

# VOLUNTEERING FOR LANCASHIRE.

# CHAMPION.



Summary Report

**PUBLIC SERVICE INTEGRATION PROGRAMME 2018**



**LANCASHIRE™  
VOLUNTEER  
PARTNERSHIP**

# FOREWORD.

**This report highlights just some of the positive outcomes achieved through the creation of the Lancashire Volunteer Partnership. What is most striking within this report are the case studies of vulnerable people who have been supported by Lancashire Volunteer Partnership. These stories really bring home the impact that LVP Volunteers make on a day-to-day basis to some of the most vulnerable people in society, young or old, LVP has a volunteer offer to help. The Partnership understand what many organisations fail to; that it's not all about grand gestures, rather it's often the little things that make the biggest impact.**

The business case for the creation of the Partnership was uncharted territory and its inception depended on a high degree of trust and faith from all the partners involved. I would like to thank everyone for their continued support and commitment which enabled a successful bid to the Police Innovation Fund, sealing our ambition and paving the way for Lancashire to begin its journey.

Our vision and objectives for this two-year programme were ambitious, with doubt cast over whether this could be achieved either on time or within budget. In many instances objectives have not only been met but have been surpassed, adding greater value to public services struggling under budgetary constraints.

The programme team have been candid in the challenges faced delivering the programme, not least organisational culture and business processes. The programme team should be commended for their perseverance and resilience in overcoming each challenge.

There is no doubt that positive transformation has taken place and recognition must also be given to strategic partners who persevered with the programme and weathered the challenges of implementation. This required strong leadership together with innovation and creativity, all three shown by partners and the programme team. Most noticeably, it has proved that by working together, it is possible to reduce vulnerability and in turn, the demands placed on statutory services.

I am very proud to be a part of this venture, which has created a valuable resource for the people of Lancashire. I thank everyone who has been involved in its success; they also should feel proud to see laid out in this report the tremendous transformation that has taken place. There is no complacency or over confidence in this report, only a clear ambition to have a positive impact on the lives of others and to bring everyone together to make use of every minute that a volunteer contributes towards reducing vulnerability and making a real difference.

Finally, this programme set out with the noble aim of reducing vulnerability and creating a strategic vulnerability triage for Lancashire. This report is evidence that Lancashire is well on the way to achieving this and now begins a new programme of work that will see this triage expanded to include a further step-down pathway to social actions groups prevalent across the county.

I do hope that you take the time to read this report in the knowledge that something special has been delivered here in Lancashire and this is the story of our ongoing journey.



**Clive Grunshaw**  
Police and Crime Commissioner for Lancashire



## WHO ARE THE LVP?

**LANCASHIRE VOLUNTEER PARTNERSHIP (LVP) WAS ESTABLISHED IN 2016, JOINING PUBLIC SERVICES WHO WANTED TO PROVIDE ONE GATEWAY INTO PUBLIC SERVICE VOLUNTEERING.**

**THE AIM OF THE PARTNERSHIP IS TO MAKE VOLUNTEERING FOR PUBLIC SERVICES REWARDING AND TO PROVIDE OPPORTUNITIES FOR PEOPLE TO MAKE A REAL DIFFERENCE IN THEIR LOCAL COMMUNITIES.**

**BY BRINGING THESE OPPORTUNITIES INTO ONE PLACE AND BY PARTNERS WORKING TOGETHER, LVP BELIEVE THEY CAN LOOK AFTER THEIR VOLUNTEERS BETTER AND ALLOW THEM TO USE THEIR SKILLS FOR THE BENEFIT OF ALL.**

**THE LVP IS PASSIONATE ABOUT SUPPORTING PEOPLE IN NEED OF HELP AND BUILDING STRONGER, MORE RESILIENT COMMUNITIES THAT CAN FLOURISH; AND AT THE HEART OF THIS IS ITS VOLUNTEERS. VOLUNTEERING ROLES ARE VARIED, FROM VISITING PEOPLE WHO MAY BE FEELING LONELY TO VOLUNTEERING ALONGSIDE THE NEIGHBOURHOOD POLICING TEAMS AS A SPECIAL CONSTABLE, OR JOINING AS A VOLUNTEER POLICE CADET, CYBER VOLUNTEER OR SUPPORTING A LOCAL LIBRARY.**

**THIS DOCUMENT PROVIDES AN OVERVIEW OF WHAT THE LVP HAS ACHIEVED SINCE IT WAS ESTABLISHED WHICH WOULD NOT HAVE BEEN POSSIBLE WITHOUT THE DEDICATION OF THE VOLUNTEERS AND THE LVP TEAM.**

**VOLUNTEER TODAY.  
FEEL CHAMPION.**

FULL INTEGRATION PROGRAMME REPORT AT [LANCSV.P.ORG.UK/ABOUT-LVP/REPORTS](https://lancsvp.org.uk/about-lvp/reports)

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# FIGURES.

