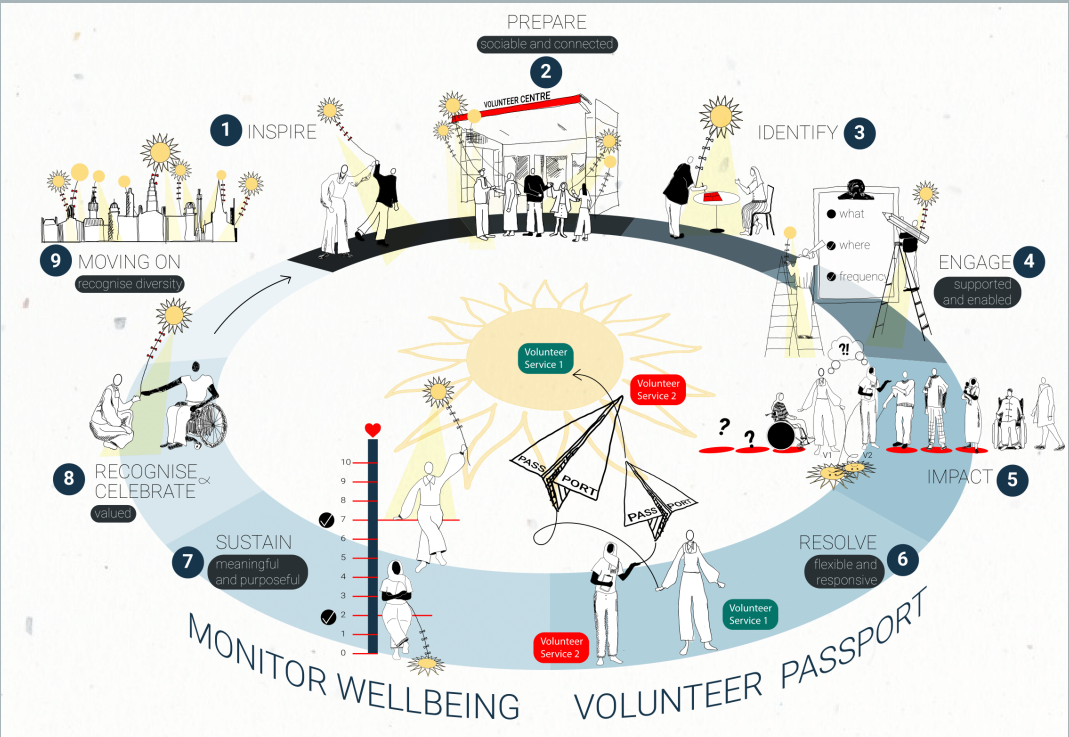
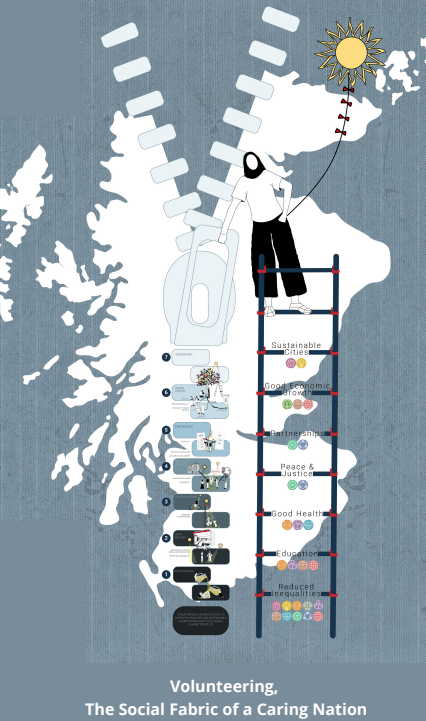


