



Health and Social Care Volunteering Fund Newsletter

Welcome grant holders to the second edition of our Health and Social Care Volunteering Fund (HSCVF) newsletter. This edition will keep you updated with key issues, events and information that may be of interest to you.

This edition covers the following topics:

- Who are the HSCVF Team
- Disseminating the HSCVF programme
- Help us to help you raise your profile
- Update on 2011 funding rounds
- Evaluation survey findings and HSCVF response
- What's on offer through the support package
- Forthcoming events and useful documents to read.

Who are the HSCVF Team

Many of you with projects funded in 2010 are already in contact with us regularly but as we have just funded 13 new national projects, now is an ideal time to introduce the team to newcomers to the programme. There are four of us in the team at Ecorys and we'll be here to help you wherever possible with your queries.

Ashfa Slater is the Programme Manager. Ashfa oversees the fund on a daily basis and is manager of the team members. She works with Carolyn on the design of funding rounds, and is responsible for programme quality.

Carolyn Hay is the Programme Director. Carolyn is involved with the strategic development of the fund and the design of the funding rounds, although she works closely with the operational team.

Karen Hayer is a HSCVF Programme Assistant. Karen assists Ashfa with the running of the fund and will usually be your first contact for project queries.

Gino Martin is our other HSCVF Programme Assistant. Gino also provides general assistance to the fund. With a background in finance, Gino will deal with all the financial aspects of your project and will be your contact for all finance-related queries such as claims and payments.



Nominated project officers

Now that the fund is expanding, we think it will be helpful for you to have named contacts within the team as your first point of call for project-related queries. We advise you to discuss any issues as soon as they arise so we can help you and provide additional support through your named contact. Of course, the whole team will continue to support you, especially when your nominated case officer is not available.

We will be letting you know who your project officer is very soon; however, we want to make sure you receive a timely answer to your call or e-mail, we suggest you always use the main HSCVF helpline and e-mail to contact them. That way someone should be available to answer your call / email during working hours. On occasion you will get an answer phone, but we check this regularly and get back to projects as soon as we can.

Helpline: 0845 172 8058

E-mail: volunteeringfund@uk.ecorys.com

Disseminating the HSCVF programme



Now that Local 2010 projects are well established and out there making an impact in the volunteering scene, we have been delighted to involve project managers in various events to disseminate the work that they do and their experience of being an HSCVF project.

As well as inviting projects to meetings with central government departments and other national funders, to discuss ideas about 'interventionist' grant making (funding plus support package), we have been able to showcase some projects through several other HSCVF activities.

Local grants round 2011 Pre-launch roadshow

As part of the pre launch activity for the local grant scheme 2011 we held three events across the country. To help bring the HSCVF fund to life, we invited three 2010 local projects to talk about their organisation, provide an insight into running an HSCVF project, and to talk about how they have benefitted from the support package so far.

Pictured left is Sean de Podesta from Brighton and Hove Impetus at the London event.

Sean discussed the way the support package has helped his organisation and his project. He also gave lots of feedback on his views on the application process which has in fact changed dramatically since 2010!



Joe Cobb from Disability NW and Frahana Rashid from Comm:Pact each spoke at other events held in Leeds and Birmingham.

The event evaluation forms at each of the events showed that prospective applicants rated the projects' presentations as one of the most useful aspects of the day.

Lifelong Learning Partnership Event

Ecorys runs a number of grant programmes. As well as being the DH's contractor for HSCVF, Ecorys is also the National Agency for the European Commission's Lifelong Learning Partnership (LLP) programmes - Leonardo, Grundtvig and Transversal. The ECORYS team hold regular 'thematic' networking events, and in May, Lawrence Hughes from Fairshares Gloucestershire presented the work of his HSCVF project and organisation as part of a wider discussion about volunteering models.

