

NHS Lothian
VOLUNTEERING FRAMEWORK AND
ACTION PLAN
2011-2016

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Appendix 1 liV standards

Appendix 2 Draft Action Plan

Refreshed NHS Lothian Draft Volunteering Framework and Action Plan

1. Introduction

This draft NHS Lothian Volunteering Framework 2011-16 is a refreshed update on the Volunteering in NHS Lothian - A Framework for Action 2008-11. It proposes a way forward which builds on successes achieved in 2008-11 as well as new ways of working. It is the 2nd NHS Lothian Volunteering Framework, developed in partnership with staff, volunteers, patients, carers and partners from voluntary organisations within Lothian. The concept of mutuality, partnership and exchange are core values which have informed the process.

Volunteering is a well established and valued activity within NHS Lothian evidenced by patients, their families, volunteers and staff. This framework is strongly linked to the NHS Lothian Involving People, Improving People's Experience of Care Strategy 2009-13. For further information on volunteering and how to get involved visit www.nhslothian.scot.nhs.uk/getinvolved/volunteering

2. Defining volunteering in Scotland's NHS

"A person who gives freely and willingly of their time to help improve the health and wellbeing of patients, carers and users of Scotland's NHS" – Volunteer Development Scotland 2008

3. The value of volunteering

Volunteering can help to improve individual and community health and bring communities together. It plays an important role in supporting the delivery of public services with positive health and social outcomes for everyone.

As well as improving health and wellbeing, it provides opportunities to gain skills and knowledge. This can help with career development, future employment opportunities, adapting to redundancy or retirement or supporting recovery to health.

Volunteering should reflect the diversity of the local population and provide equality of opportunity, ensuring development of good relations with all sectors of the community. The benefits of volunteering for volunteers, service users and organisations are well documented. (Volunteer Development Scotland - www.vds.org.uk)

4. Background

The National Refreshed Strategy for Volunteering (CEL10 2008) supported the development of the previous NHS Lothian Framework in 2008.

The key priorities from the National Strategy identified and achieved were:

- An NHS Lothian designated lead for volunteering
- An Impact Assessment undertaken on the volunteering policy
- Development of Volunteering in NHS Lothian – A Framework for Action 2008-11
- Investing in Volunteers Award

Implementation of the National Framework is monitored through the national group with local activity reported to it. Both the national framework and national group are currently being refreshed with a new chair and membership proposed for September 2011.

The Volunteering in NHS Lothian – A Framework for Action (2008-11) introduced a more integrated service including the alignment of volunteering documentation and processes. Monitoring was through the Volunteer Service Managers (VSM's) and Lead Managers meetings with quarterly reporting and annual reports to the Mutuality and Equality Committee (a sub-committee of Lothian NHS Board)

The ambition of NHS Lothian is to strengthen participation and partnership with people to:

- Be at the level of Scotland's best
- Be in the world's top 25 healthcare systems

It aims to achieve this by:

- Improving the experience and outcomes for patients and volunteers
- Deliver equity in access and health outcomes for everyone

5. How the draft framework has been developed

Volunteers, voluntary organisations, staff, patients and their carers have played a key role in the development of this strategy. In December 2010 the NHS Lothian Voluntary Service Newsletter highlighted the proposed updating of the framework and its key aims as part of the continued consultation process with our volunteers and voluntary groups. Equality Monitoring and Volunteer Impact Assessments have been undertaken on an annual basis. The views of staff, patients, carers, family and volunteers on the volunteering experience and areas for improvement have been included within this strategy.

Our aim is to continue to promote volunteering and ensure that it remains a quality experience for everyone involved.

6. Where are we currently?

NHS Lothian has a strong established baseline of volunteering. The Annual Report 2010 highlights examples of volunteering programmes throughout Lothian. (see www.nhslothian.scot.nhs.uk/getinvolved/volunteering)

Achievements against the National Framework and Volunteering in NHS Lothian- A Framework for Action 2008-11 are described throughout this document. NHS Lothian achieved the Investing in Volunteers (IiV) award in 2009 and has maintained the standards to ensure that volunteers are provided with a quality experience. Appendix 1 describes the standards.

The three commitments within the 2008 -11 Framework and their achievements are as follows:

Commitment 1 - NHS Lothian will grow, inspire, value and strengthen its volunteering opportunities.