# Volunteer Passport and Wellbeing Monitoring Tool

## Bridging Social Capital in a Caring Economy



## Background



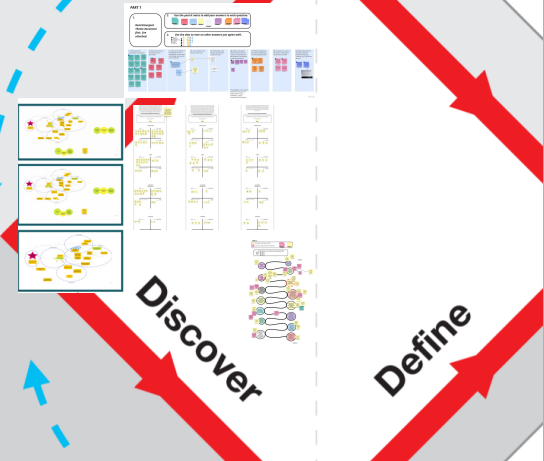
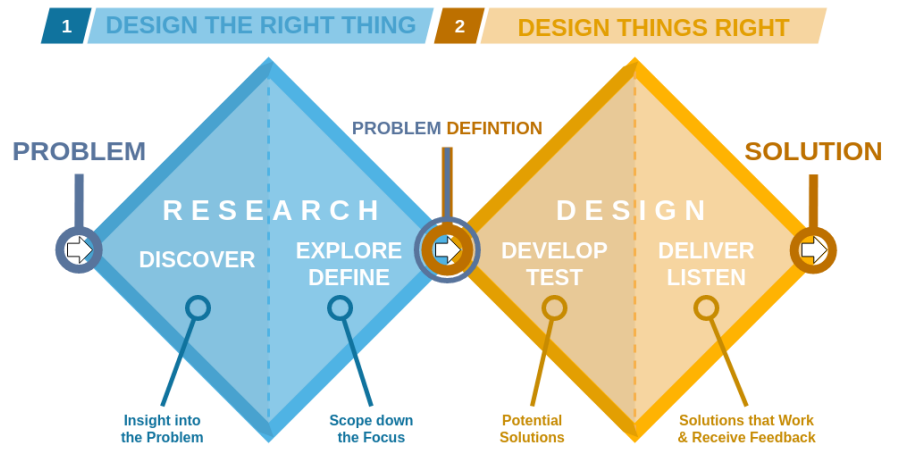
In 2020, Uppertunity in partnership with [SCIENAP](#), submitted a successful research and development proposal to a Small Business Research Initiative (SBRI) competition. The competition was a Public sector innovation challenge funded by Scottish Enterprise via the Scotland Can Do Innovation Fund and hosted by NHS Lothian (Health Innovations South East Scotland).

The name of the competition was 'The Kind-O-Coin Challenge'. The brief was to design a product that might develop strong supportive, valued and digitally connected communities, that recognises the contributions that volunteers make to people, places and society. The initial focus for the competition was with enabling people to get home sooner following a hospital stay. The name of the challenge, Kind-O-Coin, implied a complementary currency might offer a solution.