Fairshares was set up the UK's first time bank in Gloucestershire, and Lawrence outlined how time banks operate as community based projects to meet everyday needs through the exchange of time, skills and opportunities. Attendees were particularly interested in this model of volunteering and later round table conversations continued this animated discussion.



Help us to help you raise your profile

The HSCVF have a number of ongoing dissemination activities in place which will distribute information, learning and good practice both from our local and national funded projects.

We have recently launched a HSCVF Youtube channel which has been designed for the HSCVF to share information updates on the Fund and for successful projects to share information on their projects.

In order to promote the 2011 European Year of Volunteering we would like funded projects to help raise awareness of the importance of volunteering. If you would like to send in video clips of your project activity or success stories based on case studies from your volunteers please email volunteeringfund@uk.ecorys.com

These success stories could feature on the HSCVF website and newsletter later in the year.



Future dissemination plans

By the end of 2011 we will have a HSCVF dissemination plan for the fund as a whole. We'd like all projects to get the opportunity to use our communication channels to share examples of what has worked well, and of course, less well! Other opportunities we hope to bring forward later in the year include:

- Opportunities for projects to share their project successes through their own page on the HSCVF website
- Working more closely with other leading organisations in the field of volunteering, e.g. V; Volunteering England; YouthNet as well as our established partners.

If you would like to get involved please email volunteeringfund@uk.ecorys.com



Update on 2011 Funding Rounds

National Grant Scheme 2011

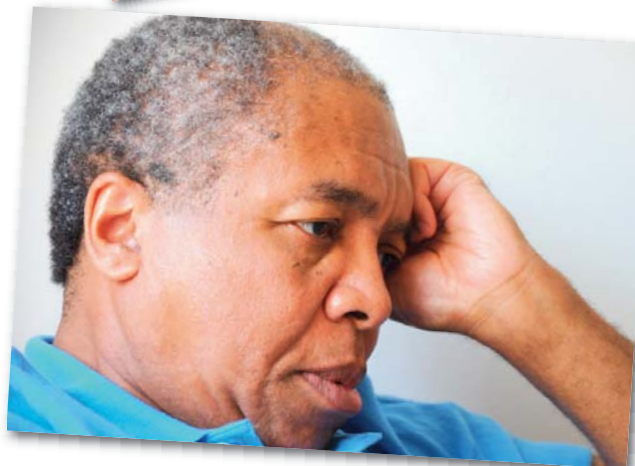
We are pleased to announce our first 13 successful national grant programme projects.

The fund was very competitive with a total of 76 applications in a two stage process. The successful projects were selected for their high quality applications, and innovative initiatives around working with volunteers in the sector. National projects differ from our local projects in that they are funded for their strategic and developmental approach to volunteering in the health and social care sector. Funded projects are operating in at least four localities across England. The areas the projects have chosen to work in are very diverse indeed, ensuring the programme is represented throughout the country.

A key aspect of the national programme is that successful projects will work collaboratively with statutory health and social care commissioners to develop volunteer-led approaches. In the transition period from the old commissioning arrangements to the emerging Clinical Commissioning Groups and new Public Health and Watchdog arrangements, HSCVF projects will be flying the flag of volunteer involvement and service user representation.

The list of the 13 successful organisations is below. Further information about each of the projects is available at

www.volunteeringfund.com



Organisation: YMCA

Project name: *YMCA Young Health Champions*

Project aims: The project aims to reduce health inequalities among young people living in areas of disadvantage by using young volunteers as peer leaders. These Young Health Champions will provide support and leadership to hard-to-reach young people so they engage more effectively with local health opportunities and so work towards healthier lifestyles.



Organisation: Diabetes UK

Project name: *Community Champions Volunteer Programme*

Project aims: The project has 5 main aims focussing on avoiding preventable cases by improving awareness of diabetes, lifestyle risk factors and supporting the adoption of healthier lifestyles. The project focuses on Black, Asian and Minority Ethnic (BAME) groups, and will improve the information flow through local networks.

