



**VACCINATION
MARSHALS
REPORT
DECEMBER 2020 -
NOVEMBER 2021**



VOLUNTEER OVERVIEW

In December 2020, Barnsley CVS was approached to help provide volunteer support to the COVID-19 vaccination clinics at Priory Campus, Apollo Court and Goldthorpe Medical Centre. We also helped operate a call centre for vaccination bookings.

We enlisted the help of volunteers to help direct people in the car parks, meet and greet patients, and help look after them after their vaccinations.

This report highlights the phenomenal effort put in by volunteers to help support the NHS with this huge task.

Barnsley's take up of the vaccine has been higher than the national average, with 76.9% of people having had two doses.

The figures used in this report cover the period 21 December 2020 – 30 November 2021.

- There are **278** volunteers on our mailing list that have helped, or offered to help, as vaccination marshals or call centre volunteers.
- **230** of those on that list have actually volunteered for one or more shifts.
- **32** volunteers have contributed over **100** individual hours each.
- **8** of those volunteers have contributed over **200** individual hours each.
- **One** volunteer has individually contributed **454** hours.

- From May 2021 we sought the help of NHS Responders and St John Ambulance to fill shift gaps we have, due to a drop in volunteer numbers. These have contributed **117** hours of support.

- From September 2021 we also utilised GXO employees to undertake some Employer Supported Volunteering to help at the clinics. These have contributed **984.5** hours of support.

- For the 11 and a half months of support we have given to the vaccination clinics, **12,783.5** volunteer hours have been contributed in total for this period.

- Using that volunteering hours figure against the rate we use for calculating social return on investment for volunteering - £13.51 an hour, using volunteers to support the vaccination clinics has saved a huge **£172,705.705**.



MONTHLY VOLUNTEER HOURS BREAKDOWN

21 December 2020 / January 2021

TASK	VOLUNTEER HOURS
Call Centre	72
Priory Campus	500
Apollo Court, Dodworth	754.5
Goldthorpe Medical Centre	661.5
Number of volunteers used	124
Total hours contributed	1988
Highest individual hours	64.5

February 2021

TASK	VOLUNTEER HOURS
Call Centre	712
Priory Campus	476
Apollo Court, Dodworth	122
Goldthorpe Medical Centre	69

MONTHLY VOLUNTEER HOURS BREAKDOWN

Number of volunteers used	112
Total hours contributed	1379
Highest individual hours	51.5

March 2021

TASK	VOLUNTEER HOURS
Call Centre	1367.5
Priory Campus	383
Apollo Court, Dodworth	277
Goldthorpe Medical Centre	226.5
Number of volunteers used	127
Total hours contributed	2254
Highest individual hours	101

MONTHLY VOLUNTEER HOURS BREAKDOWN

April 2021

TASK	VOLUNTEER HOURS
Call Centre	147.5
Priory Campus	524.5
Apollo Court, Dodworth	232.5
Goldthorpe Medical Centre	253
Number of volunteers used	112
Total hours contributed	1157.5
Highest individual hours	46

May 2021

TASK	VOLUNTEER HOURS
Call Centre	0
Priory Campus	752.5
Apollo Court, Dodworth	36
Goldthorpe Medical Centre	0

MONTHLY VOLUNTEER HOURS BREAKDOWN

Number of volunteers used	75
Total hours contributed	788.5
Highest individual hours	49
NHS Responders hours	36

June 2021

TASK	VOLUNTEER HOURS
Market Kitchen - Pop up Clinic	27
Priory Campus	867.5
Apollo Court, Dodworth	169
Goldthorpe Medical Centre	0
Number of volunteers used	83
Total hours contributed	1063.5
Highest individual hours	49.5
NHS Responders hours	48

MONTHLY VOLUNTEER HOURS BREAKDOWN

Number of volunteers used	75
Total hours contributed	788.5
Highest individual hours	49
NHS Responders hours	36

June 2021

TASK	VOLUNTEER HOURS
Market Kitchen - Pop up Clinic	27
Priory Campus	867.5
Apollo Court, Dodworth	169
Goldthorpe Medical Centre	0
Number of volunteers used	83
Total hours contributed	1063.5
Highest individual hours	49.5
NHS Responders hours	48

MONTHLY VOLUNTEER HOURS BREAKDOWN

July 2021

TASK	VOLUNTEER HOURS
Market Kitchen - Pop up Clinic	16.5
Priory Campus	854
Apollo Court, Dodworth	0
Goldthorpe Medical Centre	27.5
Number of volunteers used	77
Total hours contributed	898
Highest individual hours	68
NHS Responders hours	26.5

August 2021

TASK	VOLUNTEER HOURS
Priory Campus	480.5
Apollo Court, Dodworth	55.5
Goldthorpe Medical Centre	0

MONTHLY VOLUNTEER HOURS BREAKDOWN

Number of volunteers used	66
Total hours contributed	536
Highest individual hours	27
NHS Responders hours	5

September 2021

TASK	VOLUNTEER HOURS
Priory Campus	486.5
Apollo Court, Dodworth	0
Goldthorpe Medical Centre	35.5
Number of volunteers used	62
Total hours contributed	522
Highest individual hours	32.5
Employer Supported Volunteering hours	52

MONTHLY VOLUNTEER HOURS BREAKDOWN

October 2021

TASK	VOLUNTEER HOURS
Priory Campus	964
Apollo Court, Dodworth	36
Goldthorpe Medical Centre	39
Number of volunteers used	69
Total hours contributed	1039
Highest individual hours	67.5
Employer Supported Volunteering hours	302

November 2021

TASK	VOLUNTEER HOURS
Priory Campus	1062.5
Apollo Court, Dodworth	48.5
Goldthorpe Medical Centre	47

MONTHLY VOLUNTEER HOURS BREAKDOWN

Number of volunteers used	65
Total hours contributed	1158
Highest individual hours	33.5
Employer Supported Volunteering hours	630



VOLUNTEER QUOTES AND STORIES

“After retirement, I still wanted to feel useful. It gives an immense sense of satisfaction. A feeling that I’ve supported the community and, in some small way, made a difference.”

