# CSV Volunteers in Child Protection
(VICP)

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Director Part Time Volunteering

# CSV VICP

## Who is CSV?

- CSV is the UK's largest volunteering and learning charity, founded in 1962

- Each year we help over one million people transform themselves and their communities

- We engage over 150,000 volunteers pa; Our youngest volunteer is 3 yrs and our oldest is 104

- We involve people in high quality volunteering and learning opportunities that enrich and tackle real need

- We organise the biggest one day volunteering event each year Make a Difference Day on last Saturday in October.

# CSV's Aims and Values

CSV creates opportunities for people to take action in their communities. CSV believes that volunteering enriches our public services and the lives of the people who volunteer.

# Volunteering at the cutting edge

CSV has many years experience of working with people - especially people with extra support needs who are socially excluded, vulnerable and disadvantaged. Our aim is to reduce Social isolation and provide personalised support.

It was therefore logical for CSV to pilot involving volunteers with families at risk

# CSV ViCP…
# A BRIEF HISTORY.

- Following the death of Victoria Climbie
- CSV believed there was a role for community volunteers in safeguarding children.
- Social workers alone cannot keep children safe
- Convinced a large trust to fund two pilot projects to develop the model
- Pilots funded in Bromley and Sunderland

# Pilots Evaluated Results

- There is an important role for volunteers in child protection?
- Volunteers accepted by social workers who welcomed the additional resource and flexible support being offered.
- Volunteers welcomed by families particularly if they were parents themselves
- Community members came forward to volunteer.
- Jane Tunstill's research executive summary.

www.csv.org.uk/childprotection

# How Does It Work

CSV employs a project manager
Who recruits, vets, trains and supports volunteers

Families identified by Social Care professionals

CSV Project Manager agrees Volunteer Involvement Plan (VIP)

PM Matching and introduction

Work with families starts VIP amended and Updated

Ongoing Support from CSV

# Where are we now

- London Borough Bromley continues and thrives – 18 families p.a since 2004
- Sunderland closed after the pilot as they were restructuring children and family support.
- London Borough Lewisham launched Jan 2009 24 families p.a.
- Southend launched April 2009 50 families p.a
- London Borough Islington May 2009 15 families with mental health and substance misuse issues
- Coventry June 2010 25 families p.a
- More authorities interested
- CAF Double Award June 2010

# What does it achieve

**Families get regular individual support to enable them to meet their Child Protection Plan** :-

✓Children's school attendance improves

✓Children attendance at regular medical checks improves

✓Families attendance at revue meetings and social work meetings improves

✓Parenting skills improve

# What does it achieve

- ✓ Parents and child/children's behaviour improves
- ✓Families more likely to eat together.
- ✓Family homes are safer
- ✓Families feel listened to
- ✓Parents and children's confidence improves
- ✓**Families successfully complete their CPP**
- ✓**No family supported by ViCP has yet needed to be re referred**.

# ViCP Families

# What do CSV ViCP families tell us

Having a volunteer :-

- Someone who listened to ME
- Made me feel better about myself
- Helped me communicate with people authority
- Introduced me to other community support
- Helped me be a better parent.

CSV
make a difference

# Family Achievements

✓I can now send the children to their room – without hitting them.