Organisation: Platform 51 (operating name YWCA England & Wales)

Project name: *Women Volunteers for Health*

Project aims: The project team will pilot and refine a national, accredited model of capacity building and support for disadvantaged hard-to-reach women living in areas with high health inequalities. They will build a generation of skilled and effective volunteers in the health and social care sector.

Organisation: Action for Blind People

Project name: *Counselling Service for Visually Impaired people*

Project aims: Action for Blind People will establish centres of excellence to deliver and promote emotional support counselling services to visually impaired adults, their family, friends and carers, following diagnosis of sight loss. The project will contribute to quality, choice and innovation in services and improved user experience.

Organisation: Royal Mencap Society

Project name: *Getting it Right - From the Start*

Project aims: People with a learning disability (pwlid) will be empowered to access healthcare services on a more equal basis, by supporting volunteers to: audit individual services for necessary reasonable adjustments; develop skills in staff and clinicians at all levels to offer inclusive, patient-centred and safe service ; and provide ongoing feedback and advice through a user led advisory group.

Organisation: The Place2Be

Project name: *Developing Active Community-based Volunteering*

Project aims: The project aim is to empower local leadership to reduce health inequalities by improving access to non-stigmatising school-based mental health support and improve the mental health of children/young people through an innovative volunteer-led approach.



Organisation: Bliss

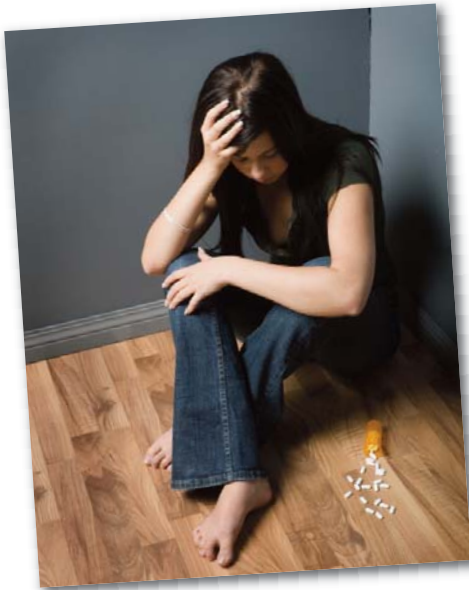
Project name: *Bliss Family Support Volunteer Programme*

Project aims: Parents of sick and premature babies face significant practical and emotional challenges while on the neonatal unit and after discharge. The latest research and quality standards for neonatal care point to the need to for high quality family-centred care. Peer support can help parents cope with the stress, anxiety and isolation they often experience and this project will develop a method to provide this.

Organisation: Family Lives (operating as Parentline Plus)

Project name: *Focused on Families*

Project aims: Family Lives will work in partnership with health and social care professionals to identify vulnerable families at risk of poor mental and physical health outcomes and train family support mentors to provide effective interventions, such as befriending.



Organisation: CSV

Project name: *Stripping it Bare*

Project aims: The aim of CSVs project is to create a network of volunteers to spread messages about difficult health issues and to create a step change in attitudes to taboo subjects. Trained volunteer Health Champions and community based volunteers will encourage people to take action on 'embarrassing' health conditions.

Organisation: British Refugee Council

Project name: *Health Befriending Network for Refugees and Asylum Seekers*

Project aims: The aims of the project are to use a volunteer befriending network to ensure that:

- Refugees and asylum seekers understand their entitlements to health and social care services and
- Refugees and asylum seekers experience less isolation and are better connected to their local communities, improving general health and wellbeing.

Organisation: The Young Foundation

Project name: *Uplift Time Credits*

Project aims: The Young Foundation will put communities at the centre in addressing health and social care needs by developing a radical new time credits system that energises and facilitates mutual support at a very local level. This will reduce dependency on statutory services, impact on unplanned hospital admissions, and enable faster recovery on discharge from hospital.

