

VOLUNTEERING IN CAMBRIDGESHIRE

DO WE NEED PASSPORTS, OR PASSPORTING?

20 September 2022

Powered by



Delivered through



With support from



TODAY'S SESSION

OBJECTIVES

1. To help us understand 'passports' and 'passporting' – what's the difference?
2. To help us consider relevant barriers and opportunities – what does the evidence tell us about their impact and effectiveness?
3. To create networks for those that want to explore passports further – to identify needs and elements most relevant to our own organisations, and for volunteering across Cambridgeshire.

WHY 'PASSPORTS'?

Danny Kruger MP, *Levelling Up Our Communities* (Sep 2020)

'We need a system that effectively matches the supply of citizens to the demand for their time. The basis for this system should be a 'Volunteer Passport' that can be used across different organisations, in the public and social sectors, with a single identity and criminal records check.

This would enable organisations in search of volunteers, whether for general or specific tasks, to find willing candidates with the right skills and capacity and in the right place; and it would greatly reduce the bureaucracy and delay involved in placing volunteers into roles.

More significantly - because this will drive more and better volunteering - it would enable people to grow their skills and to build up a record of their volunteering for their CV.'

WHAT
COULD
PASSPORTS
DO FOR US?

WHAT
WOULD
THAT
ACHIEVE?

WHAT
WOULD THE
IMPACT BE?

EVIDENCE BASE

WHAT THE RESEARCH SAYS

DCMS RESEARCH, 2021 – defining the problem

- To bring **clarity** to what volunteer passports are - to demystify them
- To understand the **evidence base** around volunteer passports - to identify areas of demand and opportunity, success criteria and key risks

FORMAL RESEARCH OBJECTIVES

1. What **progress** has been made to date in developing passporting initiatives?
2. What are the perceived **opportunities** and **demand** for passporting solutions, as well as perceived **challenges**, across volunteers, VIOs, stakeholders and digital providers?

PASSPORTS ? OR 'PASSPORTING' ?

What do we mean by these terms?

DEFINITIONS

WHAT THE RESEARCH SAYS

Combinations of **systems, processes** and **products** that support volunteering

Area of Focus	Streamlining systems and processes – ‘PASSPORTING’	Creating new products – ‘PASSPORTS’
Key Objective	Portability of volunteers	Validation / Valorisation for volunteers
Practical aspects	Joined up approaches to recruitment, onboarding and management.	Digital or Physical products that verify, grant access, record activity etc.
Main audience	Volunteer-Involving Organisations	Volunteers

Stakeholders referred to ‘passports’ meaning initiatives in either or both areas, often combining various elements in a ‘jigsaw’ approach.

WHY DO ORGANISATIONS DEVELOP THEM?

SPEED

Increase the speed of the recruitment and induction process.

BROKERAGE

Tailored, agile matching of volunteers and opps – deployment + redeployment.

EFFICIENCY

Reducing duplication in recruitment + onboarding.
More flexibility + convenience for volunteer.

QUALITY

Standardisation of training and management.

RECOGNITION

Developing, supporting and valuing volunteers.

*To address one or a number of issues around portability, validation/valorisation, or both.
Needs could be particular to the host (VIOs), volunteers or wider stakeholders (government, digital providers).*

WHAT THE RESEARCH SAYS

DIGITAL INFRASTRUCTURE?

Considerations for your digital 'stack'

1. ID verification software
2. DBS integration / DBS updates
3. The Passport 'application' process portal
4. Integration with your VIO management software
5. Wider integration with other systems (e.g. with opportunity for signposting to wider services - employability, wellbeing etc.)

WHAT THE RESEARCH SAYS

WHAT'S IN YOUR PASSPORTING 'JIGSAW' ?

WHAT THE
RESEARCH SAYS

1. 'Federations of Trust'
2. Shared vetting and training standards
3. Shared pools of volunteers

4. Matching
of volunteers
with roles /
tasks

5. A volunteer profile or portfolio element
6. Routes to validate volunteer learning
7. Reward schemes

**SYSTEMS +
PROCESSES**

PRODUCTS

CHECK IN / DISCUSSION - POLLS?

WHAT DO
YOU THINK?

