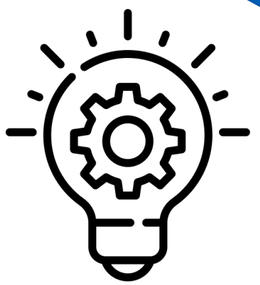
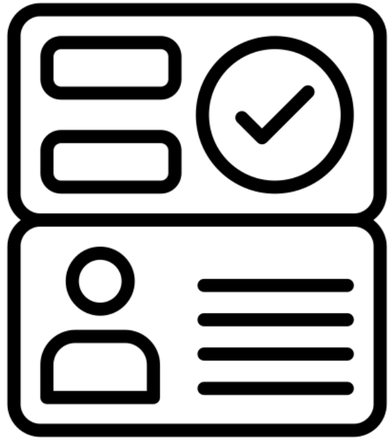
Developing volunteer passporting across partners

Volunteering for Health
Learning into action guide







Volunteering for Health

Volunteering for Health is a national programme being delivered by a partnership between NHS Charities Together, NHS England, and CW+ (the official charity of Chelsea and Westminster Hospital NHS Foundation Trust) to test and build volunteering infrastructure in health and care.

It is funding 15 local partnerships to deliver volunteering infrastructure projects in their geographies over three years. Local partnerships include organisations across:

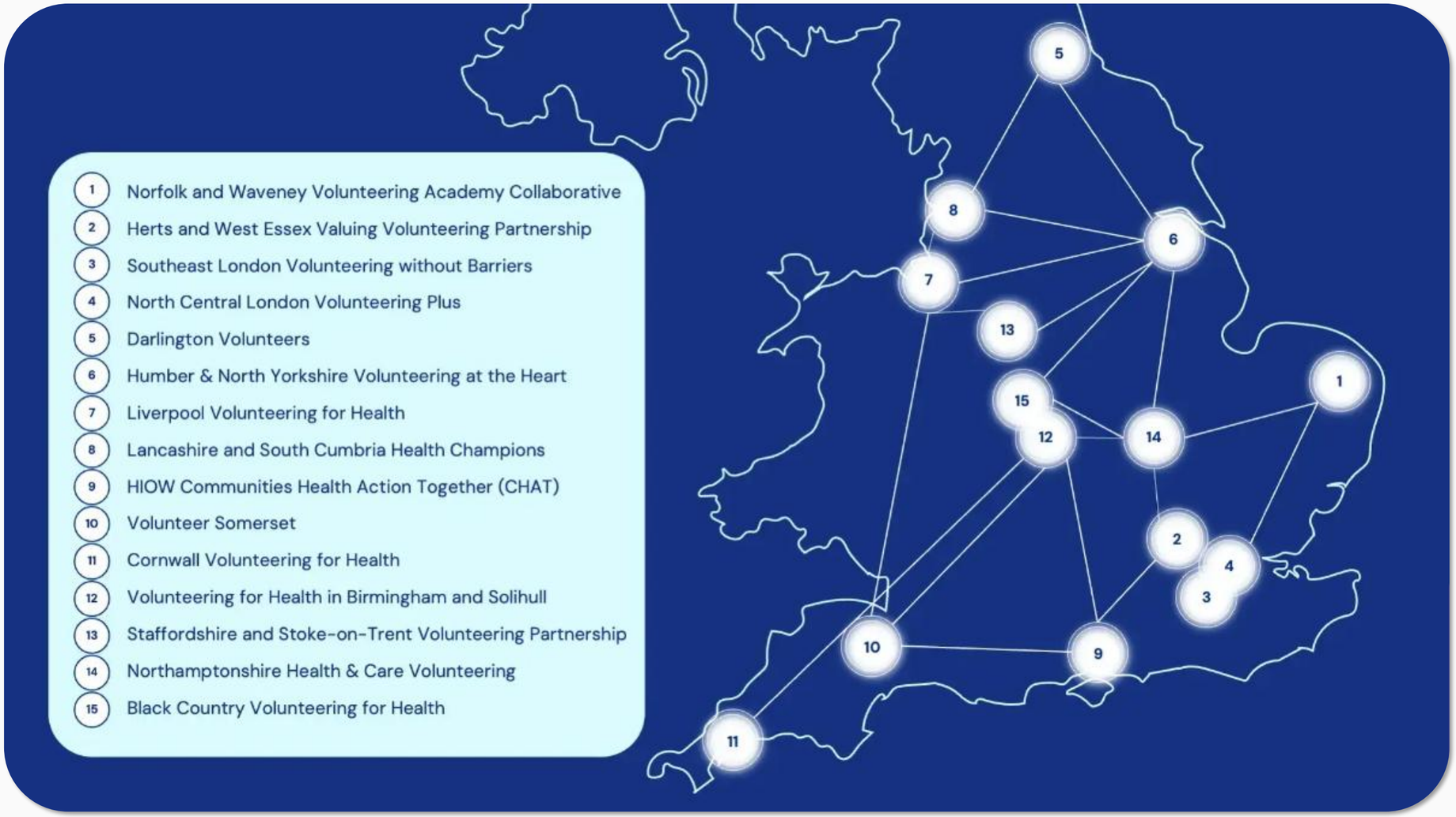
- Integrated Care Boards (ICBs)
- NHS trusts
- NHS charities
- The voluntary, community, and social enterprise (VCSE) sector including local infrastructure organisations (LIOs) which support local VCSE organisations to foster partnerships, build capacity and develop volunteering opportunities.

