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|                                | <b>Health and Wellbeing Board<br/>14 September 2017</b>  |
| <b>Title</b>                   | Volunteering in public services: promoting health and wellbeing  |
| <b>Report of</b>               | Sophie Leedham, Strategy Officer, Community Participation and Engagement   |
| <b>Wards</b>                   | All  |
| <b>Status</b>                  | Public   |
| <b>Urgent</b>                  | No   |
| <b>Key</b>                     | No   |
| <b>Enclosures</b>              | None   |
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## Summary

This report provides an update of work undertaken by the borough's registered volunteer centre, Volunteering Barnet, including action taken to recruit volunteers in care homes.

This report also provides some case studies of where volunteers are furthering Joint Health and Wellbeing Strategy priorities. This report asks Board members to consider what the further opportunities are for volunteering in Health and Wellbeing Board priority areas to help keep people well and manage demand on services.

## Recommendations

1. That the Health and Wellbeing Board notes the areas where volunteering is working well in Barnet.
2. The Board to consider and advise how volunteering could be developed in partnership, in order to further Joint Health and Wellbeing Strategy priorities and as set out under section 1.10 of this report.

## **1. WHY THIS REPORT IS NEEDED**

- 1.1 The Health and Wellbeing Board requested an update on progress since the consideration of a report on volunteering in care homes.

### **1.2. BACKGROUND**

- 1.2.1 At the March 2017 Health and Wellbeing Board, a motion which was referred from Full Council. The Health and Wellbeing Board identified actions to be taken in response to the motion, which identified a need for specific language skills in care homes and recommended a register of volunteers with language skills be developed to address this.

- 1.2.2 Barnet Council does not directly manage any care homes in the Borough and therefore it is not appropriate or within the Council's power to enforce the use of volunteers – this is at the care home's discretion. However, the Council's Community Participation Strategy does seek to:

- Increase the level of community activity across the borough
- Build stronger partnerships between the community and the Council
- Coordinate and improve the support the Council gives to communities
- Help the Council take more account of community activity when making decisions about how to deliver against the Borough's priorities.

- 1.2.3 As part of its commitment to support community participation and engagement, Barnet Council commissions Groundwork London to provide a volunteer brokerage service known locally as Volunteering Barnet.

### **1.3. UPDATE ON ACTIONS TAKEN SINCE MOTION WAS PASSED**

- 1.3.1 Volunteering Barnet have taken the following steps since the March 2017 motion was passed:

#### **1.3.2 Recruitment of volunteers**

- Volunteering Barnet attended the care home forum at Hendon Town Hall on 20 April 2017 to inform care homes of the support that Volunteering Barnet can provide to help care homes recruit and manage volunteers.
- Attendees were advised to register their care home with Volunteering Barnet's 'Volunteer Connect' platform and were informed that Volunteering Barnet is able to support them to develop their volunteer role profiles and put frameworks in place to ensure that they are adhering to best practice in volunteer management.
- Care homes were also advised to place their volunteer opportunity advertisements in local libraries, cafes and charity shops to reach out to people who may not digital/IT communications.

- Volunteering Barnet offered to promote the volunteering opportunities through their mailing list and their volunteer drop in centres, which take place fortnightly in Burnt Oak (BOOST employment support team) and North Finchley (Arts Depot).
- Volunteering Barnet's workshop on 20 April was followed up by a mail out to the care homes with the information provided at the workshop.

#### 1.3.3 Recruiting volunteers with language skills

- Volunteering Barnet can support matching volunteers with language skills to care homes in the following ways:
  - When volunteer opportunities in care homes are live on the system, Volunteering Barnet can contact all their registered volunteers who stated in their sign up form that they have 'language skills' to invite them to apply for the position.
  - Volunteering Barnet can put care home volunteering opportunities and opportunities for volunteers with language skills as 'featured opportunities' on their home page.

#### 1.3.4 Register of volunteers with language skills

- Volunteering Barnet's online register of volunteers is part of a national platform called 'Volunteer Connect'. Volunteering Barnet is one of many parties that use the platform and they need to make a business case to make adaptations to it. This includes adapting the sign up form to allow the volunteer to specify what language skills they have.
- Once more care homes have registered their volunteering opportunities with Volunteering Barnet, they will conduct a survey of their existing volunteers to capture data on their language skills. They will then be able to signpost suitable volunteers to opportunities within Barnet's care homes.

