

# Implementing the Care Act 2014

Why volunteering and social action matter

A day of discussion and action planning



**navca**  
local focus national voice

# Today

*To help local authorities, colleagues in the NHS and their partners in the VCSE realise the potential of volunteering and social action to help deliver the aims and requirements of the Care Act 2014.*

*Through*

- A reminder about what policy says*
- Briefing about best practice*
- Discussion*

# Volunteering and Social Action

## **Volunteering: -**

Time given freely for the benefit of others

## **Social action: -**

Time freely spent to tackle local problems, negotiate with public services, improve conditions for all.

# The Value of Volunteering and Social Action

- People who volunteer or take social action have better health & wellbeing
- Volunteering & social action give people more control over their lives and communities
- People develop new skills
- Volunteering & social action help services do better, and improve outcomes

All the above help improve effectiveness & efficiency of the health & care system

# Our paper

**VOLUNTEERING** **MATTERS**  
*FOR OUR COMMUNITY*

Local   
Government  
Association

## VOLUNTEERING & SOCIAL ACTION AND THE CARE ACT: AN OPPORTUNITY FOR LOCAL GOVERNMENT

# A new relationship: The Care Act 2014

**“The core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life. Local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person”**

The statutory guidance recognises **“accessing and engaging in volunteering” as a meaningful outcome**, where local authorities are asked to undertake assessment of individual eligibility for care and support services...

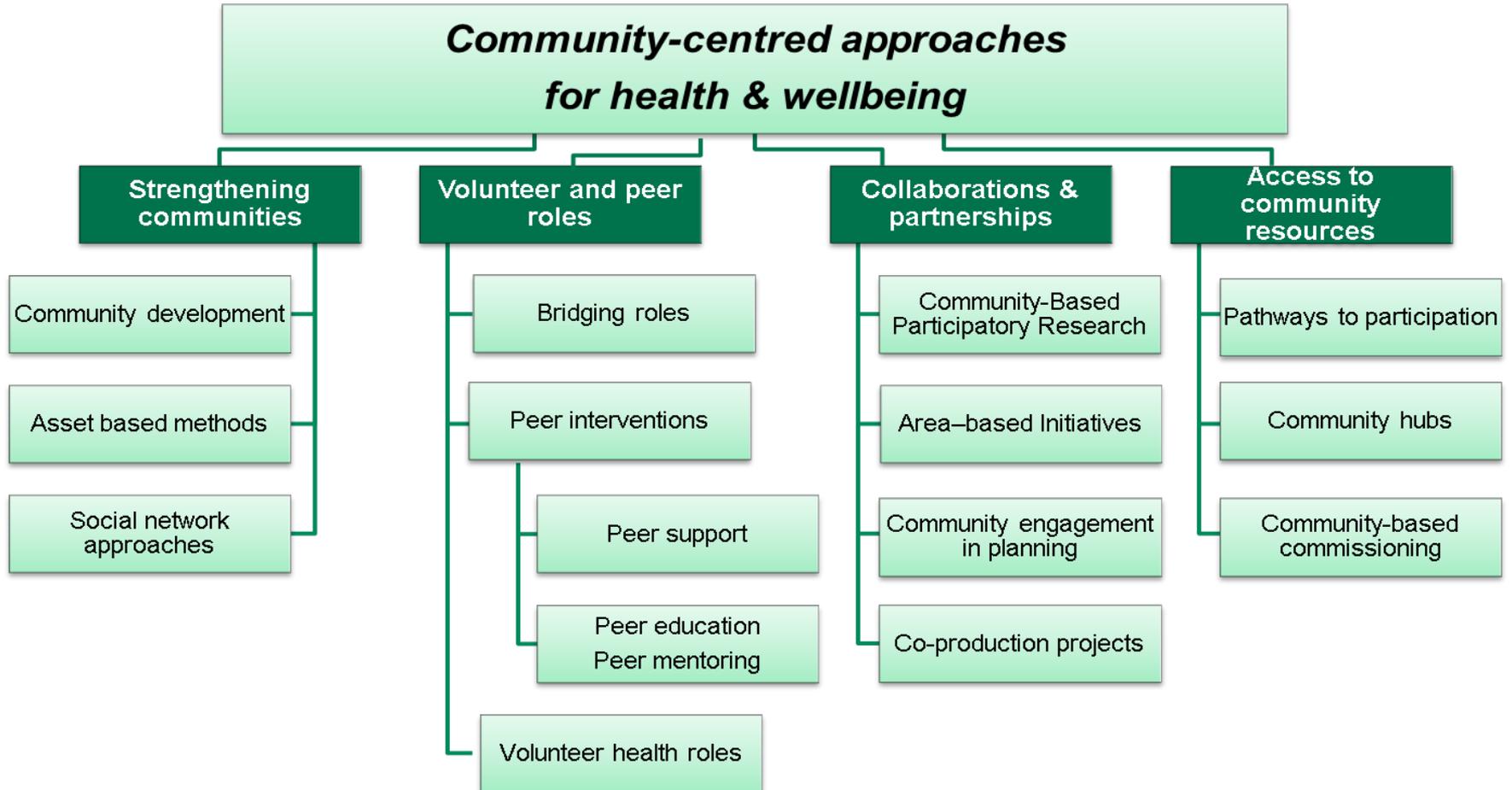
...and the same applies to carers.

# Why does this matter?

When people are fully engaged:

- Better health & wellbeing
  - Better decisions
  - Better experience
  - Better outcomes
  - Better tailored services
  - Better resource allocation
- 
- [www.nationalvoices.org.uk/evidence](http://www.nationalvoices.org.uk/evidence)
  - [Realising the value programme](#)

# A new relationship: Community-centred approaches (South 2015)



# Messages from the paper

- LAs must promote well-being when carrying out care & support functions
- Volunteers can help with this in a variety of ways (next slide)
- Volunteering is already a well-established feature in social care but is under-utilized
- Change needs to be promoted and led by elected members and senior managers

# Some roles for volunteers

- Quality assurance
- Peer review
- Support planning
- Information and advice
- Feedback to influence service provision
- Reducing social isolation
- As digital champions
- Etc.

# Features of excellent local projects

- Co-produced
- Responsive to local context
- Human scale
- Strengths based
- Build in learning
- Build in sustainability
- Adaptive

# Challenges and opportunities

- Providing community leadership & direction
- Replicating and scaling up good practice
- Competing demands for scarce resource
- Commissioning practice
- Micro-commissioning of volunteering
- Augmenting not displacing paid work
- Measuring the impact of volunteering

# A vision for volunteering in health and care in 2026

People see **volunteering and social action as normal, enjoyable and valuable, and recognise the role it plays in improving their own health and wellbeing and that of others.**

**People using health, care and support services are as likely to be giving their time and sharing their skills and assets as taking or receiving and as a result will have improved health and wellbeing.**

People feel part of their community and **are able to look to that community when things are tough or get difficult for them.**

Communities are better places to live because there is a **web of mutual support and help which has become the normal and everyday and not mediated by commissioners or services.**

..and

Volunteering and social action are **recognised and valued by commissioners and providers, who contribute to their support and development**, including by improving access to greater involvement in health and care.

People who are employed to provide services see **volunteers as equals, with a vital contribution to make to health, care and wellbeing**.

The NHS now leads social movement for health and wellbeing, **and everyone feels they have a role to play in this, whether or not they currently use or need health and care services**.

The health and care system is therefore sustainable within available resources.

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