

# Workshop A

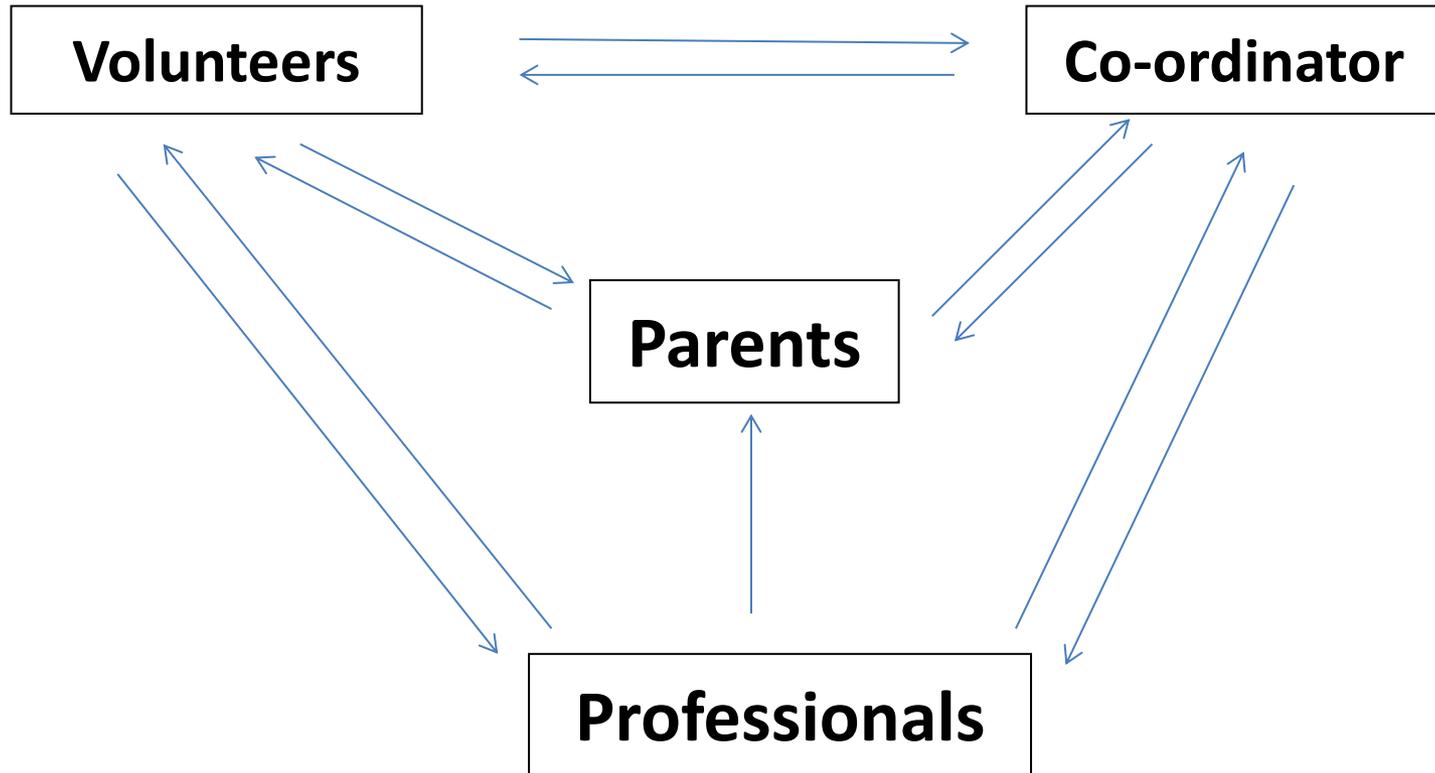
Working alongside midwives and the  
Healthy Child Programme

# Six Principles (Evidence Review)

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1. Strengths based
2. Relationship based
3. Reciprocal
4. Evidence-based but adaptive
5. Collaborative
6. Clear about the parameters