"Volunteers are crucial to the NHS's vision for the future of health and social care. 72,000 volunteers support NHS Trusts alone, while thousands more support healthcare in other parts of the NHS and within the Voluntary, Community and Social Enterprise sector."

NHS Volunteering webpages, NHS Business Services Authority



Volunteering for Health – 15 local partnerships

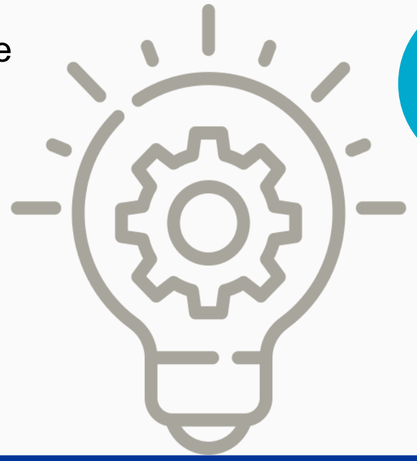


Supporting health and care services through Volunteering for Health

Sharing learning from the programme is vital to help grow and strengthen volunteering in health and care systems. This learning can improve equity of access to services and support better outcomes for everyone.

The theme of this learning into action guide is **Developing volunteer passporting across partners**

This guide is one of five covering key areas of focus for the programme, presenting innovative approaches that are being taken by the local partnerships and how they can inform volunteering strategies.



The learning into action guide follows a ‘what’, ‘so what’, ‘now what’ structure:

WHAT? What is the background to volunteer passporting?

SO WHAT? What are local partnerships doing to support volunteer passporting?

NOW WHAT? What actions can health and care system leaders take to support volunteer passporting?

WHAT?

What is the background to volunteer passporting?

Volunteer passporting in health and care aims to move away from siloed working by allowing volunteers to transfer between roles across multiple organisations, without having to repeat training or common administrative tasks such as Disclosure and Barring Service (DBS) checks.

Volunteer passporting supports greater workforce integration between hospital and community-based health and care services. Implementing it will support key policy ambitions set out in the Department of Health and Social Care's 10 Year Health Plan, such as neighbourhood health.

Passporting can enable health and care organisations to:

- Support volunteer development, allowing volunteers to gain skills and experience across organisations
- Promote roles outside of hospitals, aligning with the 'left shift' ambitions of neighbourhood health
- Improve the volunteer experience, easing the process of changing volunteer roles
- Accelerate onboarding and deployment of volunteers.

Volunteer passporting is expected to reduce administrative burden for organisations and volunteers, free-up resources dedicated to volunteer training and build volunteer capacity across partnerships.

It will also benefit volunteers motivated by a career in health and care, allowing them a range of opportunities to develop their skills and experience in different contexts.



SO WHAT?

What are local partnerships doing to support volunteer passporting ?

Securing senior buy-in during the passport design stage

South East London partnership has developed a passport model that allows volunteers to move between NHS trusts and VCSE organisations, without having to repeat full onboarding processes.

King's College Hospital led on engaging senior leaders across the partnership in the passport design from the start, to ensure they had the necessary buy-in to update processes, change policies and achieve implementation.

Benefits of the approach

The passport is now in use and the partnership anticipates that achieving senior buy-in and having the support of a nationally reputable trust, will help with expansion of the passport model across system partners.

Further information here.

Mapping and identifying best practice processes

Hampshire and Isle of Wight partnership has mapped volunteer recruitment processes across system partners.

The partnership has reviewed and compared existing recruitment processes to identify best practice to ensure the planned passport model they will pilot is suitable and can be practically implemented across the partnership.

Benefits of the approach

The partnership expects the results of their mapping exercise to help inform decision-making when selecting a suitable digital system for passporting across partners.

Further information here.

Co-designing passporting approaches across organisations

Herts and West Essex partnership is enabling volunteer passporting across health and care organisations by introducing single training standards across volunteer roles.

The partnership has held online and in-person workshops to co-design and secure cross-organisational buy-in for the passport and has appointed an external consultant to lead the co-design process.

Benefits of the approach

Once the passport is in place, the partnership expects it to improve efficiency around volunteer training, enabling organisations to build volunteer capacity more quickly.

Further information here.

NOW WHAT?

Actions for health and care system leaders

The local partnerships have shared emerging learning on how their programmes are looking to develop and use volunteer passporting.

Based on this learning, it is recommended that leaders across health, local government and VCSE organisations consider the following actions to ensure health and care systems make best use of the activities of the partnerships.