Organisation: NCT

Project name: *Community Bump, Birth and Beyond Companions*

Project aims: The aim of the project is to support women from disadvantaged groups to have a positive birthing experience and feel supported through their pregnancy, breastfeeding and early postnatal period. These include women from BME groups, young mums and women who are isolated or facing difficult social conditions.

Organisation: Age UK

Project name: *Maximising Older People's Personal Budget Use (MOPPU)*

Project aims: Using a volunteer-delivery model, Age UK will:

- Promote the awareness of personal budgets amongst older people
- Increase the understanding and take-up of personal budgets
- Enable older people to identify their own needs and use their personal budget to maximum effect
- Develop volunteer peer support community-based networks of existing recipients to support those not yet using a personal budget.

News on the Local Grant Scheme 2011

The HSCVF local grant scheme 2011 was launched on 6 April 2011. This second local round of HSCVF funding will build on the success of the 2010 local grant scheme by reaching more and more diverse local organisations. The Local Grant Scheme closed for applications on the 25 May 2011.

A very high number of applications were received, and the number applying was considerably more than the last round, as you can see from the details below:

- 984 organisations registered their interest in applying
- 794 organisations who registered were eligible to apply
- 429 organisations completed an application.

Applicants will know the outcome of their applications in August 2011 to enable projects to start from September 2011.



Evaluation survey findings and HSCVF response

Thank you to all our local funded projects 2010 who participated in the HSCVF's first independent evaluation. Twenty-five out of the forty-three local funded projects took part in an independently run telephone survey about the Fund's processes, systems and the package of support offered.

Key findings from the evaluation include:

Helpline

Respondents rated the helpline support offered by HSCVF most often as very good or good.

HSCVF response: We are really pleased that the helpline is working well. We will continue to offer a fast and friendly service to existing and new projects.

HSCVF Website

Generally, survey respondents found the website to be satisfactory, good or very good.

HSCVF response: We are pleased that the website is rated well by its users. Even so, we are making improvements to accessibility (avoidance of pale text where possible and making it easier for users to navigate) and adding additional features (developing a mailing list and more printable pages).

Grant agreement stage

The grant agreement stage and monitoring process had a very mixed response. Positively, consultees found it easy to access and thought it was helpful to have everything in one place. Others experienced IT issues whilst using their accounts, and difficulties in navigating the system and editing information. The need to complete the grant agreement and send in signed BACS verification meant projects could not be paid as early as they would have liked.

HSCVF response: We have made significant changes to the process, both for the existing and new local projects as a result of this feedback. However, some elements cannot be avoided such as receiving a BACS form and a signed grant agreement before payments can be made.

Support package

HSCVF projects generally consider the Organisational Diagnostic visit delivered by PrimeTimers to be useful and they regard the overall quality of the ODT as very good or good. Many organisations commented that the diagnostic process is helpful and prompt.

When asked about the Action Learning Networks delivered by Attend, the majority of respondents were positive, being satisfied or rated them as good or very good.

At the time of the evaluation, the Support Consultancy element of the support package was still in the early stages, so there were few respondents on these questions.

“The support package is good – I see the ODT as an MOT for our organisation”.

“It is great to have a fund that builds the capacity of volunteers”.

Some less positive comments about the support package relate to lack of time to participate and worries about duplicating work already carried out through other funders. A few thought that the support package should not be compulsory part of the grant.

HSCVF response: The HSCVF is, first and foremost, a capacity building fund, and the support package will remain integral to the grant funding for the foreseeable future. The Cabinet Office, amongst others, sees a support package as increasingly important for organisations to make the most of funding. HSCVF have aimed to increase awareness of the centrality of the support package to the grant programme through:

- Clearer application guidance about the time commitments for the support package.
- Increased publicity on the website regarding the support package, including a feature on a ‘YouTube’ video.
- Case study projects talking about their use of the package at pre-launch events.

