



**NHS**

**South Western  
Ambulance Service**  
NHS Foundation Trust



# Q-Volunteering

**Youth -  
Growing a Quality  
Volunteering Offer**

**Rob Horton,  
Responder Programmes Manager**



- Project background
- Proposal to Q-Volunteering
- Funding Impact
- Opportunities to explore
- Student Outcomes

# Agenda



The 999 Academy concept brought together three organisations with objectives to provide knowledge and skills by raising aspirations and promoting a positive image using the core values of all organisations

- Respect
- Inclusion
- Community
- Safety
- Education



The mission of the 999 Academy is

**To be the leading joint service academy inspiring young people to become valued and respected members of our community.**

# Project Background



The 999 Academy is a development programme and is open to all young people aged 16 -19 years, regardless of their career ambitions or capabilities.

The young people learn a variety of skills like First Aid; conflict resolution; fire prevention skills; mental health First Aid; communication skills; self sufficiency skills such as managing money, cooking, appearance and time keeping.

This social initiative ran three pilot courses experimenting with course content and length of programme with two year, one year, 18 months.

# Project Background

## Enabled volunteering opportunities

- Public relation events for all organisations
- Ambulance Community First Responder
- Police Patrols
- Marshalling at half marathons, Lawn Mower Grand Prix
- Supporting Live to Learn (road casualty reduction awareness events)

We enabled a wider view of volunteering outside of health and blue light services to

- Dogs Trust
- Children's Hospice South West



# Project Background



A social action project built into the course where the group decide, arrange and facilitate something of their choice for their course.

2016 Barnstaple group hosted a campaign to raise awareness to dangers of social media and child sexual exploitation. They teamed with a campaign launched by Leicestershire Police and brought this to Devon where they are visited schools to deliver presentations and discuss the dangers of social media with school children.

Further opportunities exist to help promote CPR and Defibrillator training to the community and working with local schools, can influence change on the next generations attitude to self support and their utilisation of our emergency services.

## Project Background





The 999 Academy groups are led by volunteers from partner organisations in two roles:

- Local Management Team – Enablers who agree local content aligning it with their organisational goals and who support volunteers for the ODT.
- Operational Delivery Team – Operational staff who facilitate recruitment, training and pastoral care throughout the programme.

Additional support is provided by past students who now volunteer as Course Support Leaders.

The sessions are held at a further education provider centre on weekday evenings for 2.5 hours, throughout term time.

# Project Background



Q-Volunteering opportunity of funding, with the knowledge, guidance and skills of partners, enabled the 999 Academy to grow the conversation across the region and the country.

The opportunity to influence opinions on volunteering and develop community empowered people at this age, will help to transform the expectations and demand on health services in the future, reducing system pressures.

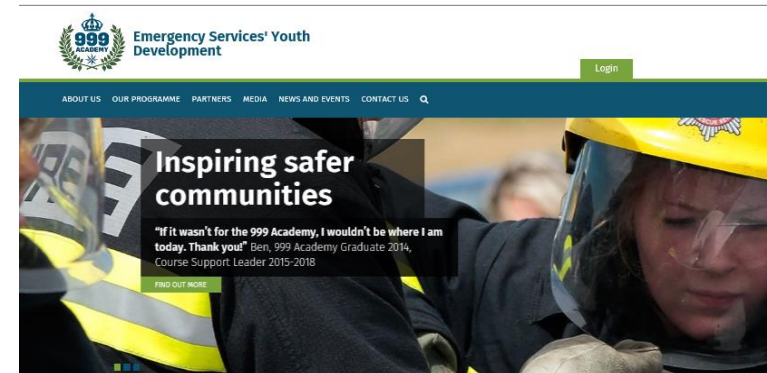
The concept has been trialled and experiences have been gathered, the next step is to embed and grow to meet the needs of the wider community across the country.

# Proposal for Q-Volunteering



- We have developed the programme and shaped the syllabus so that it can be delivered in either 1 year, 18 month or 2 year.
- We launched a handbook to help the conversation grow locations.
- We have launched a [website](#) to help promote the concept and brand.
- We continue to hold meeting with local blue light services across the South West and nationally.
- Over 100 young people have been through the programme.
- More than 40 people have volunteered supporting the delivery.

## Funding Impact



### Inspiring safer communities

"If it wasn't for the 999 Academy, I wouldn't be where I am today. Thank you!" Ben, 999 Academy Graduate 2014, Course Support Leader 2015-2018

FIND OUT MORE

### About us

The 999 Academy is a youth development programme and is open to all young people aged 16-19 years, regardless of their career ambitions or capabilities. During the course, students develop skills and confidence that will be of benefit to communities and employers and helps them make career choices in the future. This course inspires students to create safer communities by engaging in social action projects.

The 999 Academy was established in 2011 in Barnstaple, North Devon, by local staff within Devon & Somerset Fire & Rescue Service (DSFRS), South Western Ambulance NHS Foundation Trust (SWASFT), Devon & Cornwall Police (DCP), HM Coastguard and Petroc College of Further & Higher Education.

### Mission Statement

**Our Values**  
To provide knowledge and skills for individuals by raising aspirations and promoting a positive image and using the following core values:

Respect  
Inclusion  
Education  
Safety

- Producing an independent evaluation of the programme
- Working with HRH Prince of Wales Charity Step Up to Serve
- Attended the Prince's 70<sup>th</sup> Birthday Patronage Event at Buckingham Palace
- Working on the #iwill campaign and support the Health and Social Care steering group



# Funding Impact



How do we monitor the impact on the wider NHS?

Should a support team be created?

Would this work better if it b...?

How will bl...nt partner... the importance of this?

What if a blue light partner doesn't wish to...olved?

How can we start meas... descriptive should this become?

Can we protect the brand?

What good practice looks like?

Is it big enough to be national?

How do we monitor impact...tients?

Will this step on other volunteer organisations toes?

Should this be an accredited course?

# Opportunities to explore



**NHS**  
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<https://www.youtube.com/watch?v=Fe7aG9mTAjE>

Cody Worthington



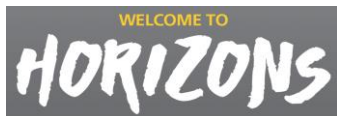
Jacob Maddams



Jeremy Bailey



Cabinet Office



Department of Health



The National STP Footprint (44)

The National STP Footprint



Department for Culture Media & Sport



Public Health England





[www.999academy.co.uk](http://www.999academy.co.uk)

[enquiries@999academy.co.uk](mailto:enquiries@999academy.co.uk)

Any Questions?