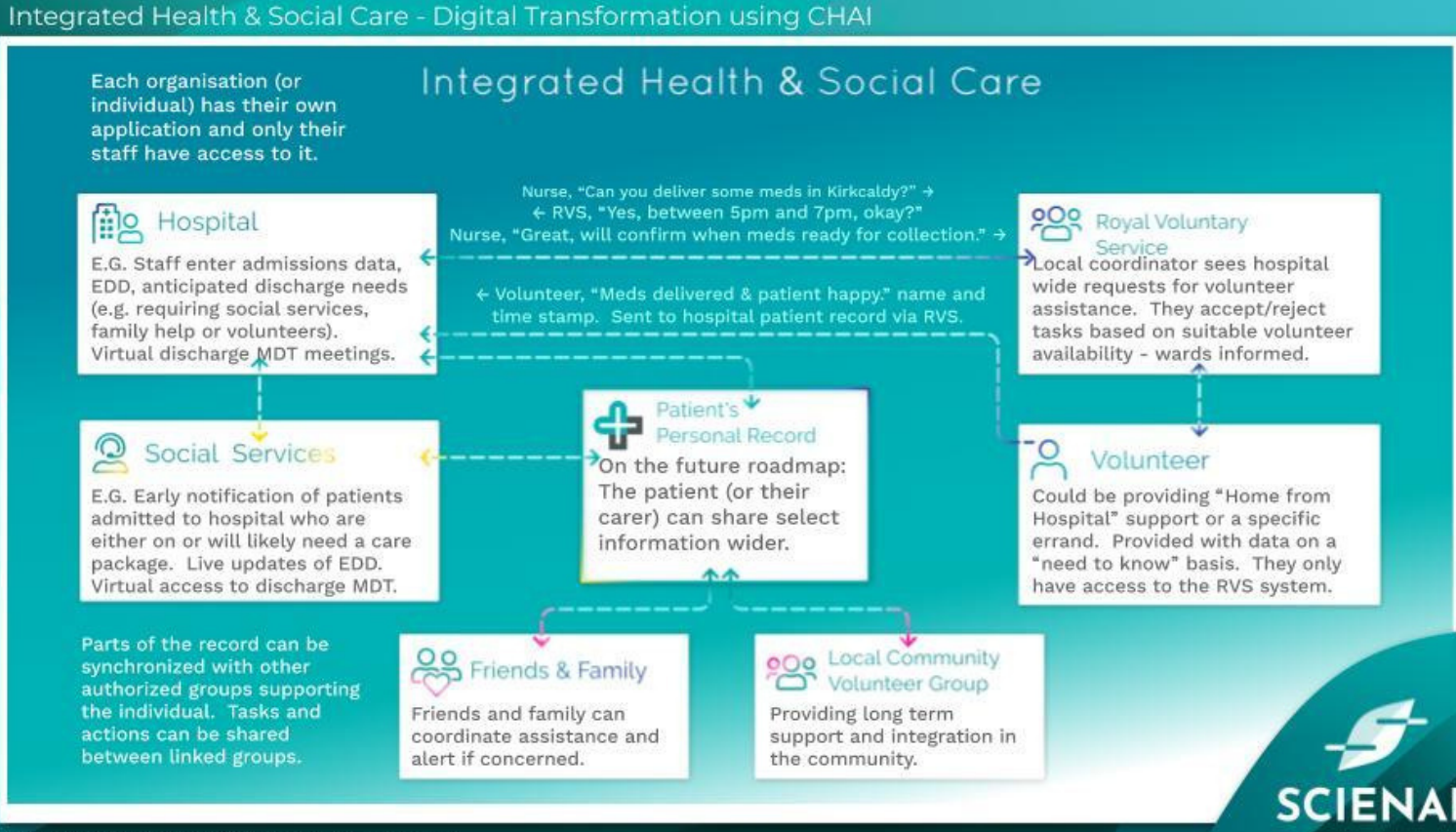
Over 13 weeks we conducted research and engagement in a regional test site to develop our proposal. In this infographic, we will share, through illustrations and narration, the significant ideas and concepts that informed our design thinking. The outcome is a concept for a product that recognises volunteers as the social fabric of a caring nation, that can provide teeth for communities to manufacture a locally designed a caring economy and might fasten a just transition towards a sustainable future.

## The Discovery Phase

We used the Double Diamond design[1] process in our research and design journey. The first step was to discover the issues across a whole system. Starting with the problem of hospital discharge, we engaged with stakeholders such as service users, hospital staff, volunteers & voluntary organisations and created stakeholder maps. We then layered the stakeholder maps to develop a better sense of the complex ecosystem that exists. We then developed our inquiry by using a mixture of methods to sense check, extend the initial insights, and then focus desktop research around the effects of delay and examples of where volunteers are already actors in the system.