COST OF LVP

HOURS VOLUNTEERED

SOCIAL VALUE

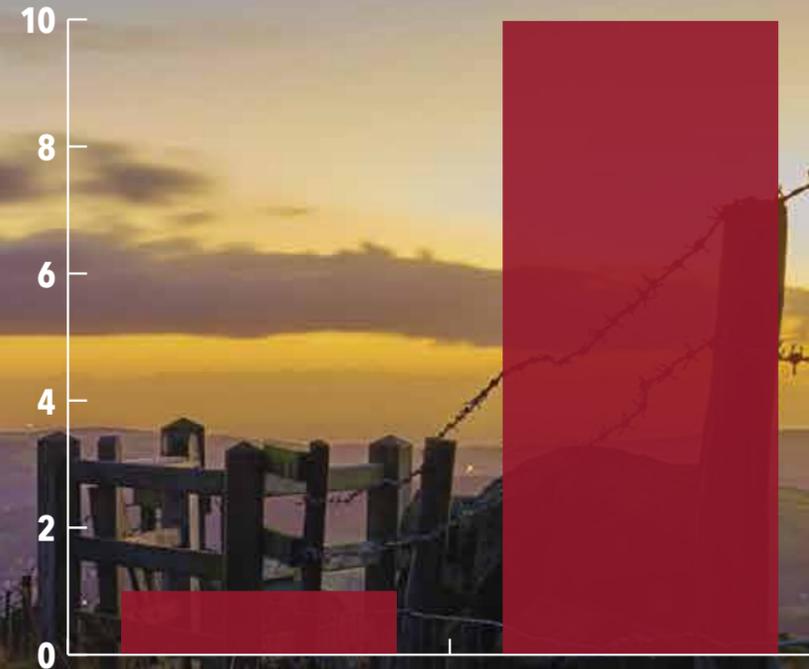
LVP VOLUNTEERS

4.212

£8,383,444

711,156

£840,895



**FOR EVERY £1 INVESTED IN LVP  
A SOCIAL RETURN OF  
£9.97 IS RETURNED**

**MEET SOME OF  
OUR CHAMPIONS**

**"OUR VOLUNTEERS  
ARE FANTASTIC,  
AND WE LOVE THEM.  
THE LANCASHIRE  
VOLUNTEER  
PARTNERSHIP IS A  
FAMILY TO US AND WE  
HAVE A VERY DIVERSE  
ONE WITH OVER  
4,000 VOLUNTEERS  
CONTRIBUTING  
IN HUNDREDS OF  
DIFFERENT WAYS."**

**VOLUNTEER TODAY.  
FEEL CHAMPION.**



### **NOREEN COMMUNITY SUPPORT VOLUNTEER**

Noreen is one of the nicest people you could meet. She is a real inspiration – someone who is full of life and certainly likes to keep busy! A former secondary school French teacher, Noreen is now the President of the Cercle Français of Ribblesdale and runs a French literature group from her home.

Noreen is a linguist and absolutely loves languages – she speaks French, Spanish, some Italian, Urdu and Russian! In between this and spending time with her four grandchildren and two step grandchildren she also finds time to volunteer as a community support volunteer, regularly visiting an older lady to give her support and companionship.



### **BILL COUNTRYSIDE RANGER**

What Bill doesn't know about the high moors of the Forest of Bowland where he does his patrols isn't worth knowing. Bill, an engineer by trade and ex-auxiliary fireman, has been volunteering as a countryside ranger with Lancashire County Council for over 30 years.

In his role as a countryside ranger Bill has been involved in many duties ranging from patrolling the access areas on the high moors of the Forest of Bowland to litter picking in country parks. Bill is currently a leader for the junior rangers on Beacon Fell where youngsters from the age of six to 14 are encouraged to study wildlife and enjoy the countryside.

**VOLUNTEER TODAY.  
FEEL CHAMPION.**



### **BECKY RUNS AN INCLUSIVE DANCE CLASS**

Enthusiastic, warm, intelligent, witty and confident are just some of the words we could use to describe Becky – oh and so much fun to be around! She really does have an infectious personality.