- Voluntary Service Managers participated in 6 Recruitment/Promotional events in 2009-10, with 120 applications received, raising awareness of volunteering within NHS Lothian.
- Participation in the National Learning Event in March 2009, NHS Lothian Best Practice Conference in 2010 and National Conference – ‘Doing More for More People’ 2010 and promoting best practice within NHS Lothian.
- Membership on National Network to share good practice across Scotland.
- Development of a Volunteering Database
- Increased number of volunteering contributions within health projects
- Contribution in production of national volunteering training modules.
- Customer Service Training provided to Information Centre Volunteers
- Volunteers nominated for Celebrating Success Award 2009 and 2010
- Volunteers supporting hand hygiene programmes within our hospitals. Using a Glow Box they demonstrate good hand hygiene techniques to the public and staff to raise awareness of the importance of hand washing to help reduce infection within the hospitals.
- Breast Feeding Peer Supporters have supported mums through breast feeding in both hospital and community settings.
- Community mental health teams information project where volunteers search, collate and provide information to staff and patients which helps support patients in their recovery.
- Nutritional Support Project where student volunteers from Queen Margaret University support -patients with eating and drinking at mealtimes.
- Volunteers within spiritual care support patients in attending services
- Volunteer Hub in Mental Health and Care of the Elderly develops opportunities for volunteers to support service users.
- Drivers for Cardiac Rehabilitation/MacMillan
- Visitors for older people and vulnerable groups

Commitment 2 – NHS Lothian will provide its volunteers with high quality experiences and support.

- Annual equality monitoring and volunteer impact assessments undertaken which identified an increase in the numbers of volunteers and projects.
- Information on the number of volunteers, age, gender, ethnicity and disability as well as reporting on quality of volunteering from all stakeholders.
- Implementation of Investing in Volunteer Standards and achievement of award contributed to increased satisfaction of volunteering experience.
- Risk Assessments routinely carried out to ensure appropriate placements for appropriate skills.

Commitment 3 – NHS Lothian will work towards improved management and realistic resources to deliver the framework for volunteering.

- Development and implementation of NHS Lothian Volunteering documentation, including handbooks for public on how to volunteer and working with volunteers for staff.
- Volunteer Service Managers (VSM's) and Lead Managers met 8 times per year to review and update the action plan.
- Attendance at Volunteer Development Scotland AGM, sharing good practice
- Continued partnership with voluntary organisations such as Red Cross, WRVS, Hospital Radio and Volunteer Centres.
- Annual Report and Newsletter for Volunteers produced and distributed
- Article in NHS Lothian Connection Newsletter
- Review of Service Level Agreements
- Review of infrastructure and organisational change process
- Business case developed

Equality Monitoring and Volunteering Impact Assessments for 2009 and 2010 identified a wealth of information about volunteering from the patient, carer, volunteer and staff perspective. Highlights of the report for 2009-10 included:

The number of volunteers applying within NHS Lothian has increased in recent years, due in part to the promotional activity by the Voluntary Service Managers but also due to the economic downturn.

942 volunteers were directly recruited, which represents an increase in 60% from the previous year. 1841 volunteers were indirectly recruited through external support organisations such as the WRVS and Red Cross.

Demographic changes from older volunteers to higher numbers of younger people applying to become volunteers. Owing in part, to the benefits for college and university applications and continued experience for future job applicants.

11.5% of volunteers originally come from 31 different countries and 10.5% of volunteers have a disability. This reflects the diversity of NHS Lothian. However more importantly,

volunteers, patients and staff report an improved experience of volunteering within NHS Lothian.

“Whenever I meet an NHS volunteers I feel they belong to a special group of human beings. I admire them greatly and very grateful for all they do” (Quote from patient)

“Volunteering has given me the confidence to go back into the workplace after 7 years of mental health problems but I still find time to volunteer” (Quote from volunteer)

“Maureen has been with us quite some time now and is an essential member of our team – guiding patients, supporting patients and sometime staff, pharmacy runs and much more. Couldn’t manage without her” (Quote from staff)

7. Action for development for 2011-2016

Actions identified through national guidance and locally from staff, volunteers and external partners during the previous three years contributed to the discussion within the NHS Lothian Volunteering Steering Group in the development of the draft Framework for 2011-16.

Key priorities agreed by the NHS Lothian Volunteering Steering Group are:

- Contributing to building Community Capacity, Social Capital and Health Improvement and identifying opportunities for volunteers
- Supporting Volunteering through the life cycle e.g as a route into increasing employability, to managing redundancy and retirement and supporting recovery to health.
- Acknowledging volunteer programmes which work well and developing new opportunities and individual potential
- Continue to maintain Investing in Volunteers (IiV) standards
- Infrastructure – developing a structure for volunteering which ensures equity across NHS Lothian and the flexibility to meet local needs
- Maximising opportunities to address health inequalities by linking with local strategies
- Identifying key local and national 3rd Sector organisations which contribute to enhancing the patient experience whilst in hospital and improving partnership working.
- Measuring the annual outcomes of volunteering through Volunteering Impact Assessments and Equality Monitoring
- Identifying community programmes through the Reshaping Care For Older People Change Fund

These are set below in items 8 to 17. The purpose of this draft framework is to propose these key priorities for the continuation and expansion of volunteering within NHS Lothian

8. Community Capacity Building through Social Capital and Health Improvement Programmes –

Community Capacity Building is defined by the Scottish Development Centre as

“Activities, resources and support that strengthen the skills, abilities and confidence of people and communities to take effective action and leading roles in the development of communities.”

