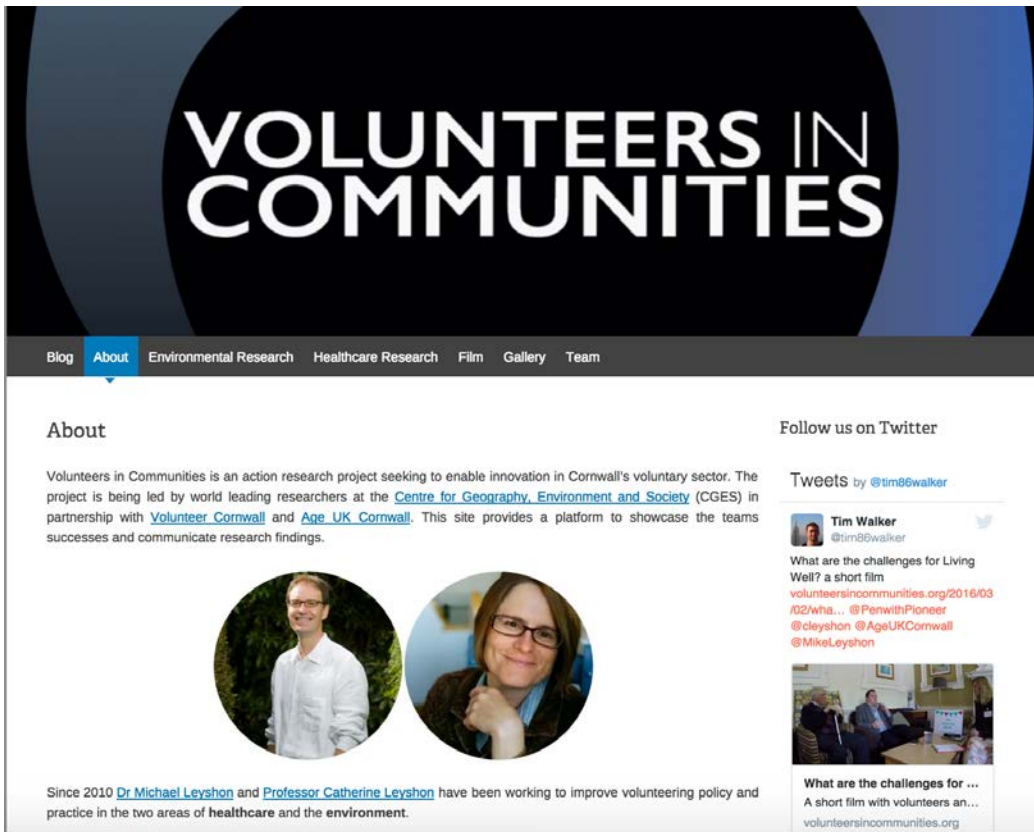# Impact from VICTOR

Catherine Leyshon and Michael Leyshon

VICTOR

Volunteers in Communities: Training, Retention, Organisation

- Volunteers in the third sector
- Health and care
- Environment and conservation
- Since 2009

Underpinning Research

Research

- Michael Leyshon's work on environmental and community volunteering (2010-date).
- Michael and Catherine Leyshon's ongoing work on the place of care (2010 to date).
- Catherine Leyshon's work on engaging communities and agencies around local and familiar places

Funding Sources

- ESRC small grant (2010)
- INTERREG (2011)
- Age UK (2011) contract research
- ESRC KTP (2010-2012)
- ESRC PhD scholarship looking at volunteers in the delivery of care (2010-2014)
- ESF PhD studentship on community networks (2011)
- NEF (2011)
- Tudor Trust (2011)
- Postgraduate Placement (2013)
- NESTA (2015)
- ESF (2014-date)
- ESRC Impact Acceleration Award (2015)

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Our Project Partners

NHS

Age UK Cornwall and Isles of Scilly

Cornwall Council

Volunteer Cornwall

Kernow Clinical Commissioning Group

Pioneer Penwith management board

Pioneer Penwith Evaluation Group

Age UK National

NESTA

RSA

Impacts so far

Built initially around KTP
- *Refocused Volunteer Cornwall on supporting solutions from the community*

Get Well Stay Well (Age UK)
- *Changes to discharge protocols for the elderly*

Living Well
- *Experience of volunteers – pathways through volunteering/volunteer lifecycle*
- *Understanding co-production*
- *Changing practice and policy in Age UK*

Shifting Policy and Practice

- Co-create a set of guidelines for the training, organisation and retention of volunteers;
- Within the UK health and social care sector, to promote the application of the guidelines;
- To enhance the skills and knowledges of Living Well partners through a series of events to inform and train;
- To increase wider policy understanding of the benefits of and barriers to effective full integration of volunteers into the co-production of care for older people.

Evidence

Outputs

embed and secure knowledge exchange and create the conditions for securing and evidencing impact.

Outcomes

Changes to policy & practice

Evidence

Adoption of recommendations
Feedback from partners
Contributions to relevant strategic documents
Co-authored working papers
Metrics

Headlines

- Build trust through active engagement - reciprocity.
- Building a relationship with one partner leads to partnerships with others.
- Understand your niche, stay focused.
- Understand the range of opportunities to provide research capacity for projects with impacts:
  - Masters projects
  - PhD
  - KTP
  - Contract research

Challenges

- Getting partners to understand the need to acknowledge impact – making it easy for them to do so.
- Capturing and evidencing impacts.
  - Our standards of acknowledgement sometimes don't exist outside academia
  - Tweets, retweets, likes…
- Archiving impact.
- Maintaining the relationship.

- Taking two things and drawing a straight line between them…

- Time. Lots and lots of time.