ANSWER FROM THE PERSPECTIVE OF **NEEDS IN THE COUNTY**

What are we most interested in right now, for volunteering in Cambridgeshire?

- **SYSTEMS + PROCESSES (Passporting)** – for greater portability of volunteers?
- **PRODUCTS (Passports)** – to support the volunteer journey or experience?
- A little of both?

If we could tackle one issue in volunteering across the county right now, what would it be?

- Speed – quicker recruitment and onboarding
- Brokerage – better matching of supply and demand
- Efficiency – less duplication, for us and volunteers
- Quality – more consistency in our training and management standards
- Recognition – more help for our volunteers to make the most of their experience

WHAT OTHERS SAID: PERCEIVED BENEFITS

DCMS Research found that stakeholders were keen on:

- **Portable ID and DBS checks** - as a core element - to help reduce duplication in volunteer recruitment and onboarding
- **Shared pools of volunteers** - important for particular types, including emergency/surge, event-based, micro, place-based and task-based volunteering
- **Standardisation of training and skills** in some areas, particularly 'entry-level' volunteer skills and sector-specific standards for specialist skills and tasks
- **Validation** of volunteers' experience and skills was perceived as beneficial for particular volunteers (where volunteering was also a potential route to employment).

REFLECTION

OBSERVABLE PROGRESS IN PASSPORTS?

HOW?

- Examples show combinations of practices, standards or infrastructure (creating their own jigsaw)
- Observable within one organisation - or in partnership with others

WHERE?

- Within geographic boundaries - local, regional, national and international
- Or communities of interest - for example, in a particular workforce such as the cultural sector
- Or communities of identity - for example, groups with a shared demographic, such as young people.

Stakeholders felt some commonality amongst the volunteer group is integral to chances of success

REFLECTION

SHARED STANDARDS?

- Collaborating with other organisations? You will likely need to agree on some shared standards
- This could involve training, managing personal data, joint governance and compliance arrangements, volunteer management, risk management
- #FederationsofTrust #SharedStandards #SharedVolunteerPool

COMMON TRAINING OPTIONS

How do partners agree on common training for their shared pool of volunteers?

Generic volunteering skills

Interviewees suggested:

- equality, diversity and inclusion;
- first aid;
- keeping yourself and others safe;
- health and safety;
- person-centred approaches

Sector or Role-specific skills

Local Authority areas with passports (Derbyshire, Blackburn, East Suffolk, Doncaster and Slough) have delivered training specific to:

- Health and social care
- Children and youth activities
- Heritage and arts,
- And others.

WHAT THE RESEARCH SAYS

CASE STUDIES: HEALTH AND SOCIAL CARE

Driven by the need to standardise volunteer training in the context of a shift towards Integrated Care Partnerships (ICPs)

- Lancashire and Pennine ICP and Health Education England piloted a Volunteer Learning Passport (2018), which provided volunteers with certificates upon completing the core training modules.
- HEE also developed *The National Volunteer Certificate*, awarded to volunteers completing 60+ hours of training, developed for the *Learning Passport*. Northamptonshire's Volunteer Passport adopts some of this training.

Watch this space: British Red Cross, St John Ambulance, Royal Voluntary Service

- Developing a Volunteer Passport (focused on systems and processes) designed to support surge volunteering in civic emergencies, aligned to an 'NHS Reservist Workforce' (*not an official label*).

WHAT THE RESEARCH SAYS

HOW WILL WE KNOW IF IT WORKS?

DEVELOPING A BUSINESS CASE AND PROJECT PLAN

- What factors do volunteer-involving organisations think are vital to get right?
- What criteria are most likely to make Passport successful?
- How would success be measured?

GET THESE THINGS RIGHT: WHAT VIOs SAID....

- Commonality of interests are needed to develop 'federations of trust'
- Flexibility to allow for adaptations to diverse sectors, VIOs and volunteers
- Sustainability - voluntary sector resource required to develop and maintain
- Credibility within the voluntary sector
- Open data technology
- Integration with existing volunteer management platforms and infrastructure
- Accessibility for users and alternative systems for those not using these platforms
- Ensuring a volunteer-controlled passport product
- Ability to manage risk in a shared volunteer management system.