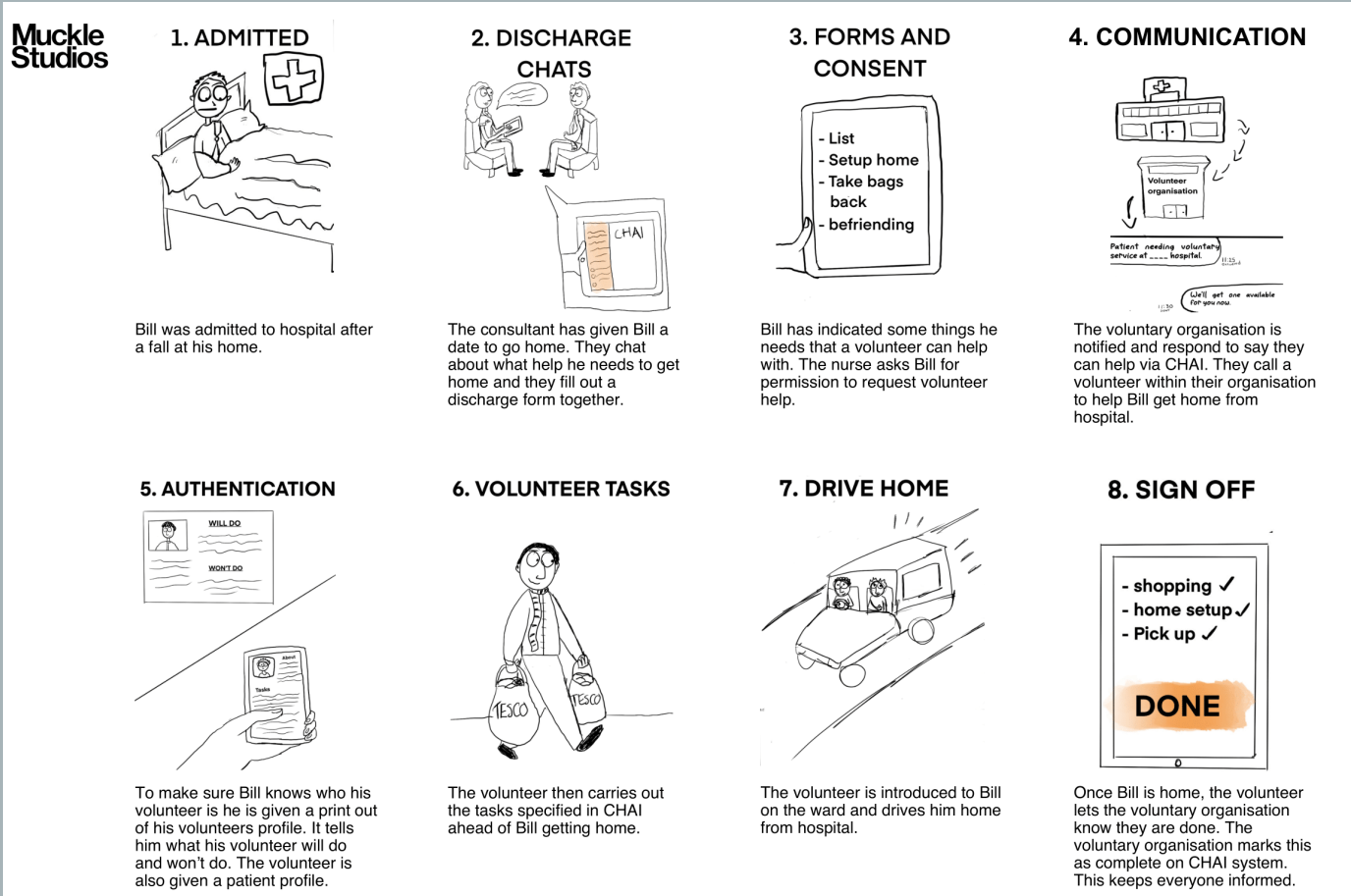


Next, our partners, SCIENAP, focused on the technological requirements of enabling people to get out of hospital sooner. This factored in the challenges with achieving a [Daily Dynamic Discharge](#), the process and procedures including the actions of the multidisciplinary teams. The outcome of this work can be seen on the image below and a demo of their Connected Healthcare Administrative Interface (CHAI) can be viewed [here](#).



# Defining: Getting People Home

From an initial analysis of our data in the 'Discovery Phase', Uppertunity, with support from designers Muckle Studios, produced a user experience journey map to demonstrate how volunteers could be utilised.

