

For internal use.

- Overview of Value propositions, what products/ services they are made up from and the discreet projects that are in play related to them.
- Interdependencies not identified on this table but there are many, separate exercises!
- Organisational impact mapping would be of benefit once this is completed to identify pressure points and risks.

Value Propositions (services)	Product(s)	Project	Project Lead	Project Start	Project End	Overview	Objectives	Outcomes
Learning Network	Overall Concept	Rebrand to Helpforce Network	Paddy	March 2019	November 2019	Review LN progress to date and propose new Helpforce Network with revised purpose & ambitions	Helpforce Network design document	Learning Network is now the Helpforce Network Open to far larger and more diverse audience Existing members & partners transitioned across
	Forums Content Toolkits Webinars Events	Review network offer per new strategy	Sally	March 2019	November 2019	Determine how we manage events, webinars, and content in the new world of broader HF Network Meanwhile continue to create new content and deliver webinars and events		Regular events & webinars covering all elements of our network, supported by new network leaders Ongoing stream of high quality content shared via website
	Network website	Design & deliver new website	Adam	July 2019	October 2019	Develop and deliver new Network website	Deliver new Helpforce Network website to replace L.Zone site Along with improved design & structure, more open and with functionality to attract broader audience	Revised website that is more open and attracts far more members, visitors and high levels of engagement
Volunteer Programmes	Wave 2 Volunteer Innovators Programme	Trust Innovations	Ben Desi Roz	Eols 10/18	July 2020	10 grant funded volunteer projects at NHS Trusts across England which will be developed and scaled over 18months.	The ambition for this programme is to identify, enhance and spread a series of impactful volunteer services supporting the front-line of the NHS; services that improve the well-being and experience of patients, staff and volunteers or improve efficiency. These will be locally driven, evolved in partnership with NHS and voluntary sector partners, and shared nationally through Helpforce.	
		I&I	Allison	April 2019	September 2020	Oversee the design, set up and data collection for VIP. Support Trust to build their capacity around data collection.	Build a stronger & more compelling evidence base for volunteers in NHS Trusts - particularly in relation to impacts on staff and system/productivity measures.	Trusts gave more knowledge around I & I; they are able to use the data collected as part of this programme to make the business case for their volunteer innovation. <ul style="list-style-type: none"> <li>• Interim report (January 2020) (HF)</li> <li>• Final report (September 2020) (HF &amp; Nuffield)</li> <li>• Development of a business and economic case (HF, Deloitte, and Pro Bono Economics)</li> <li>• Development of 'evaluation legacy tools'</li> </ul>
	Comms/ Marketing/ PR	Beth	Feb 2019		Ensure the volunteer innovators programme is fully supported by comms, stories shared, staff at the Trusts engaged, and impacts shared through all networks	Share the impact of the volunteer roles developed Engage staff with volunteers at each Trust Develop stories for the media to profile the volunteer innovations locally and nationally	Project becomes sustainable, with more volunteers recruited Innovations are packaged and shared nationally	