### **1.4. VOLUNTEERING IN PUBLIC SERVICES: PROMOTING HEALTH AND WELLBEING**

- 1.4.1 Barnet's corporate plan has a vision to build resilient and cohesive communities, which take on more responsibility for their local area and are involved in the design and delivery of services. The aim is to build genuine partnerships with the community. By opening up public service institutions to people who want to use their time to support the community, the Council will be able to access residents' local knowledge and ability to access hard to reach groups. Volunteers will have the opportunity to contribute to their local area, while developing their skills, diversifying their social networks promoting greater social integration and enhancing their general sense of wellbeing.
- 1.4.2. Barnet is home to a thriving voluntary, community and faith sector and involved, socially responsible residents where 30% of residents say that they

volunteer regularly and 42% say that they have given unpaid help to an organisation in the last 12 months<sup>1</sup>. These figures do not reflect those that perhaps do not see themselves as volunteers per se but still play a critical role in supporting members of their community through more informal, ad hoc demonstrations of community participation like dropping in on an elderly neighbour for a chat or coaching a local sports team.

- 1.4.3. According to Nesta, voluntary contributions to public services in England can be currently costed at an estimated £34 billion per annum<sup>2</sup>. However, this impressive figure points towards the formal, organised volunteer placements and not necessarily less formal examples of community participation and social action. Considering this, and the fact that volunteering is not yet embedded in the design and delivery of public services, Nesta suggests that we are only scratching the surface of what is possible from opening our public services to those who want to offer their time and skills to support those in need.
- 1.4.4. NHS England and Public Health England produced a guide on community-centred approaches for health and wellbeing<sup>3</sup>. It states that “The assets within communities, such as the skills and knowledge, social networks and community organisations, are building blocks for good health. Many people in England already contribute to community life through volunteering. Participation is also about representation, community leadership and activism. There are important roles for NHS, local government and their partners in fostering community resilience and enabling individuals and communities to take more control over their health and lives”.
- 1.4.5. The guide, like the following case studies, points to the diversity of community-centred working and volunteering and the different forms it can take. The guide was intended to “stimulate partnership working and, above all, put communities at the heart of what we do”.
- 1.4.6. The following section provides some examples where communities are playing a valuable partnership role in supporting our public services and service users, helping to manage demand while also promoting health and wellbeing for the service user, and the volunteer themselves.
- 1.4.7. The final section of this report poses questions for the Health and Wellbeing Board to consider how we can build upon the following case studies and continue to improve our joint approach to community-centred working and use of our residents local knowledge, time and skills in Barnet across Health and Wellbeing priority areas and borough-wide services.

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<sup>1</sup> Resident Perceptions Survey, Spring 2017

<sup>2</sup> <http://www.nesta.org.uk/publications/people-helping-people-future-public-services>

<sup>3</sup> <https://www.gov.uk/government/publications/health-and-wellbeing-a-guide-to-community-centred-approaches>

## **CASE STUDIES**

### **1.5. CASE STUDY: Community Centred Practice: Practice Health Champions**

- 1.5.1. Barnet Public Health Team commissioned a pilot - Community Centred Practice - where residents through training are empowered as "Practice Health Champions". Champions use their social skills and knowledge to connect people to community resources and practical help to enable themselves, their families, friends and neighbours to live well.
- 1.5.2. By using the phrase 'Champion' rather than 'volunteering' people who may not perceive themselves as formal volunteers still feel that they have a contribution to make to their community. Indeed, the language of 'volunteering' can be a barrier to those who may not think that they have the time to make that level of formal, structured commitment. More informal models of volunteering, that are rooted in and driven by the community themselves can help to mobilise a wider cohort of citizens to get involved with their local areas.
- 1.5.3. The Community Centred Practice (CCP) model is about working with General Practices to address social needs and to reduce reliance on both NHS and Council resources. Volunteer Practice Health Champions and GP Practices work together to deliver:
  - Local projects that promote wellbeing and resilience, prevent ill health and help people who struggle to live well with long term conditions, isolation and loneliness
  - Reductions in consultation in primary and secondary care and a shift in the way patients use services, moving towards social rather than medical solutions
  - Reductions in GP workload pressure
  - Improved staff morale.
- 1.5.4. There are seven GP surgeries in Barnet where Practice Health Champions gift their time in a variety of ways, often at their own initiative, such as helping patients in GP reception areas, conducting campaigns or health promotion, or helping surgeries and patients to recognise and make better use of local resources and support.
- 1.5.5. Over 600 residents responded to a call to become Health Champions in Barnet. This shows a great willingness amongst our residents to support primary care and potential additional resource if we were able to harness this. Our intention is to build on this demonstration of interest in the further development of this model and in the expansion of our local area co-ordination service (Ageing Well, also known as Altogether Better) to a full borough wide service, with greater targeting of those with health and social care needs.