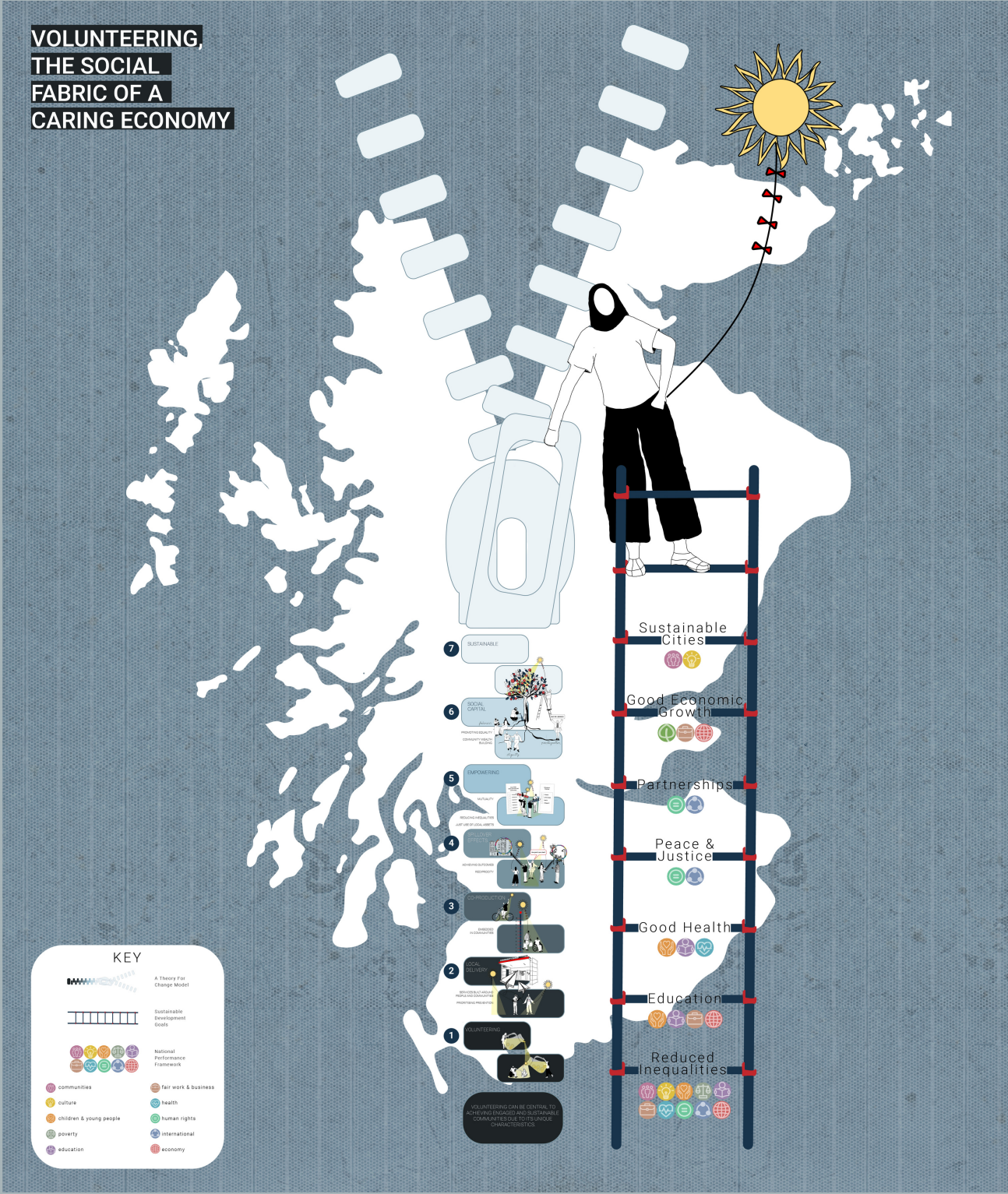


The journey connected the demand for volunteers to the supply of volunteers, meeting the criteria of getting some people home from hospital sooner. However, it left us to question, if we focus only with connecting supply and demand are we in danger of reducing the role of volunteer to a commodity? We began to contemplate how a product like this would recognise the contributions that volunteers make to people, places and society?

# Defining: The contribution that volunteering has on society

To develop our ideas we explored how volunteering is embedded in our societies, learning that often it is critical in enabling them to function. We conducted literature reviews on the contributions of volunteering on social, health, economic and environmental outcomes. The issues that came up frequently and that we considered to have the most impact if addressed included:

- The differences between formal and informal volunteering, including demographics, opportunity and barriers. [2,3,4]
- Appreciated volunteers have improvements in their health and wellbeing over time.[5a]
- As well as improving health and wellbeing the many facets and unique characteristics of volunteering spill over into other parts of society. These impacts are difficult to track and rarely captured.[5b,6]
- The UK doesn't accurately measure the work or value of volunteers and voluntary organisations. It's economic value is not exact.[7,8,9,10,11]
- The connectedness of volunteering and communities can be an asset for developing a Wellbeing Economy.