								More clinical staff engage with volunteers on their wards at each Trust
End of life	Wave 2	Maeve				W2 trusts, Dorset and Liverpool will also be evaluated under the overarching EOLC programme of work..	Be able to compare and contrast outcome over a wider group	Independent EOLC evaluation report
	Marie Curie Partnership	Maeve	June 2019	Ongoing	<p><b>Helpforce</b> - To expand and improve End of Life volunteering in the NHS leveraging Marie Curie's expertise in shaping End of Life volunteering interventions and spreading at the national level.</p> <p><b>Marie Curie's-</b> As part of increasing reach, the project and partnership increases their volunteer involvement in palliative care, growing their presence in acute care setting.</p>	This project and partnership opportunity accelerates Helpforce's vision to take volunteer service excellence, augment it, evaluate, share and spread.	About partnership and objectives, joint vision, what each bring, what partnership strategies	
	I&I	Allison	May 2019	TBC	Support the project team with advice on the design of the evaluations for EOL - in partnership with Marie Curie.	TBC	TBC	
	Project Management	Max	May 2019	April 2021	<p>In partnership with Marie Curie Helpforce are looking to fund NHS organisations that are passionate about transforming volunteering in End of Life Care (EOLC).</p> <p>The ambition for this programme is to identify, enhance and spread a series of impactful volunteer EOLC services supporting front-line service provision across the NHS; We are particularly focused on services that improve the well-being and experience of patients, staff and volunteers and improve efficiency or effectiveness of services. These will be locally driven, evolved in partnership with NHS and voluntary sector partners, and shared nationally through Helpforce.</p>	<p>To fund minimum of 4 NHS to deliver EOLC volunteer services over an 18 period. The 18 months starts at the point that a Trust is awarded their grant from Helpforce and includes the planning and implementation of the project as these elements are deemed part of the project.</p> <p>Helpforce and Marie Curie will work with the selected Trusts and Boards across the UK to further develop the models to:</p> <ol style="list-style-type: none"> <li>1. Make them as effective as possible in the local environment and identify best practice;</li> <li>2. Scale them across more wards and more sites, and encourage adoption in other NHS organisations.</li> <li>3. Measure them and generate evidence of impact by using Helpforce's Insight and Impact Framework;</li> <li>4. Sustain them for ongoing future success.</li> </ol> <p>The overarching project will concentrate on building strong partnerships between healthcare professionals and volunteers providing end of life care.</p>	<ol style="list-style-type: none"> <li>1. Deliver a min of 4 EOLC volunteer service models (1 x Wales, 1 X Northern Ireland, 1 x Scotland 1 x England) Deliver an integrated evaluation programme</li> <li>2. Deliver a training and quality measurement framework/ model that wraps around the service models</li> <li>3. Package up of the EOLC models to enable effective scaling across the NHS.</li> <li>4. Deliver a marketing, communication and PR plan</li> </ol>	
	Comms/ Marketing/ PR	Beth	July 2019		Work with Marie Curie and other partners to share stories and innovations that come from the end of life care projects	Show the impact of the new eolc projects Share stories through local and national media to encourage new funding in this area and greater take up of eolc volunteers in NHS Trusts	Ensure the evidence is shared with more Trusts Bring greater awareness of the role of eolc volunteering in hospitals Attract new funding to this area for more projects	
	Scaling	Method and Mobilisation Plan	Max	July '19	June '20	Scale and spread forms part of the NHSE contract and a strategic objective for Helpforce. To this we need to scale and spread the volunteer models being delivered.	Develop a methodology for packaging up the volunteer projects. Develop a mobilisation plan	Develop approach to scaling - Draft 24 July '19 Mobilisation planning - Aug 2019 - June 2020 Mobilisation plan go live July 2020
Mobility Model		Max			Volunteer service being successfully delivered in our network. To be one of three models to be packaged up and scaled			
Bleep Model		Max			Volunteer service being successfully delivered in our network. Priority out of the three models to be packaged up and scaled due to the maturity and success of existing models such as Chelsea and West, West Suffolk and Norfolk.	Target of delivering 5 Bleep models through using the scaling methodology into identified NHS Trusts. Present report on learning of these project as part of NHSE contract	Wider plan to scale to more trusts	