After joining a dance group and seeing what a difference it was making to her confidence and her life, Becky decided to train as a leader and now runs her own inclusive dance class, inspiring other people with disabilities. Becky has Down's syndrome and a heart defect which has led to many operations.

### **VICKY COMMUNITY SUPPORT VOLUNTEER**

Vicky is a superwoman! We are not sure how she fits everything in – between looking after her two young children, working and studying, she still finds time to volunteer and support a man who has dementia.

Vicki has been in her role as a community support volunteer for over a year now and has been working with the same gentleman for that time, providing him with support and giving his wife some respite.



### **SARAH RURAL MOUNTED VOLUNTEER**

A talented show horse rider with a promising career, Sarah was attacked in her early 20's leaving her with permanent damage to her back and preventing her from pursuing her dream job.

But Sarah's love of horses has never left her, and she now runs her own business specialising in horse products. Sarah's stunning white horse Roland gives her a massive amount of enjoyment and he is even helping to manage her pain, as riding him for periods can bring some relief.



### **CORDELIA CADET LEADER**

Cordelia was a police volunteer cadet for three years before deciding to go on to become a cadet leader, supporting and mentoring other young people. She likes to keep busy and is currently working as an apprentice while studying for her Level 3 qualification in business administration.

In addition to this, Cordelia juggles her volunteering with a part-time evening job. A keen photographer, Cordelia enjoys hiking and taking lots of pictures when out and about, as well as baking, listening to music and spending time with her family and friends.



FIND MORE ABOUT OUR LANCASHIRE CHAMPIONS AT [LANCSVP.ORG.UK](http://LANCSVP.ORG.UK)



### **GEORGE CADET**

The Volunteer Police Cadet schemes run across the county, open to young people aged 13 to 18. The cadets get involved in lots of different activities to develop their skills and help their local community. George has been a cadet since September 2016 and is a real asset to the cadet unit.

He is very keen on maintaining his fitness outside of the cadets and attends the gym most days and plays football in between studying hard for his exams.



### **JAMIE COMMUNITY SUPPORT VOLUNTEER**

Jamie is one of our very own super heroes. For the past two years he has volunteered to support others in the community to make a difference to their daily lives. He is extremely reliable and goes that extra mile to help. He has also represented the LVP at a local football tournament to support Mental Health Awareness Week.

As well as working full-time for Jaguar Land Rover, Jamie is a fanatic sports fan and supports Preston North End, he also works there on match days. He enjoys keeping fit by going to the gym and is a keen cyclist.



### **SHAHBAZ SPECIAL CONSTABLE**

It never ceases to amaze us how much dedication our volunteer brings to their role on top of their already busy lives. Shahbaz knows a thing or two about being busy.

He has recently qualified as a GP and has a young family. He has been volunteering as a Special Constable in the Burnley area since August 2016, helping the local neighbourhood policing team on patrols and on operations.

**A TRULY INCLUSIVE PARTNERSHIP  
AS A PARTNERSHIP WE WORK WITH ALL  
OUR STAKEHOLDERS TO ENSURE OUR  
TEAM, THOSE WE SUPPORT AND ALL OUR  
LVP VOLUNTEERS ARE TREATED WITH  
DIGNITY AND RESPECT.**



Lancashire Volunteer Partnership works with a number of organisations to better understand our communities.

We seek to bring people closer together and engage in local communities as we believe that's the best way to make a positive impact in all our lives.

We aspire to be a truly inclusive partnership that represents all aspects of our community and welcome applications from anyone who wants to make a positive change.

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# CASE STUDIES.

## CASE STUDY 1 CALLUM SUPPORTED HENRY TO RETURN HOME AFTER A HOSPITAL STAY

Callum supports Henry, an elderly man who has no family or friends and was extremely isolated from community due to a lack of mobility. Callum visited Henry once a week to spend social time and going for short walks using a wheelchair. This improved Henry's life by making it possible for him to visit local places and meet new people, Henry felt more engaged and part of his community again. One afternoon Callum found Henry on the floor, he had fallen and was in too much pain to move. Callum called an ambulance, Henry was admitted to hospital. Callum kept in contact until Henry returned home and then resumed their visits, providing Henry with friendship, comfort and reassurance. Callum has enabled Henry to remain in his own home independently for longer.

