

Comments made at NAVSM Conference 24th September 2015

Session led by Sara Bordoley, NHS England

Identified Challenges

'spots' after comment indicate considered key.

Time

- Time
- Time
- Time and capacity of the volunteer team
- Lack of time to engage with new projects
- No capacity to develop new/different projects
- Time and managers supports

Resources

- Resources •
- Funding ••
- Volunteers aren't free
- Lack of dedicated resources (financial people)
- Funding
- Savile - Financial constraints/time restraints
- Non-financial support (budget) – need more resources
- Internal resource challenges in Trusts
- Budget management – Trusts failed/special measures
- Lack of funding holds back great services
- Resources ••

Support and culture

- Lack of support from staff members
- Lack of support from ward teams
- Change internal culture – getting staff on board
- Staff
- Capability to co-ordinate larger scale service
- Bottom of the alphabet, bottom of the pile
- Trusts realising they have to invest in VSM/process •
- Support from Board ••
- Peer support network dealing with day to day operational issues
- Not recognised (like nursing etc.)
- Lack of support for volunteers from clinical staff
- Staff engagement
- Staff engagement/resources/volunteer expectations
- (Perceived as) Slave labour
- Bad communication

Comment [SB1]: Could support training on this

NB a comment was made in person after the workshop saying that not all VSMs face these challenges and there are NAVSM members who have well integrated and supported programmes. This is the key not resources.

Support/recognition of VSMS

- Lack of support and recognition service managers
- Funding Directorate wouldn't fund NAVSM conference – had to go to other departments for funding
- VSMS not replaced on a like for like basis if they leave
- Acknowledging and respect for the role of VSM

Managing volunteers

- Keeping track of all volunteers
- Managing volunteer expectations
- Elderly volunteers believe they know best in EVERYTHING
- Managing expectations
- Too many applications and not enough opportunities (roles)
- Staff taking on their own volunteers (unofficially)
- Barriers

Support required from NHS England/NAVSM/Other partners

'spots' after comment indicate considered key.

Guidance and access to best practice

- Support VSMS to develop business case for Board to secure funding. •
- How to access funding
- Standard templates recruitment policy
- Grey area of DBS
- Improved access to best practice – VSMS gurus, especially in certain areas of volunteering. Excellence in volunteering and case studies
- Good practice bank (generally)
- Legal changes advised to NAVSM from NHS England to all members

Comment [SB2]: Could work with Attend/NAVSM etc to support

Comment [SB3]: Could mapping do this or do we commission?? And then share and do culture change event?

Funding/resource

- Sufficient resource to safely and effectively manage/coordinate volunteers not just recruit them (unclear if this is meant from provider or centrally). •
- Funding NAVSM to raise its profile
- Time
- Savile Enquiry – no additional money to implement recommendations
- More staff band 4 and band 3 ••
- Investment •••

Profile and culture

- Bridge gap strategic – Operational Board Disc •
- Want voluntary services to be seen as a valued professional service, not a Cinderella service •
- NHS Managers to have objective linked to helping to promote, support volunteers.
- Importance of paid volunteers managers
- NHS England communicating regularly on this subject direct with CFOs •

Comment [SB4]: Key area we could support. How best achieve? Demonstrate

A comment was made about feeding all challenges and support mentioned today into NHS England and hospital managers/

Communication

- Info cascade from NHSE to NAVSM to network 'comms' •

Process/integration

- More links with volunteering in community services
- Embed IT into more clinical terms
- Volunteer lead in each ward/dept.

Baseline information

- Audit of what's happening and how resources etc.
- NAVSM members can do joint audits •

Comment [SB5]: Part of mapping work?