		EOL Model	Max			Volunteer service being successfully delivered in our network. To be three models to be packaged up and scaled. This is happening in partnership with Marie Curie	Pilot Marie Curie Model and develop a method for packaging including; Marie curie train the trainer and quality assurance framework	
		All the other volunteer service models	Max			tbc		
Education and Development of Volunteer Leaders and Volunteers themselves	Development of an education and development portal	Open University	Kay/Lynn/Kim	June 2019	Dec 2019	Work with The OU in the development of a portal that VSMs and volunteers can access to support their learning and development	Build a comprehensive portal hosted by The OU which will enable and support VSMs and Volunteers to develop in their roles through identifying potential sources of learning  Link into and with the Learning Network	VSMs and Volunteers will have access to a learning portal that will support their personal and professional development and potentially career progression
	Volunteer leader education		Lynn	Apr 2018	Dec 2019	To develop resources that VSMs can use to support their development	Develop a self-assessment tool to enable VSMs to identify their learning needs against the job profile.  Link the self-assessment to potential learning opportunities  Identify existing opportunities that VSMs and their teams can access and provide an area where they can assess the suitability of the resources for them  Identify any gaps in development	VSMs will have a self-assessment tool to inform their development based on the requirements of their role. The tool and resources will be easily accessible via the portal.
	Volunteer education		Kay	April 2018	Dec 2019	Have a set of Volunteer Induction Standards to ensure volunteers are fit for purpose and can undertake the role safely and effectively.  Develop e-learning to support the standards, ensuring they are freely accessible to volunteers  Link the standards to recognised qualifications such as the Care Certificate or vocational qualifications.  Set out to curate/develop/co-ordinate standardised learning packages for specific volunteering interventions which can then be made available to volunteers across the UK  Consider accreditation for volunteers that wish to gather evidence of learning to use for volunteer to career journey	To release induction standards which can be used by any organisation providing volunteering in health and care.	A set of induction standards which has been tested and refined will be available for organisations to use as a standardised volunteer induction.  Accessible e-learning available across volunteering in health and care
Attracting Volunteers to Healthcare	Volunteer Matching	Project Management	Ben				Match volunteers to the 161 NHS Trusts signed up to take on volunteers. As of June 2019, we've matched 11,316 of the 34,000 pledgers. We are now looking at other Trusts or Voluntary Service partners who're keen to get involved.	

		Systems and Process	Adam					
		Daily Mail relationship	Beth	Nov 2018	Dec 2019	Led a campaign in the Daily Mail throughout December with stories of volunteers around the country published every day in the newspaper. This encouraged 33k people to sign up to volunteer in the NHS in 2019. Run all comms to the pledgers and provide stories to feature in the Daily Mail over the year	Raise national awareness of the work volunteers do in our NHS Encourage more volunteers to sign up Encourage more Trusts to grow their volunteer services Celebrate volunteers through national profile raising of their work	More volunteers join the NHS More people are aware of the opportunity to volunteer in the NHS Trusts grow their volunteer services and increase their range of volunteer roles
I&I	Evaluation	Design	Allison			Support HF projects / NHS vol services in the design and set up of evaluations.	Capacity building of trusts on design and setting up an evaluation.	Development of I & I toolkit 2.0
		Evaluation Partner	Allison	July 2019	Nov 2020	Nuffield appointed as evaluation partner; evaluation consists of two phases. Phase One - a review of the current 12 evaluations under VIP to date. Phase Two - up to three innovations which might lend themselves to a more robust / comprehensive evaluation.	Critical friend & credible health partner.	Phase One - slide pack setting out the review of the 12 evaluations. Phase Two - TBC
		Data collection	Allison / Roland			Undertake analysis of data collected and support Trusts/others in the reporting/use of this data.	Building a stock of good quality evidence in this field.	Ensuring this good quality evidence drives development of a business and economic case for volunteering in health.
	Systems and Process	I&I Toolkit	Adam					
		H.I.R.	Adam					
Unison Charter			Kay/Beth	April 2019		A pioneering <a href="#">charter</a> showing how volunteers can make a valuable contribution to the NHS in England, without undermining paid staff or affecting patient safety launched 4 April 2019, by health unions and Helpforce.	The aim is to ensure that the tens of thousands of people who give up their time to provide comfort and help to patients are given guidance about their roles. It's also intended to safeguard against their use as cheap substitutes for trained health staff.	The charter aims to reassure staff and helpers alike. It sets clear boundaries for the managers of volunteer services and encourages them to work with health employees to develop roles that support the patient experience, without undermining paid staff.
Burdett			Kay/Ginny	April 2019	March 2022	In 2018 the Burdett Trust awarded Helpforce a 3-year charitable grant to work with the nursing profession to create a network of senior clinical leaders, to be known as The Helpforce Clinical Collaborative, which will co-design and develop with clinicians and volunteer leaders, a programme of work to support volunteering in a clinical setting.	There will initially be 3 Task and Finish Groups <ol style="list-style-type: none"> <li>1. Consideration of a National competency framework which takes into scope competency identification, task analysis, builds on the charter work.</li> <li>2. Cultural Environment and transformation of the workforce , which also takes into account the learning from the adoption of new roles into the existing workforce, e.g. Nursing Associate.</li> <li>3. Impact, Outcomes, Measures and Evaluation</li> </ol>	The success of the HelpForce Burdett Clinical Collaborative (HBCC) will be that at the end of year 3 the following elements will be in place enabling clinical teams to: <ul style="list-style-type: none"> <li>· fully engage, support and raise the value of the volunteer workforce in the clinical environment to enhance the patient journey and experience</li> <li>· identify, co-design and deliver interventions for a new enlarged volunteer work force</li> </ul>