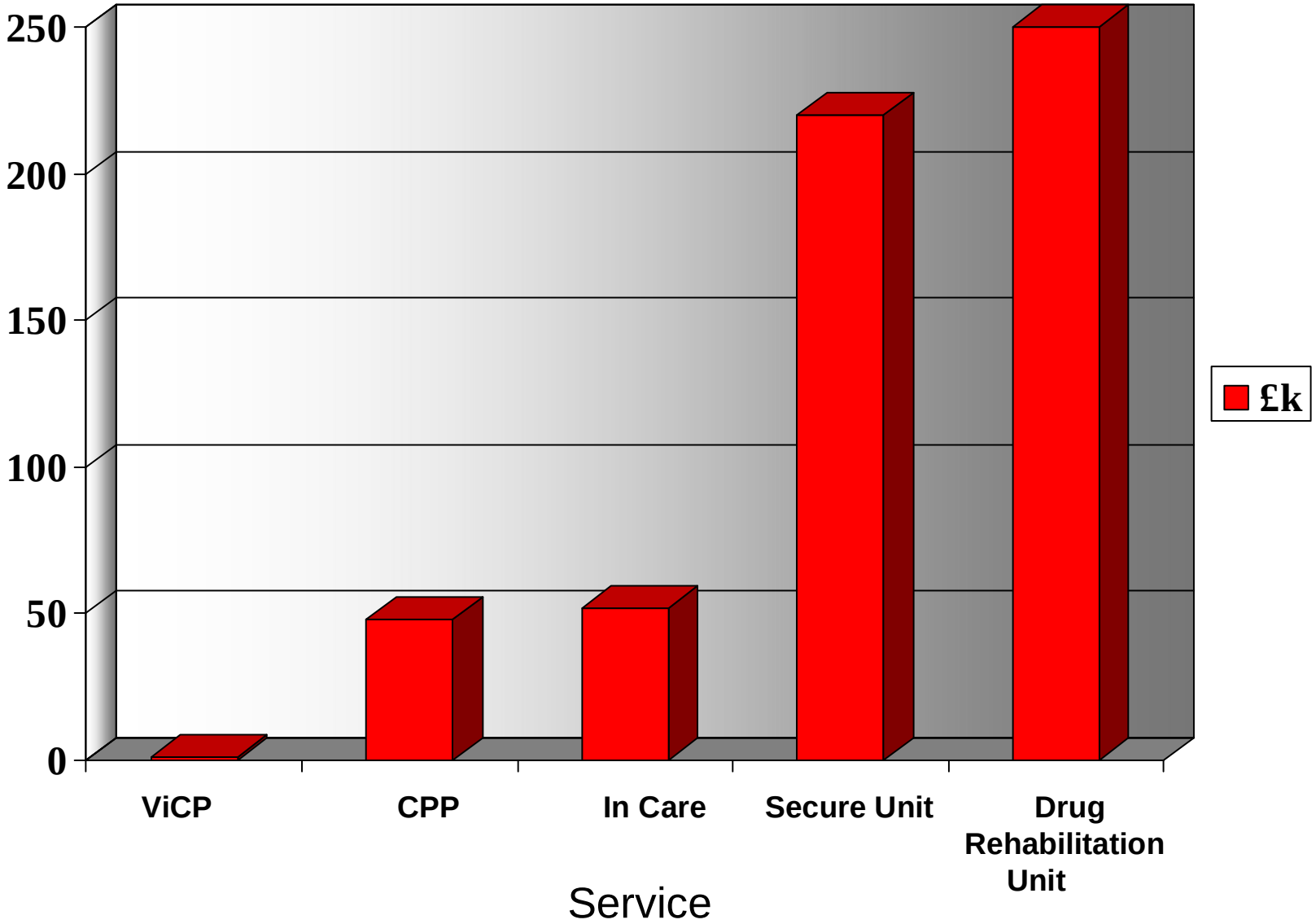
✓I can control my temper so much better

✓I can keep calmer when in key meetings with professionals

✓I am training to be a classroom assistant

✓I no longer have social workers in my life and I am so happy.

# Cost of intervention



# CASE STUDY

Pictured from left to right: Melissa (CSV Volunteer), Mrs and Mr M and their daughter H. ‘Melissa helps us get information about benefits, about getting problems in the flat sorted and with all the form filling – she is an angel.’

# The M Family

January 2009 family from Somalia in great distress. Mum very ill and social services concerned for the safety of their baby girl. CPP Plan Introduced.

Melissa CSV Volunteer matched to give the family advice, support and friendship to help the family recover from their trauma.

Family initially not keen as thought the volunteer was a SPY! Not sure what she would do.

Volunteer became “ a friend and a guardian” she helped deal with practical things.

Melissa encouraged them to have fun as a family and offered emotional support

Before Melissa.. they felt very alone, isolated, didn’t understand the systems.

November 2009 CPP removed.

# For further Information

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