## CASE STUDY 2 LACKING IN CONFIDENCE, BETHANY WAS SUPPORTED INTO EMPLOYMENT

Bethany began her volunteering journey as a reading hack in a library, a role for younger people to support other children and young people learn. Bethany felt the role was exactly what she needed to gain confidence and meet people. The library team could not praise Bethany enough for her dedication and commitment to helping others. When Bethany turned 18, a job vacancy became available at the library and feeling more confident she applied. Now, whilst working as a paid staff member at the library, she supports the local volunteer officer to interview and induct new volunteers.

## CASE STUDY 3 JOINING THE VOLUNTEER POLICE CADETS TURNED JOSH'S LIFE AROUND

Josh is 15 and came to notice when was involved in anti-social behaviour and was at real risk of entering the criminal justice system. He was referred to the volunteer police cadets where, he has shown a real commitment and is now thriving. He is making positive changes and has not been involved in anti-social behaviour for two years. His younger brother has now also joined the cadets, due to Josh's positive influence. Attendance at cadets has given Josh the opportunity to show his strengths, build his confidence and develop social networks. Now he is applying for a public services course at college.

## CASE STUDY 4 VOLUNTEER SUPPORTS MABLE TO REMAIN AT HOME WITH HER SON

Mable is in her 90's; she has multiple health issues and is in the early stages of Alzheimer's. She was introduced to a community support volunteer with the aim of producing a memory box, which would help her as her Alzheimer's progresses. Mable said, "it's good to have someone to laugh with and I look forward to her visits each week." By having volunteer support, it enables her son (main carer) to have a short break knowing his mum is being looked after and motivated.

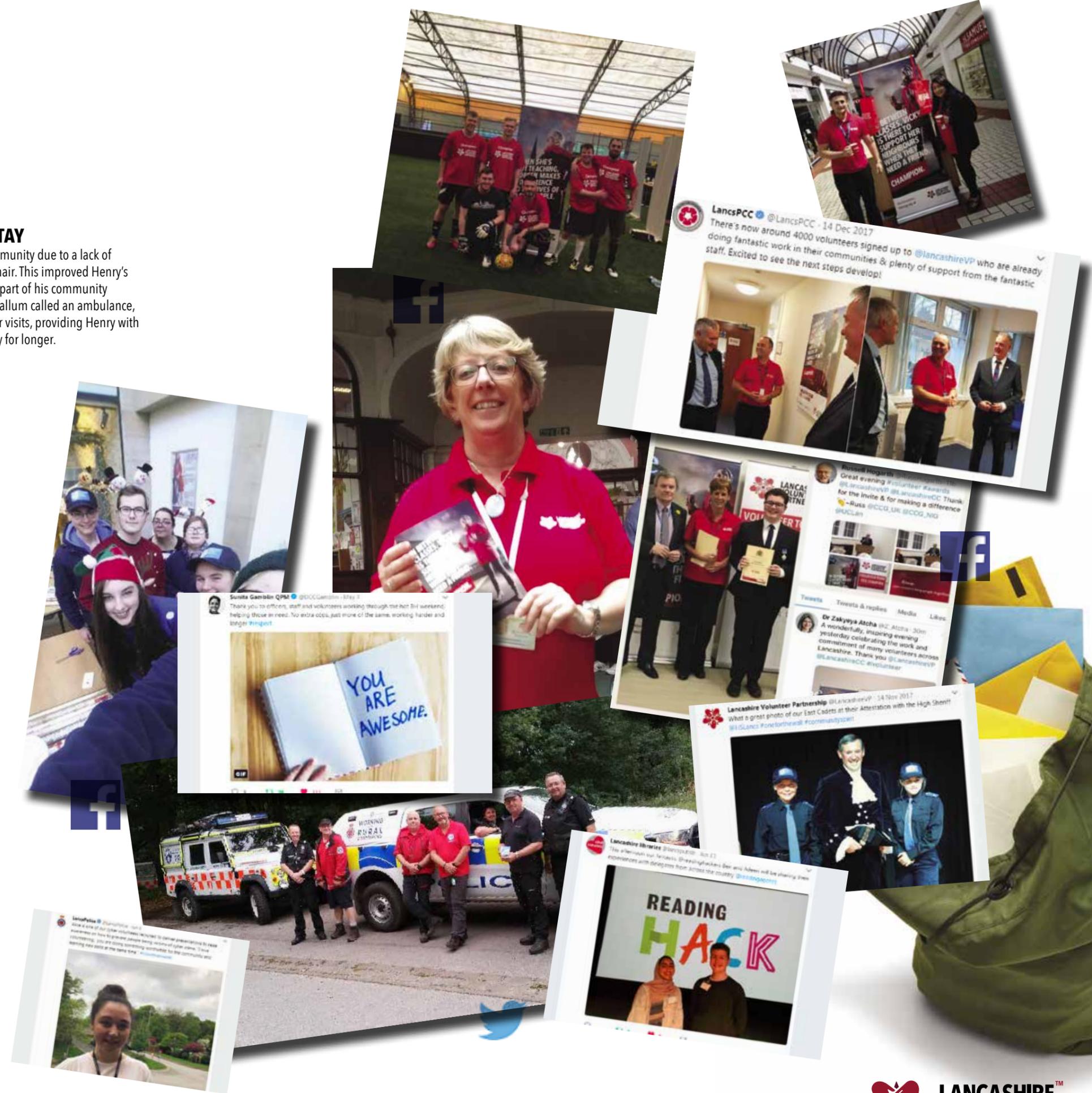
## CASE STUDY 5 TARGETED BECAUSE OF HIS DISABILITY STEVE WAS SUPPORTED TO MAKE POSITIVE CHANGES