								<ul style="list-style-type: none"> <li>· utilise best practice to prepare clinical teams to work with the volunteer workforce</li> <li>· have volunteers who are prepared using national standards, who can then use this as a route to a career in the NHS and form part of the STP/ICS local workforce plan</li> <li>· use a defined set of metrics which describe the impact of volunteering for patients, staff, organisations and volunteers themselves</li> <li>· have clinicians who act as role models to support volunteering</li> <li>· share learning through a network/community which has national and international reach</li> </ul>
STPs			Paddy			<ol style="list-style-type: none"> <li>1. Explore the potential of volunteering approaches to support the implementation of Long Term Plan (LTP) priority areas within STPs and ICSs;</li> <li>2. Stimulate STP/ICSs to consider the role and potential impact of volunteering approaches within their plans;</li> <li>3. Develop evidence of impact to support models that can subsequently be adopted and adapted.</li> </ol>		<ul style="list-style-type: none"> <li>● STPs/ICSs have oversight and understanding of volunteering within their respective areas</li> <li>● STPs/ICSs have appreciation of the potential impact of volunteering in the context of their priorities and are providing strategic leadership to enable volunteering to flourish</li> <li>● Volunteering approaches are integrated in the design of system transformation plans</li> <li>● Volunteering approaches are taken forward that will contribute significantly to system transformation outcomes</li> <li>● Volunteering approaches are systematically measured for impact across relevant outcome measures</li> <li>● Volunteering approaches are designed to be both integrated and sustainable</li> <li>● Integrated volunteering approaches are supported by strong and effective partnership working approaches with local community and cross sector organisations including local authorities, voluntary and community sector organisations and NHS bodies.</li> </ul>

								<ul style="list-style-type: none"> <li>Integrated volunteering approaches are ultimately shared and can be adopted and adapted across all STP and ICS areas as a result of the programme.</li> </ul>
Helpforce Awards	Celebrating volunteers	Awards	Katy/Beth	June 2019	25th Oct 2019	The Helpforce Champions Awards, kindly sponsored by Deloitte and supported by NHS England, are your opportunity to celebrate and share the invaluable contributions made by volunteers across the UK.	<p>Shine a light on those dedicated and caring individuals who give their time and talents to help staff and support patients, families and carers. We have 8 categories:</p> <ul style="list-style-type: none"> <li>Outstanding Volunteer team of the year</li> <li>Young volunteer of the year</li> <li>Volunteer of the year</li> <li>Outstanding staff champion for volunteers</li> <li>Volunteer leader of the year</li> <li>Partnership working in volunteering</li> <li>Innovation in volunteering award</li> <li>Celebrating inclusion and diversity in volunteering</li> </ul>	Volunteers, staff champions and groups are acknowledged and celebrated for their hard work in the NHS and health sector.