# Volunteering: The Social Fabric of a Caring Economy

As it is, now the total impact of volunteering might be largely unseen and immeasurable. However, its facets, characteristics and essence are the qualities that are central tenets in a sustainable, equitable and caring nation.

To illustrate this point, we created a hypothetical theory of change of a future state where a caring economy exists. The model acknowledges The Sustainable Development Goals, the National Performance Framework, and the unique characteristics associated with volunteering. It synergises how the unique characteristics associated with volunteering can be the teeth for communities to manufacture a local design to a caring economy, and fasten a just transition towards a sustainable nation.

# Developing a Solution

Through a process of synthesising our research on the impact and contributions of volunteering at micro to macro scale, with the needs of getting people home from hospital, we arrived at a concept of a Volunteer Passport and Wellbeing Monitoring Tool.

Our proposed idea is a web based app, which enhances the volunteer experience to end-users, stakeholders and society.

What follows is a description of the sum of its parts which we would like to prototype in Phase 2 and how it relates and integrates with the progress and policy already made in the reliable areas.

## A Volunteer Passport

The Volunteer Passport personalises the volunteer journey by keeping record of their input, skill development and preferences. Thus developing ‘an environment in which everyone can volunteer, more often and throughout their lives’, the expressed vision of volunteering in Scotland. It could be used by Places, organisations, and across the Third, Public & Private sectors.

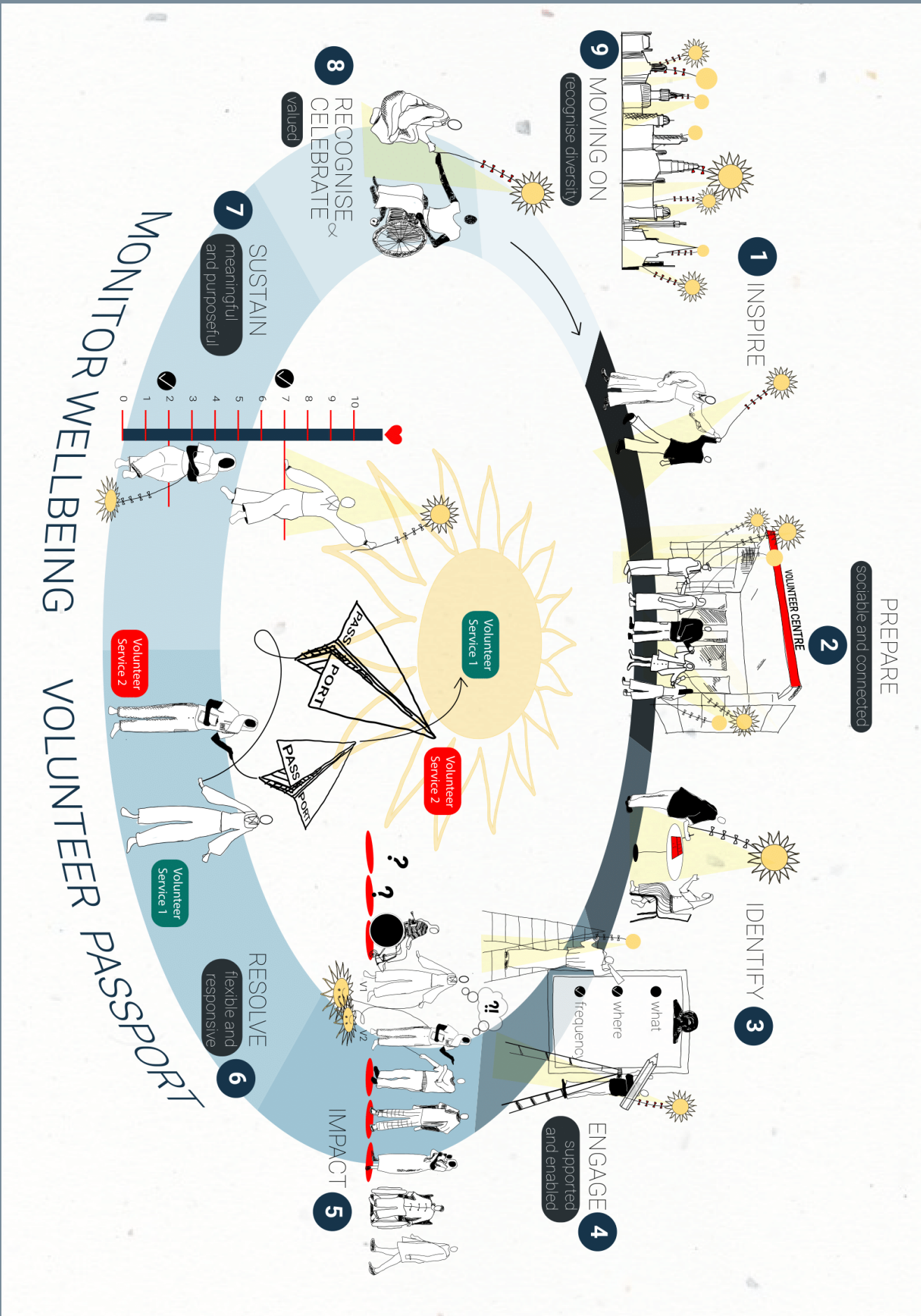
An aim is to safely shift power to a more distributed system of social action by reducing unnecessary bureaucracy involved in connecting volunteers to roles, bridging the assets and needs of the volunteers with the deficits and surpluses in localities.