In addition, the local grant application form now asks organisations how the support package can be of value to their organisation, so we can best target the support to those who need it.



Financial management

Projects are positive about the 'end of year financial surgeries' which were delivered to projects in March 2011. These sessions explained the financial claim process at the end of the year. It provided an opportunity for project representatives to discuss queries with the HSCVF Managing Body. Many consultees found the surgeries helpful and an efficient use of time that provided reassurance for organisations.

Next steps

We will be carrying out an impact evaluation next year to check on the actual changes that have taken place in funded organisations as a result of the support package. This will help ECORYS and the DH, who fund the support package through the HSCVF to assess the changes the HSCVF is making within the sector.

Would you like to be part of our User Reference Group?

The HSCVF Managing Body will be setting up a User Reference Group with a number of projects who would provide delivery organisations' perspectives on future HSCVF developments as part of our commitment to continuous improvement. Just over half of organisations that responded to the survey said that they would like to get involved – there's still time to join the group before it meets in September.

The User Reference Group will meet around three times per year and establish a dedicated feedback forum on the website/email.

If you are interested in taking part please email Karen Hayer on: volunteeringfund@uk.ecorys.com

What's on offer through the support package

Action Learning Network dates - reminder to our local 2010 grant scheme projects on key dates.

September 2011

ALN 3 Developing Working Relationships with Partners

Date	Venue	Location
12 September	The Resource Centre	London
13 September	BVCS	Birmingham
14 September	The Mechanics Centre	Manchester
15 September	The George Centre	Leeds



ALN 4 Aligning Volunteer Contributions

Date	Venue	Location
7 November	The Resource Centre	London
8 November	BVCS	Birmingham
9 November	The Mechanics Centre	Manchester
10 November	The George Centre	Leeds

If you missed the first ALN 'Developing Volunteering Projects' please sign up for the event by emailing the HSCVF at volunteeringfund@uk.ecorys.com

ALN 1 Developing Volunteering Projects

Date	Venue	Location
1 November	The Resource Centre	London
2 November	BVCS	Birmingham
3 November	The Mechanics Centre	Manchester
4 November	The George Centre	Leeds



Online Forum

Login details on accessing the forum were sent to you in April. Please have a look at the forum and get involved!

Ongoing support

Many of the local funded projects 2010 should now have been contacted by their allocated Support Consultant. The purpose of the Support Consultant is to provide ongoing support over the course of your HSCVF project. Support Consultancy follows up on the issues raised in the diagnostic carried out by PrimeTimers. Part of the ODT reporting process was to identify how the Support Consultant could help each project. Support Consultants are able to provide 12 hours of contact time per financial year to work with you.

Audits for local funded projects 2010

During the 'end of year financial surgeries' we mentioned that your organisation may have to undergo a project audit relating to the 2010/11 delivery year. If selected, we will carry out an audit on the financials you submit to the HSCVF Team in your claims. This is to help you get your paperwork in order, in case of a visit from government auditors, and to enable us, ECORYS to make checks on systems and procedures with a random selection of projects. You will be given good notice if we intend to carry out an audit or have any changes we require to your systems as a result.

If you have any questions please contact Gino Martin, 0845 172 8058, or on volunteeringfund@uk.ecorys.com

Feedback on your financial end of year claims

Thank you to all our local funded projects for completing your financial end of year claims. Word templates for next financial and monitoring claim reports will be sent in mid September 2011 to be completed by **14 October 2011**.

Forthcoming events and useful documents

NAVCA members are running an event on 'Empowering the Voluntary Sector workshop' that may be of interest to HSCVF projects.

The workshop includes sessions on:

- Public law and the Compact
- Equality legislation
- Things that can go wrong
- What you can do when faced with these problems.