Steve was referred as he was being targeted and victimised in his local community. Steve is deaf and felt very lonely, living alone he would play music very loud, so he could feel the vibrations, which resulted in many noise complaints. He was targeted by people who would steal his money and use his home to take drugs. With a volunteer Steve sought out meaningful activities in the community, as his confidence increased he is now independently travelling on public transport, something he really struggled with previously. Steve now regularly attends a local club and plays pool with his volunteer which has given him a new focus on life. At a recent review, the LVP volunteer officer praised his progress and the positive change that his volunteer had helped bring about.

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MORE CASES STUDIES CAN BE SEEN IN THE FULL EVALUATION REPORT

FULL INTEGRATION PROGRAMME REPORT AT [LANCSVP.ORG.UK/ABOUT-LVP/REPORTS](http://LANCSVP.ORG.UK/ABOUT-LVP/REPORTS)



# ACHIEVE.

## LVP HAS ACHIEVED SIGNIFICANT BENEFITS, WORKING ALONGSIDE ITS PARTNERS TO IMPROVE THE LIVES OF PEOPLE WHO RECEIVE THE SERVICE AND IN SUPPORTING THEIR VOLUNTEERS.

### 1. INCREASE VALUE FOR MONEY

Whilst the cost of running the partnership has decreased by 10% the social return has doubled to £8,383,440 in 17/18 meaning for every £1 invested there was a social return of £9.97. Efficiencies have decreased the amount it costs to administrate volunteer applications by nearly 50%.

### 2. INCREASE CAPACITY

Lancashire Volunteer Partnership aimed to increase the number of public service volunteers in the county. In 2018 the number of public service volunteers within the partnership had increased by over 80% to 4,212 volunteers.

LVP also set an additional ambitious target to recruit 300 community support volunteers who would specifically focus on reducing social isolation and vulnerability. LVP was clear this target did not distract from the tremendous contribution all its volunteers already made to help reduce social isolation, protect our communities and reduce vulnerability. This ambition was achieved by the team and by 2018 LVP was supporting 344 new community support volunteers.

### 3. DECREASE VULNERABILITY

An important driver was to decrease the vulnerability of the public of Lancashire - reducing the need for statutory services, providing stability and preventing escalation into more costly interventions.

To help decrease vulnerability LVP manage a community befriending programme. Community Support (befriending). Volunteers support social isolated individuals/families by supporting them to re-engage back into community life. By providing this support individuals have reported they feel less isolated, their confidence and self-esteem has increased, and their general health and wellbeing has improved.

Community befriending allows volunteers to visit an isolated person to provide company, aid with confidence and have new experiences. The programme is open to clients referred to LVP who currently use statutory services (step down) or who require preventative services (stop escalation).

LVP also provide opportunities for young people to volunteer. Its volunteer police cadet programme offers 650 places to young people across Lancashire with 203 of those cadets registered as having some kind of vulnerability.

The preventative value of community support volunteers and the support given to vulnerable young people has been established to be over £2.3M.

### 4. INCREASE VOLUNTEER CONFIDENCE

Volunteer confidence has risen during the integration programme, something which the LVP team considered challenging given the risks involved. Overall satisfaction rose during the programme to reach 80% by the end of Yr2 with 93% of volunteers saying they would volunteer with LVP again given the opportunity.

LVP is encouraged by a growth in satisfaction during a period of change and is committed to improving this still further in the future as it moves to business as usual.