Action 1:
System partners should define the intended purpose of volunteer passporting and select the best model to use

Action 2:
System partners should engage volunteers and stakeholders across the system in passport development

Action 3:
ICBs should work with system partners to widely promote health and care volunteering opportunities

NOW WHAT?

Action 1: System partners should define the intended purpose of volunteer passporting and select the best model to use

Passporting can make it easier for volunteers to give their time across a health and care system.

Organisations considering passporting should take time to **clearly define the expected benefits for volunteers and the health and care system through passporting**. This will **inform the appropriate passporting model** to use.



Passporting models are generally focused on achieving *volunteer portability* (the ability to move quickly and easily between activities or organisations) and/or *volunteer validation* (demonstrating what the volunteer has achieved within or across organisations).



Passporting models typically require organisations to agree: shared standards for volunteer management; data sharing arrangements; and common role profiles.

Where is this happening now?

Cornwall

A key focus of Cornwall's neighbourhood health approach is supporting patient discharge and recovery from hospital to the community. To support this, the partnership has co-designed a cross-sector volunteer agreement and role-specific thresholds for required training to allow volunteers to move more easily between VCSE and NHS organisations, supporting implementation of Cornwall's wider neighbourhood health goals. Further information here.



Questions to test progress against Action 1:

- Has the system defined the benefits it is expecting to achieve through passporting and designed an aligned model?
- Will partners require support to develop shared standards for volunteer management data sharing arrangements and common role profiles?

NOW WHAT?

Action 2: System partners should engage volunteers and stakeholders across the system in passport development

Volunteer passports need to work for both volunteers and system partners for them to be widely used.

System partners should engage volunteers early when considering volunteer passporting, to build support for the approach and to **co-design and pilot the appropriate passporting model**.



Volunteers are motivated to give their time for a wide range of reasons and some will not be interested in passporting between organisations. Passporting should be considered as an option that some volunteers may wish to take up.



ICBs, NHS organisations and local authorities should partner with LIOs to connect with the VCSE sector and local communities around the potential for passporting and development of a viable passporting model.

Where is this happening now?

Northamptonshire

Northamptonshire partnership had limited take-up of its existing passporting model. In response, it conducted a survey of volunteers from across two NHS trusts in the partnership to assess whether they would be interested in using a volunteer passport. The survey found volunteer interest was dependent on their motivations for volunteering. The partnership is using this feedback to review further development and promotion of its passporting model. Further information here.



Questions to test progress against Action 2:

- Has the system included volunteers and system partners in the design of the passporting model?
- Are there plans to pilot the passporting model with volunteers and system partners?

NOW WHAT?

Action 3: ICBs should work with system partners to widely promote health and care volunteering opportunities

Health and care volunteering opportunities are available across a wide range of organisations, not just in the NHS.

Whether or not a formal passporting approach is developed, ICBs should view the **volunteering workforce as a system-wide resource**. People interested in volunteering in health and care should have **easy access to the range of roles available to them**. Roles can be promoted using the national NHS volunteering platform, local brokerage platforms and through LIOs.



Local partnerships have found that NHS organisations often have a surplus of volunteer applicants, while VCSE organisations may find it more challenging to fill health and care roles.



Volunteers give their time for a wide range of reasons and cannot simply be 'allocated' to a role to meet a workforce need. However, raising the profile of volunteering opportunities outside of the NHS can make them more attractive to people who want to volunteer.

Where is this happening now?

Birmingham and Solihull

Birmingham Voluntary Service Council has developed a digital brokerage platform that signposts volunteers to health and care volunteering opportunities across NHS and VCSE organisations in one place. The platform advertises various volunteering opportunities, providing potential volunteers with a 'one stop shop' for health and care volunteering and helping to address workforce priorities across the system.
Further information here.



Questions to test progress against Action 3:

- Are system partners committed to sharing volunteer capacity? Have barriers to achieving this been identified and addressed?
- Is the system using a shared platform to promote its health and care volunteering roles?

NOW WHAT?

For more information

This is one of a series of five learning into action guides.

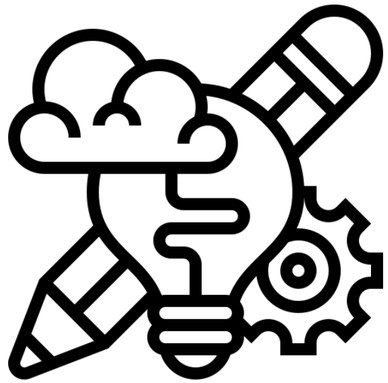
All the guides in this series provide specific examples of how volunteering can support system ambitions. System leaders should consider the actions across all of the guides when developing their volunteering strategies.

- Embedding volunteering within neighbourhood health
- Developing the health and care workforce through volunteering
- Training and development for people who manage volunteers
- **Developing volunteer passporting across partners**
- Diversifying volunteering opportunities to widen participation.

The full series of learning into action guides is available to access on the Volunteering for Health website.



Contact us



https://www.cwplus.org.uk/volunteering-for-health/

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Volunteering for Health Programme group



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This guide was prepared by The Strategy Unit.

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