PERCEIVED SUCCESS CRITERIA

As identified by researchers:

1. Commonality (geographic, standards, tasks)
2. Flexibility (huge diversity of need - core functions + bolt ons)
3. Sustainability (which elements are most funding dependent?)
4. Credibility
5. Open Data Standards
6. Accessibility (for volunteers and operators)
7. Ability to manage risk (particularly around shared liabilities)

WHAT THE RESEARCH SAYS

MEASURING SUCCESS

As perceived by stakeholders who have tried or are considering passports:

- Rates of Uptake
- Longevity of schemes
- Sustainability (financial and relevance)
- Positive feedback from volunteers (subjective)

RESEARCH CAVEAT: There is little evidence by way of systematic evaluations of historic passport activity to build on this subjective picture.

WHAT THE RESEARCH SAYS

CHECK IN / DISCUSSION - POLLS?

WHAT DO
YOU THINK?

ANSWER FROM THE PERSPECTIVE OF **YOUR OWN ORGANISATION**

What are we most interested in right now, for our own volunteering programmes?

- **SYSTEMS + PROCESSES (Passporting)** – for greater portability of our volunteers?
- **PRODUCTS (Passports)** – to support the volunteer journey or experience?
- A little of both?

If we could address just one aspect of our programme right now, what would it be?

- Speed – quicker recruitment and onboarding
- Brokerage – better matching of supply and demand
- Efficiency – less duplication, for us and our volunteers
- Quality – more consistency in our training and management standards
- Recognition – more help for our volunteers to make the most of their experience

QUICK WINS: WHAT COULD WE DO NEXT?

Exploring Passports for Cambridgeshire: How could we lay the groundwork?

- **Agreeing on a key, shared starting point** – what's the main challenge we want to tackle? For example - Improving the matching process? Raising quality standards? Reducing bureaucracy for volunteers? Other?
- **Discuss shared training needs** – is agreement on a basic minimum level of training and experience possible across all partners? Are there existing programmes that could be adopted or endorsed?
- **Learn from others** – several Local Authority areas have explored or development passports. Invite them to come and share their experiences with you. E.g. Community Action Southwark or Voluntary Norfolk's Training-based Passports
- **Survey volunteers in the county** – no form of Passport will work if volunteers don't wish to use it. Ask volunteers which aspects of passporting most appeal to them.
- **Consider commonality** – if shared geography isn't enough of a driver, consider starting with one sector and building outwards (Derbyshire did this, starting with volunteers supporting CYP services).

REFLECTION

**REFERENCE:
EXAMPLES IDENTIFIED
IN THIS RESEARCH**

Which Passports and Passporting Systems were examined for this research?

RESEARCHERS IDENTIFIED

- **French Passeport Benevole (2007)**. designed both as a booklet owned by a volunteer and a skills framework to help the VIOs and volunteers reflect on, and record, the learning that took place. allows vols to record roles, training and certificates, skills and knowledge developed. Aim - to impact on confidence, offer public recognition, support employment. focus on young people, the unemployed, people returning to work, vulnerable and marginalised groups.
- **Youthpass (2007)**. Similar to above. skills framework is linked to eight key competencies related to lifelong learning and adopted by the EU in 2006.
- **VoluntPass (Romanian)**. uses the National Qualifications Framework as a reference, so skills and knowledge acquired through volunteering can be linked to academic and professional qualifications recognised in the country
- **Culture and heritage sectors in the UK** – thank you incentives for volunteering. National Trust, Northern Museums Volunteer Pass.
- **Lewisham Local card** - introduced to reward volunteers by giving them access to discounts at local shops and businesses. A survey found that 45% felt the card encouraged them to continue volunteering and 10% reported it encouraged them to volunteer more.
- **Saltire Awards scheme (Scotland)** allows volunteers to record their voluntary work and get certificates. young people can earn up to 3000 Young Scot Reward points, which they can exchange for rewards and activities for young people.
- **Volunteer Passports** in Northamptonshire, Derbyshire, Newcastle.



GETHYN WILLIAMS

VOLUNTEERING STRATEGIST | NON-PROFIT SPECIALIST

contact@gethynwilliams.net | 07971 530544