For further information please see the NAVCA website:

<http://www.navca.org.uk/services/learningopps/evs/evsworkshops#date-sandvenues>



You may find other useful events via:

<http://www.kingsfund.org.uk/events/index.html>

<http://thirdsector.co.uk/Events/&sArticleDateFrom=20110901>

<http://www.acevo.org.uk/page.aspx?pid=1043>

<http://www.bvsc.org/events>

https://www.bhamonlineshop.co.uk/browse/extra_info.asp?compid=1&modid=2&prodid=265&deptid=17&catid=3

Useful documents to read

The policy and structures in which health and social care projects are operating is changing quickly. The following documents will help you keep abreast of policy changes. We use them to inform the HSCVF priorities.

Health and Social Care Bill 2011

<http://www.dh.gov.uk/en/Publicationsandstatistics/Legislation/Actsandbills/HealthandSocialCareBill2011/index.html>

Responses to Health Listening Exercise:

- <http://healthandcare.dh.gov.uk/listening-exercise-how-to-get-involved/>
- <http://navcanews.tumblr.com/post/6143568914/navca-responds-to-health-listening-exercise>
- <http://www.health.org.uk/areas-of-work/influencing-policy/consultation-responses/the-health-foundation-s-response-to-the-nhs-listening-exercise-no-decision-about-me-without-me-making-it-happen/>

Giving green paper, read about what this means for your organisation:

<http://www.cabinetoffice.gov.uk/resource-library/giving-green-paper>

Find out where your local Pathfinder clinical commissioning groups are:

East of England:

<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&oe=UTF8&msa=0&msid=202191504174072462770.00049906a4a5c76fded93&ll=52.203965,1.22188&spn=1.168137,2.334595&z=8&source=embed>

London:

<http://www.london.nhs.uk/your-nhs-in-london/nhs-in-london/gp-pathfinders-in-london>

North East:

http://www.northeast.nhs.uk/_assets/media/pdf/Pathfinder_contact_details_14_07_11.pdf

South Central;

<http://www.southcentral.nhs.uk/what-we-are-doing/gp-commissioning/>



South East Coast:

<http://www.southeastcoast.nhs.uk/GP-commissioning.htm>

South West:

http://workforce.southwest.nhs.uk/leadership/clinical_commissioning/south_west_pathfinders

West Midlands:

<http://www.westmidlands.nhs.uk/WhatWeDo/GPPathfinder-Consortia.aspx>

Further information on Yorkshire and the Humber, East Midland and North West can be found on:

<http://healthandcare.dh.gov.uk/context/consortia/>

Useful sites

The below website will keep you up to date with using social media for your project

- http://www.btplc.com/mydonate/Networked_for_good.pdf
- <http://www.thirdsector.co.uk/News/DailyBulletin/1056920/Rachel-Hawkes-Charities-shouldnt-use-social-media-just-talk-themselves/1B343A3DCC63E4FCF684D8810EA43D97/?DCMP=EMC-CONDailyBulletin>
- <http://www.socialmediacharity.com/2011/02/hunger-project-twitter/>
- http://business.timesonline.co.uk/tol/business/related_reports/social_entrepreneurs/article6267010.ece
- http://www.btplc.com/mydonate/Networked_for_good.pdf

Other sites

Impact assessment guides

Proving and Improving: a quality and impact toolkit for charities, voluntary organisations and social enterprise.

<http://www.proveandimprove.org/new/index.php>

Volunteering impact assessment tool:

This toolkit enables organisations to assess the impact of volunteering on all key stakeholders - the volunteers, the organisation, the service users and the broader community.

<https://ecommerce.volunteering.org.uk/PublicationDetails.aspx?ProductID=V311>

Information from good governance

Greater Manchester Voluntary Support Sector have produced a range of factsheets for the voluntary and community organisations across Greater Manchester :

<http://www.bssec.org.uk/blog/?p=1982>

Next time...

The next edition of HSCVF newsletter will be published in the autumn. In the meantime we would value any feedback you may have on this newsletter – please email us with any comments.