## **1.6. CASE STUDY: Health Coaches**

- 1.6.1. Public Health jointly with London Borough of Barnet's Children and Families service commissioned a leading family support charity - Home Start - to deliver an innovative Health Coaches service to provide early emotional wellbeing support and practical help to families affected by mental health, domestic violence and substance misuse. As part of this service mothers who are affected by mild to moderate perinatal mental health issues are also supported. The service is delivered via home visits.
- 1.6.2. The service adopted an 'asset-based' approach whereby volunteer Health Coaches receive 40 hours training including safeguarding, mental health, domestic violence and child development. Volunteers also receive further training with regards to perinatal health and attachment. In 2016, the service worked with 42 volunteers and helped over 100 Barnet families. Progress is measured using a 'Radar Chart' as part of Children and Families standard outcome evaluation approach. According to this tool, the majority of families have reported positive outcomes during the 3-6 month period of support offered by Home Start. 80% of families and children supported through the project have reported improved emotional well-being as a result of good signposting, support to access benefits and better parenting.

## **1.7. CASE STUDY: Altogether Better (Ageing Well) and Barnet Council Adults and Communities Prevention and Wellbeing Team**

- 1.7.1. The Council's Adults Prevention and Wellbeing Team leads on the Prevention agenda for adults with care needs. As part of this, the team acts as the strategic lead for the Council's Adults and Communities on Preventative activity by fostering, developing and strengthening collaborative relationships with the voluntary and community sector (e.g. via the Barnet Voluntary Community Sector Forum) and with other key stakeholders including health partners to deliver better outcomes.
- 1.7.2 Locally, the Ageing Well (or Altogether Better) project has been working for a number of years in some parts of the borough. The Health and Wellbeing Board has received reports previously about the project and how it has catalysed community action, volunteer activities and reduced social isolation. The Ageing Well service was initiated by Public Health and funded by Public Health and the Better Care Fund. The model was partly based on the Local Area Co-ordination model (LAC), which is an evidence-based model first developed in Australia. Evidence from other areas in the UK, such as Derby, suggests that full implementation of the LAC model can be successfully used to provide alternative support for people with ongoing health and care needs. Having reviewed the evidence from other areas, the Council's Prevention and Wellbeing Team is now developing and expanding the Ageing Well model into a full LAC service which works borough-wide, as part of the implementation of the Council's new strengths-based operating model for adult social care. The new Barnet LAC service will be integrated with Care Closer to Home Networks (called CHINs) and create the link between local community groups/volunteer services and the CHIN.

- 1.7.2. Local Area Coordination is a long term, integrated, evidence based approach to supporting people with disabilities, mental health needs, older people and their families or carers. Rather than waiting for people to fall into crisis, assessing deficits, testing eligibility and fitting people into more expensive services, it works alongside community groups and residents to:
- Build and pursue their personal vision for a good life
  - Stay strong, safe and connected as contributing citizens
  - Find practical, non-service solutions to problems wherever possible
  - Build more welcoming, inclusive and supportive communities
- 1.7.3. The objective is to support people to maintain their independence and wellbeing rather than help them get it back after they have lost it. The focus is on using people's strengths to create opportunities to build resilience and support them to participate in and develop community-level initiatives. The service is currently being developed and will be rolled out borough-wide later in 2017-18.
- 1.7.4. The Prevention and Wellbeing Team also coordinates Barnet's Silver Week (1-7<sup>th</sup> October) which is co-produced with our voluntary community sector, volunteer residents and other key stakeholders. Silver Week is an annual event to celebrate the contribution of older people to our community and build a network of sustainable community-level voluntary services to support them.