The Passport’s database would store records of the volunteers skills, experiences, and contributions. To document the story of the difference they made in their time.

The database would be designed to aggregate relevant user data (GDPR compliant) to extend the accuracy of measuring the impact of volunteering and Third Sector Enterprise. Attempting to begin to address the shortfalls with measuring contributions in respect to the System of National Accounts (SNA).

# Developing:

## A Volunteer Passport and Wellbeing Monitoring Tool



User journey map

# Wellbeing Monitoring Tool

Alongside the Volunteer Passport is a Wellbeing Monitoring Tool. This enables the volunteer to self-manage their wellbeing through a suite of wellbeing metrics. This is within the same webapp.

Focusing on self-management of personal wellbeing, the metrics will empower volunteers by providing data driven insights of their personal journey over a period of time and the tools to self-manage. This intervention will also have merit in maintaining a positive relationship between the user and the volunteer activity or organisation, therefore preventing burnouts.

These benefits have a scalable potential that can:

- support organisations to evaluate and improve the volunteer experience
- provide a real-time data source of the impacts of volunteering on health and wellbeing for local and national policy makers and governing bodies
- contribute in the development of holistic or pluralistic methods of measuring the health of nations

## User Journey Map

The user journey map incorporates the work the nine stages for ‘Optimising Health and Wellbeing Benefits from Volunteering’, and depicts the five principles of volunteering which embody the vision of volunteering in Scotland.

## References

1. [Design Council: What is the Framework for innovation?](#)  
2. [Kickstarting a new volunteer Revolution;Royal Voluntary Service \(2019\)](#)  
3. [Time well spent a National Survey on the volunteer experience; NCVO \(2019\)](#)  
4. [Evaluation of Impact; Tempo Time Credits \(2020\)](#)  
5a. [Volunteering, Health and Wellbeing” What does the evidence tell us?; p.57; Linning and Jackson; SCVO \(2018\)](#)  
5b. [Volunteering, Health and Wellbeing” What does the evidence tell us?; p.21; Linning and Jackson; Volunteer Scotland \(2018\)](#)  
6. [Volunteering Wellbeing, What Works and Who Benefits; p.5; What Works Wellbeing \(2020\)](#)  
7. [Levelling up our communities: proposals for a new social covenant; Kruger \(2020\)](#)  
8. [Scotland Performs: The case for a new volunteering indicator; Harper; Volunteer Scotland\(2015\)](#)  
9. [Economic Value of Volunteering; VolunteerScotland.net](#)  
10. [It's the economic value stupid... but is volunteering really worth £100BN to the UK; Hill 2014; NCVO](#)  
11. [Our vision for a movement to bring about economic system change: Bold, Vital and Entirely Possible; Wellbeing Economy Alliance \(2021\)](#)