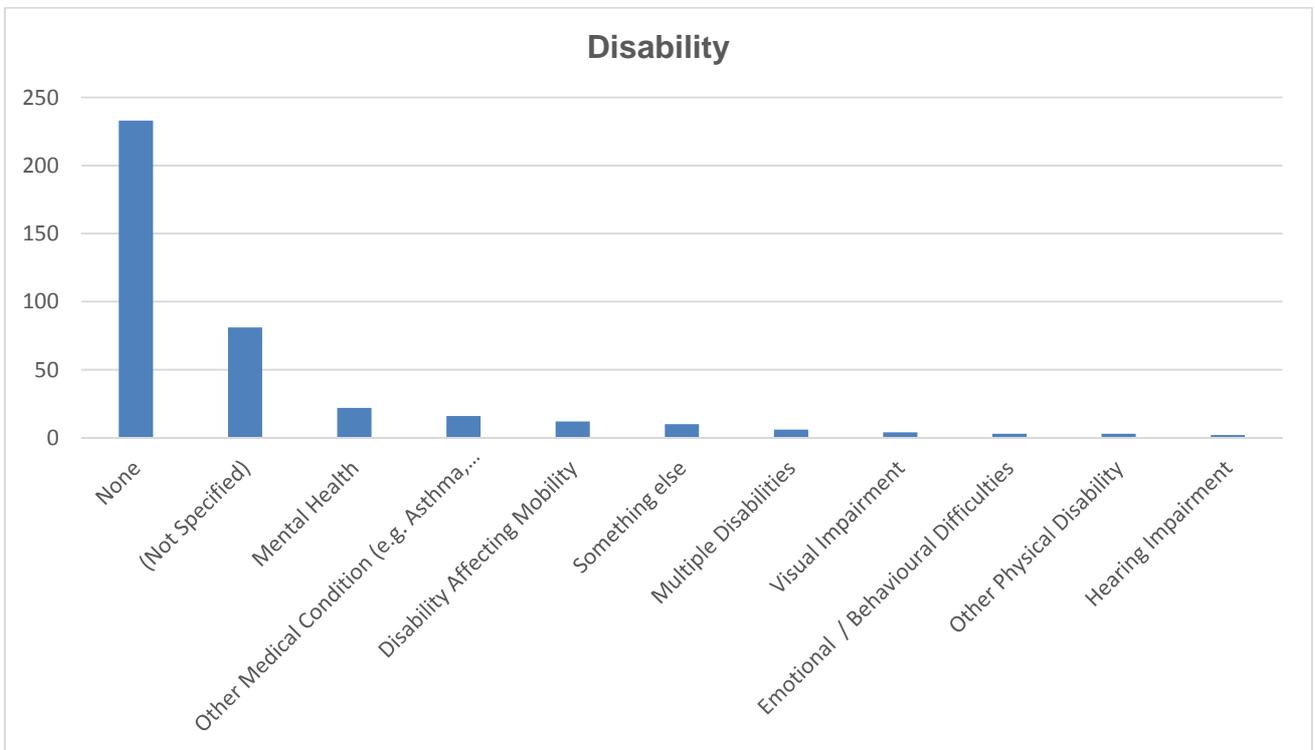
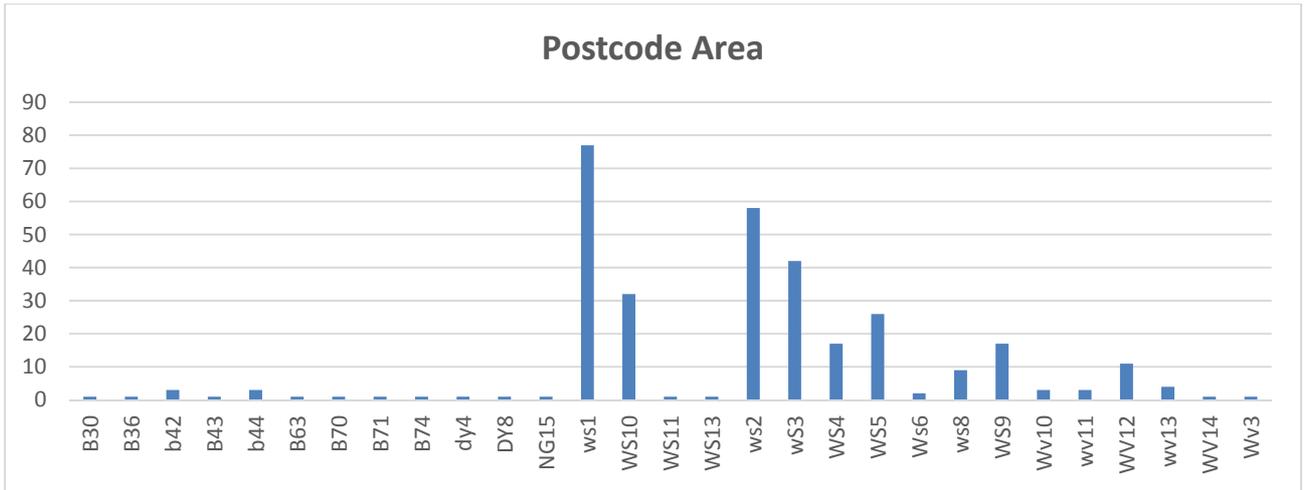
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Volunteer Connect Analysis (2017/18)