## **1.8. CASE STUDY: Healthwatch Barnet**

- 1.8.1. Healthwatch's role is to be the resident's voice for health and social care and this work is supported by involving volunteers throughout the services, many of whom develop and deliver projects themselves. Two of Health Watch's key working groups, Primary Care and Enter and View, are chaired by volunteers.
- 1.8.2. Healthwatch Barnet delivers 30 visits to health or social care setting a year to talk to patients, carers, service-users, staff and volunteers about their experience of the quality and care. The strength of this Enter and View programme is that it is not an inspection. Healthwatch finds that patients, care home residents and service-users respond openly and honestly to "people like themselves", namely, local volunteers who understand "how it is". This approach to working in partnership and pooling strengths and resources, means that health and social care settings tend to support the constructive, patient-led feedback and two thirds have complied with the recommendations for improvements made through these visits.
- 1.8.3. Healthwatch's Primary Care Group of twelve volunteers is co-chaired by two volunteers. Supported with contributions from the Healthwatch Barnet Manager, this group reviewed and analysed GP websites, produced a guide on 'Alternatives to Seeing Your GP' and promoted the use of other health services to over 300 patients.

## **1.9. CASE STUDY: Partnership Libraries**

- 1.9.1. Kisharon and Barnet Mencap are two local charities which run Childs Hill Library. This is one of four Partnership Libraries launched by charities and voluntary organisations in partnership with Barnet Council. As well as providing the traditional book lending service of a library, they have launched a crowd funding campaign through the borough's Barnet Together Fund to transform the library and its garden into a vibrant centre for social, cultural and educational projects. The library's activities have a particular focus on including and supporting both volunteers and service users with learning disabilities, creating a space where everyone feels welcome helping to tackle isolation and loneliness while promoting social integration and building employability skills.

## **1.10. OPPORTUNITIES FOR VOLUNTEERING AND SOCIAL ACTION IN BARNET**

The Health and Wellbeing Board are requested to consider:

1. Are there any other examples of volunteering and community-centred practice that the Board would like to highlight?
2. How we can learn from and build upon these examples to make better use of our residents' local knowledge, time and skills to further health and wellbeing priorities?
3. What support and infrastructure do we need to provide volunteers to ensure that we are adhering to best practice in volunteer management?
4. What are the opportunities for greater use of volunteers and community participation more broadly, in health and social care to keep people well and manage demand?
5. Do we need to develop a coordinated recruitment process for a variety of volunteer roles in support of the health and social care system (including voluntary sector) with attention to volunteer interests and needs?

## **2. REASONS FOR RECOMMENDATIONS**

- 2.1 This report presents an opportunity for the Board to consider opportunities for volunteering in Barnet's public services.

## **3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**



3.1 Not applicable.

#### **4. POST DECISION IMPLEMENTATION**

4.1 Further updates can be provided if required.

#### **5. IMPLICATIONS OF DECISION**

##### **5.1 Corporate Priorities and Performance**

5.1.1 The Corporate Plan 2015-2020 outlines its vision for resilient, cohesive communities. Volunteering is one way in which the council can form a closer partnership with communities and for them to take on more responsibility for their local area.

##### **5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 Not applicable

##### **5.3 Social Value**

5.3.1 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

##### **5.4 Legal and Constitutional References**

5.4.1 The Council's Constitution sets out the Terms of Reference (Responsibility for Functions – Annex A) of the Health and Wellbeing Board as follows.

- To jointly assess the health and social care needs of the population, with NHS England commissioners, and to apply the findings of the Barnet JSNA to all relevant strategies and policies.
- To receive assurance from all relevant commissioners and providers on matters relating to the quality and safety of services for users and patients.
- To directly address health inequalities through its strategies and have specific responsibility for regeneration and development as they relate to health and care, and to champion the commissioning of services and activities across the range of responsibilities of all partners, in order to achieve this.
- To promote partnership and, as appropriate, integration, across all necessary areas, including the use of joined-up commissioning plans across the NHS, social care and public health. To explore partnership work across North Central London where appropriate.

- Specific responsibilities for overseeing public health and developing further health and social care integration

## **5.5 Risk Management**

5.5.1 Not applicable.

## **5.6 Equalities and Diversity**

The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups

The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies and the delivery of services

## **5.7 Consultation and Engagement**

5.7.1 Not applicable.

## **5.8 Insight**

5.8.1 Not applicable.

## **6. BACKGROUND PAPERS**

6.1 Health and Wellbeing Board, 9 March 2017 – Agenda Item 6 Motion from Full Council – Volunteering in Care Homes  
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=177&MId=8717&Ver=4>

6.2 Health and Wellbeing Board, 19 January 2017 – Agenda Item 6 - Ageing Well Report and Review  
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=177&MId=8716&Ver=4>