# Developing relationships of Trust



# Creating conditions for change

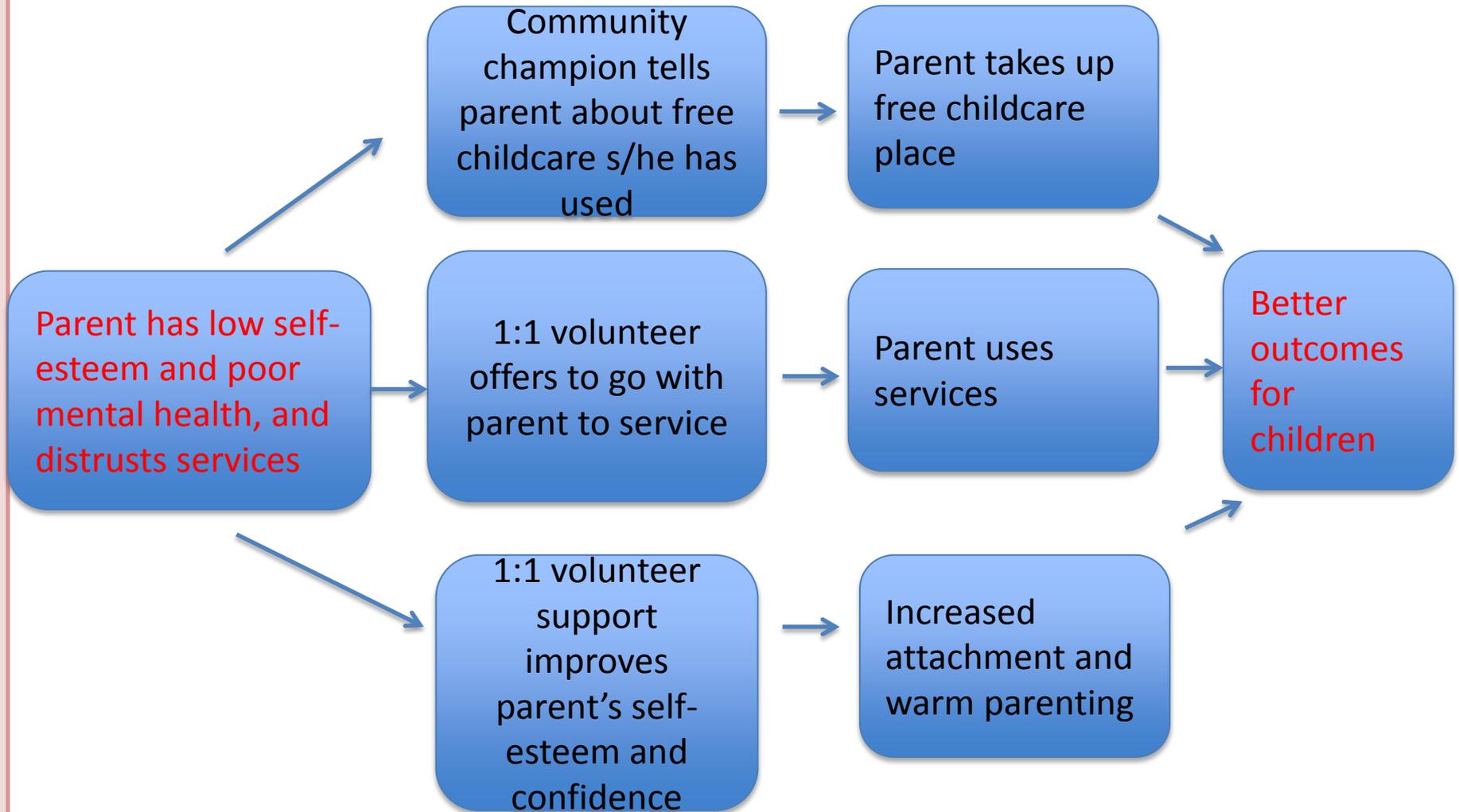
## Volunteers can have indirect impact on improving child outcomes

- Changing local 'culture': the 'ripple effect'
- Changing the way parents feel about themselves - improved maternal mental health and confidence.
- Changing parents' ability to engage with services.
- Changing professionals' understanding of the communities with which they are working.

*"Before I'd be like, 'Oh, I don't want to even get dressed.' I were constantly feeling low about myself... [The volunteer]'s boosted my confidence and self-esteem. Like now I'll actually take time and do my hair and do a bit of make-up and go out and look nice."*

*"I was thinking, 'It's the end'...[The volunteers] didn't allow me to think I don't have anyone to look after me. I can see a brighter future now."*

# Indirect impacts on outcomes



# Headline findings

## Volunteers complement but are not a replacement for professional support

Volunteers are effective when...	Volunteers are not effective when...
<ul style="list-style-type: none"> <li>✓ <b>Their distinctive non-professional contribution is understood and valued</b></li> </ul>	<ul style="list-style-type: none"> <li>✗ They are seen as a cheap replacement for health professionals</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Their role is to empower the parent with information and support</b></li> </ul>	<ul style="list-style-type: none"> <li>✗ They are positioned as expert teachers</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>There are realistic expectations about what they can achieve and the likely timescales</b></li> </ul>	<ul style="list-style-type: none"> <li>✗ They are seen as ‘the answer’ and are rigid, short-term targets which require intensive monitoring and data collection</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>They are supported by local health and social care professionals</b></li> </ul>	<ul style="list-style-type: none"> <li>✗ Professionals ignore or obstruct their activities</li> </ul>

# Working with professionals

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>>>The most important factor in success<<<

## Goes wrong when professionals:

- Feel their jobs are threatened
- Feel their professional competency is challenged
- Don't understand the volunteer role
- Aren't confident about the project boundaries
- Are unaware of the scope and rigour of volunteer training and supervision
- Aren't able to refer easily
- Aren't aware of the volunteer project

## This leads to:

- Restrictive gatekeeping
- Lack of referrals
- Obstruction of volunteer activities

# Working with professionals

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## Goes well when professionals:

- See the project as a resource
- See the volunteers as complementing their work
- See volunteers engaging with families who they find 'hard to reach'
- See volunteers supporting families to access services
- Develop collegial relationships with volunteers

## This happens when :

- Professionals are involved from the outset
- Professionals are involved on the steering group
- Professional are involved in volunteer training
- Projects articulate clear boundaries
- The project co-ordinator networks extensively
- There are simple, clear referral guidelines
- The project is co-located with a professional service (but beware!)