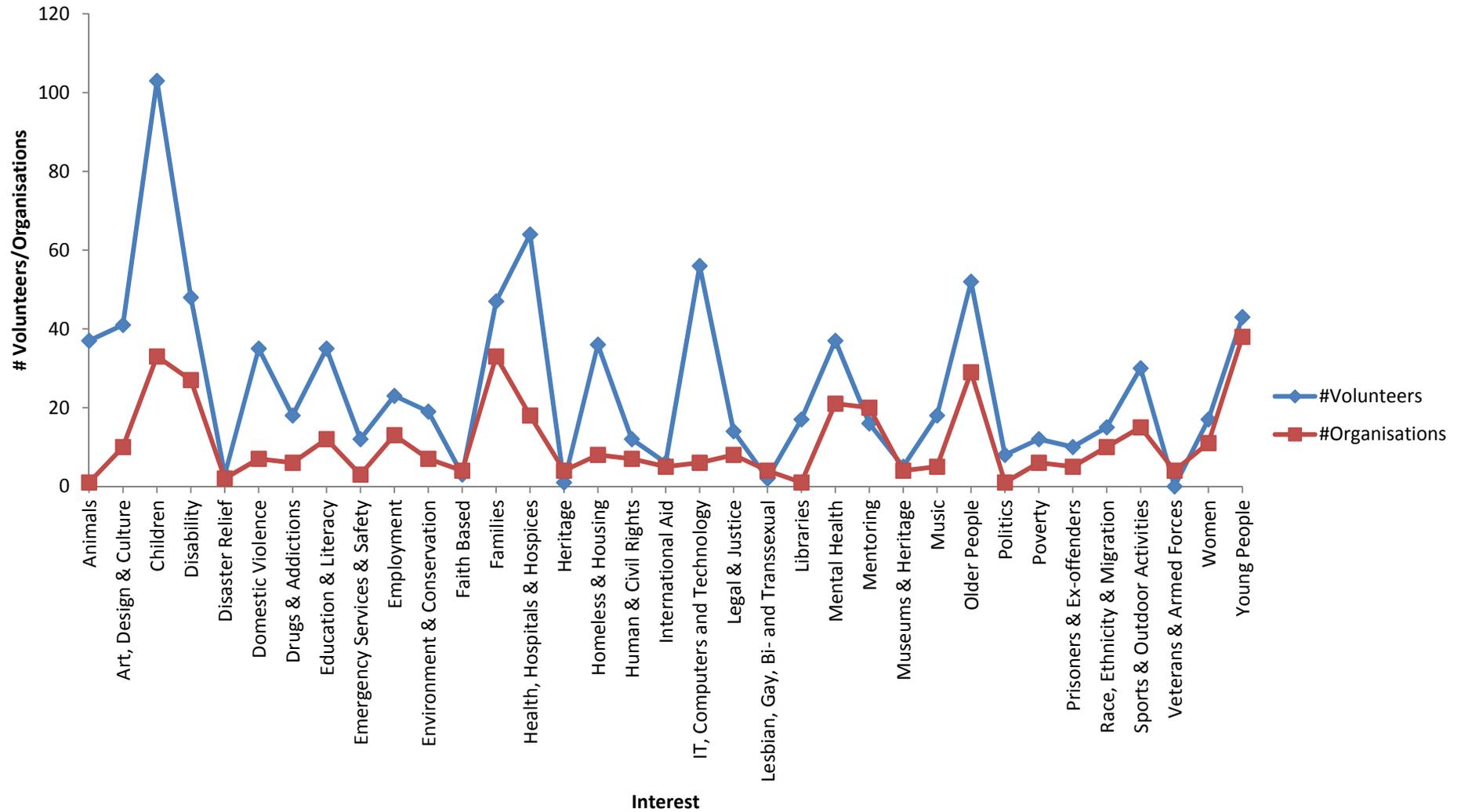
Volunteer Registrations	269
Live Volunteer Opportunities	124
Confirmed starts	100







Interests Gap Analysis - Analysis as at 29 Mar 2018



Activities Gap Analysis - Analysis as at 29 Mar 2018