### 5. CREATE AND MAINTAIN A CIVIL EMERGENCY RESPONSE.

When the Lancashire Volunteer Partnership was formed one of the added benefits the programme team wanted to explore was that of an enhanced civil emergency response. With one integrated volunteer management system came the opportunity to formalise a process that would facilitate the call out of volunteers to any given civil emergency such as flooding, fires, power cuts or other major incidents.

Working with the Lancashire Resilience Forum, LVP has begun the process of asking volunteers what specialist skills they may have and if they would be willing to put them to good use at times of emergency. Over 78% of new volunteers to LVP have stated they would be willing to be called out at these times; this could be to assist at rest centres, evacuate vulnerable people, stand on cordons or simply provide a holding hand to those in need of comfort and support.

During 2018 LVP volunteers have assisted emergency services at large scale fires, flooding and motorway closures.

### CAPTURE LESSONS LEARNT

Programme manager chief inspector Ian Sewart and LVP operations manager Julie Sumner considered it important to capture lessons learnt to assist future transformation programmes. These were categorised as strategic and operational and can be found in the full evaluation report.

## THE FUTURE

OUR LANCASHIRE WILL BRING TOGETHER SMALL LOCAL GROUPS, CLUBS AND ASSOCIATIONS ACROSS THE COUNTY IN ONE PLACE, SHOWCASING THE WORK THEY DO TO SUPPORT PEOPLE IN THEIR COMMUNITY AND HELPING THEM TO GROW. MORE THAN A DIRECTORY, IT WILL BE THE PLACE WHERE PEOPLE CAN FIND ACTIVITIES TO GET INVOLVED IN, FROM GO KARTING TO KNITTING TO LITTER PICKING. SOMEWHERE TO MAKE NEW FRIENDS AND MAKE COMMUNITIES STRONGER, PROVIDING A SUPPORT NETWORK FOR PEOPLE, HOSTED BY THE COMMUNITY FOR THE COMMUNITY.

IT WILL FEATURE AN EVENTS DIARY FOR EVERY AREA OF LANCASHIRE AND WILL ALSO SERVE AS A RESOURCE FOR PUBLIC SERVICES TO SEE WHAT COMMUNITY GROUPS EXIST WITHIN AN AREA, ALLOWING THEM TO SIGNPOST PEOPLE WHO COULD BENEFIT FROM THE NETWORK AND TO INVOLVE GROUPS IN MEETINGS TO IMPROVE WHERE THEY LIVE.

FOR THE FIRST TIME IT WILL ENABLE GROUPS IN THE SAME NEIGHBOURHOOD TO REGISTER THEIR WORK, TO SEE EACH OTHER AND CREATE THE OPPORTUNITY TO WORK TOGETHER AND ACCESS FUNDING AND SUPPORT.

THIS NEW AND EXCITING PROGRAMME WILL COMPLETE LANCASHIRE'S VULNERABILITY TRIAGE AND WIDEN THE COUNTY'S CAPACITY TO KEEP PEOPLE ENGAGED AND CONNECTED.

### NEXT STEPS

This evaluation has described the progress made in making the Lancashire Volunteer Partnership the single gateway into public service volunteering in Lancashire. It has also proved that such a concept can be delivered, on budget, on time and made sustainable for the future. More than this the evaluation has shown the tremendous impact that volunteers can make to everyday life and in supporting vulnerable people.

This programme could not have been delivered without devoted and committed team members or LVP's fabulous volunteers. A big part of LVP's future will be about rewarding and recognising those that have made a difference.

Although challenging at times the results highlighted in this report make all the hard work worthwhile. At a time when public services find they are often portrayed in a negative light this programme has helped in dismissing such thoughts and concentrates only on the positive impact that can be achieved by working together.

Going forward the Lancashire Volunteer Partnership is determined not to rest on its laurels or become complacent, LVP will seek to enhance the benefits already realised and focus on vulnerability and how to support those most in need.

Rather than the end of a journey, this is just the beginning. Get ready to hear more about the Lancashire Volunteer Partnership and the contribution it can make to public service delivery in Lancashire.

# PARTNERS.



East Lancashire Hospitals **NHS**  
NHS Trust

# THANKS.



Lancashire  
Adult Learning



Home Office



Volunteer  
Police  
Cadets



Dementia  
Friends  
An Alzheimer's Society initiative



**TOGETHER**  
A HEALTHIER FUTURE  
The Integrated Health and Care Partnership  
for Pennine Lancashire



Department  
for Culture  
Media & Sport

Citizens  
in policing



**VOLUNTEER TODAY.**  
**FEEL CHAMPION.**