“It is important to give back to the community and would recommend to others, for me it’s helped get over the loss of my husband given me a purpose”

“My partner and I decided to volunteer during lockdown, as we thought it would help others. It gives back to society, is humbling, rewarding, worthwhile and makes you feel that you’re doing your bit.”



“I work for the NHS away from direct public interactions. This opportunity was a way of me engaging with the outcome of a lot of the work I do. It’s a very personal thing, my reasons for volunteering are important to me - others may have their own reasons. I have enjoyed meeting people who I otherwise (probably) would not have come into contact with”

“I have been a registered nurse for 48 years. I retired in 2016 to nurse my husband, sadly he died in 2019. I applied to Barnsley CVS to volunteer for the vaccine support scheme as I felt it would be an area I would feel confident in working whilst supporting a worthy cause. On the back of that, I have since volunteered for the Healthy Eating children’s holiday programme.

Although I am a newcomer to volunteering, I am thoroughly enjoying the experience. I am still finding my feet, but I would say for me the best thing about volunteering is meeting like-minded people and feeling useful. Volunteering is becoming important to me. I enjoy meeting people, and I am used to being busy. I would recommend people of all ages to volunteer as a way of meeting people, improve health and hopefully make a difference to the community.”

“For me, it means giving back to society and helping one another I decided to do , merely as I felt isolated and almost lost my me.”

“To support the NHS during the COVID vaccination efforts. I wanted to play a small part by helping my community and our valuable front line services. Meeting people, watching hundreds pass through the vaccination clinic and feeling that it was really worthwhile for the time I’d given.”

VOLUNTEER QUOTES AND STORIES

“Volunteering for me means giving something back to the community and helping in times of need. I retired from the NHS just before the first lockdown and I just wanted to help as that had always been my vocation and I have loved it. Making people smile, making them feel at ease, supporting the vulnerable and really feeling I am making a difference. I have lots of lovely memories but the one that stands out is some positive feedback that was relayed to all the volunteers but it was timed and dated and it was the shift that I was on. I just felt so humbled that I had made a difference even if it was only to that one person. That is why I volunteer. You feel proud, humbled, positive, empowered and it makes you feel like you are making a real difference to someone's life.”



“It has been important during the pandemic, I needed to talk to someone other than my partner. It rescued my mental health. I would recommend it as a form of therapy, for me it became a life line to the outside world.”

“It's extremely rewarding to help, but it has helped me meet others and become part of my local community.”

“I love to volunteer. As well as with Barnsley CVS at the vaccination centres I also volunteer at Barnsley hospital, I have been part of the Barnsley community responders delivering food parcels to shielding families. I have also made scrubs (for the love of scrubs) during the first lockdown. I also regularly litter pick in my local area. People do like to volunteer locally.”

“I have absolutely loved volunteering and I'm sure I've got more from it than I've given! I suffer with depression, have all my adult life. Volunteering's been a breath of fresh air for me and has helped chase the blues away!”

“I feel proud to have been part of this, albeit for a limited time.”

“I really enjoy being part of the whole volunteer roll out and feel very much part of the volunteer team. I've met some great people whose lives have really been transformed by the vaccine.”

VOLUNTEER QUOTES AND STORIES

"I volunteered yesterday at Priory – the other volunteers are so friendly & welcoming (& helpful) & we both really enjoy helping out. For me it is a fabulous experience to work with people from a wide range of experiences with the general public which I don't often get to do in my job. Lastly I want to add that this has been an amazing opportunity for my daughter to give something back whilst she is at university & the friendliness of your team of volunteers has encouraged her to want to do more."

"People volunteer for lots of different reasons it's great that there's an opportunity such as this so that I to be able to contribute where I can."

"Since joining the program in dec I have enjoyed every minute and would like to thank all for letting me have this opportunity to give something back to the NHS"

"I have enjoyed helping out at the Priory. I find everyone friendly and helpful."

"To feel like I am helping 'doing my bit' and trying to make a difference to someone's experience where they might be feeling afraid, apprehensive or just nervous about the whole experience."

What volunteers said they enjoyed about volunteering as a marshal -

"Being part of helping the NHS team, meeting people supporting people and general doing good for the country"

"Meeting general public; providing in a small way some assistance during a global crisis. Feeling useful. Being part of the team. Mainly helping out."

"Being part of making a difference, seeing how communities pull together in times of need, seeing the joy/relief getting jabbed has made to individuals of all ages"

"Meeting the locals from Barnsley and talking to them"

"The volunteering has been variable and interesting meeting different people and having the opportunity to help during this very difficult time"



VOLUNTEER QUOTES AND STORIES

In a survey with the volunteers, they said volunteering had done the following -

Enabled them to give something back - **93%**

Given them a sense of purpose - **79%**

Kept them active - **75%**

Improved their mental health - **44%**

Helped them to make new friends - **44%**

Helped to grow their confidence - **24%**

Helped them learn new skills - **24%**

41% of volunteers had volunteered for the first time, and **68%** said they would continue to volunteer after helping the vaccination roll out.



To see three of the volunteers talk about their experience of volunteering at the vaccination clinics, please visit our YouTube channel - https://www.youtube.com/playlist?list=PLarQk2_IUa7s85CFWOG7BwK9SyBOiFJjb





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