The role of volunteering and its many benefits are well recognised as adding value to the patient experience in both the hospital and community settings. Often overlooked are the health and wellbeing benefits of volunteering to the individual volunteer in terms of its contribution to positive mental health, confidence building and social connectedness.

Volunteering provides opportunities to build social capital which is one of four key themes within the current Edinburgh’s Joint Health Improvement Plan 2008-11. Action on social capital contributes to several Scottish Government National outcomes including: People are living longer, healthier lives and have strong resilient supportive communities.

Three types of social capital exist within Lothian and are as follows:

Bonding occurs through activities such as buddying and mentoring to help build relationships and reduce loneliness and isolation. It can also help promote self care as evidenced in *The Keep Well Project* and *Breast Feeding Peer Support Groups*.

Bridging involves connecting people across groups through volunteering and time banks. This works better in community settings whereby there is a local exchange of skills and trading schemes through time banking. For example a painter uses his skills to volunteer to paint a room for someone, that person then uses their skills/time to volunteer and help someone else.

Linking enables services users to influence service changes and improvements and to feel they have made a personal contribution and are able to influence decision making. This can be seen through the Patient Forums in Lothian and evidenced through the participation standard in terms of involvement in service redesign and reviews.

Volunteering or other types of involvement can support the achievement of any one of these types of social capital and contribute towards health improvement.

Action

We aim to build and develop further volunteering roles which link to community and public health programmes.

Key People: Lesley Boyd, Health Inequalities Manager, Community Health Partnerships(CHP’s), Community Health and Care Partnership (CHCP), University Hospital Division (UHD), Royal Edinburgh and Associated Hospital (REAS) Management Teams, VSM’s

By When: Ongoing throughout 2011-16

9. Supporting Volunteering through the life cycle – employability, redundancy and/or healthy retirement and recovery programmes

Volunteering is recognised as a positive experience which improves both physical and mental wellbeing and can be promoted throughout all life phases, from young citizenship or as part of a phased retirement programme.

Volunteering should not be confused with programmes which support employability such as work experience or structured return to work programmes. People should be able to volunteer to help improve their employability skills without feeling compelled to be part of a formal programme linked either to benefits or qualifications.

It is recognised that volunteering can provide a gateway for people to develop or maintain skills which ultimately will help secure employment, enhance retirement or as part of a health recovery programme. It can also help with confidence building and increase knowledge of networks.

Increased numbers of people from diverse backgrounds are seeking to become volunteers recognising that volunteering provides an opportunity to enhance their personal portfolios, their chance in the job market and with college/university applications.

NHS Lothian will continue to be involved with the development of the NHS Scotland Employer Supported Volunteering policy.

Action

Continue to support volunteering programmes and link to Human Resources to identify shared opportunities.

Key People: VSM's / Jenni Duncan, Human Resources (HR)

By When: Detailed plan by December 2011

10. Acknowledge what works well and challenge traditional roles

The National Event in 2010 "Doing More for More People" highlighted different volunteering activities which can support organisations in improving the patient experience and health outcomes. Within NHS Lothian there are strong links to the inequalities agenda and various health projects. Primary care projects with volunteers include Best Buddies/Breast Feeding Peer Supporters and the Lothian and Edinburgh Alcohol Project. (LEAP) As a successful substance misuse project, LEAP recruit ex clients as volunteers to mentor new clients through the rehabilitation programme. Volunteers can then use their life experiences more positively to support service users.

Within the hospital setting, traditional volunteering roles such as guides and visitors for patients continue, however new roles developed include volunteers within information centres at the Royal Infirmary of Edinburgh, Western General Hospital and St John's

Hospital in Livingston. There are currently 56 volunteering role descriptors within NHS Lothian.

Action

We will continue to expand our traditional and non-traditional volunteering roles.

Key People: VSM's, Lead Managers/All staff

By When: Annual Reports throughout 2011-16

11. Investing in Volunteers (liV)

Investing in Volunteers is a national quality accreditation process which all Boards in Scotland were directed to achieve. liV is about implementing a set of standards to improve the overall experience of volunteers and support improved outcomes for the service. This is achieved by monitoring, induction, training and support through the personal development of volunteers.

Action

We will continue to ensure volunteering remains a quality experience by implementing the liV standards.

Key People: VSM's/Lead Managers

By When: During 2011-16

12. Infrastructure

A significant requirement to implement this plan includes the restructuring of the current service to meet local needs across Lothian. Community and hospital services provide very different volunteering programmes to meet the needs within the different settings.

All in patient volunteering programmes and activity will continue to be taken forward and developed in line with this framework.

Volunteering within Community and Hosted services will be delivered through local plans within the Community and Health Partnerships (CHP) and Community and Health Care Partnership (CHCP).

Whilst implementation of the strategic framework is essential there should be flexibility to develop and implement local actions to meet local needs within all areas of NHS Lothian to support volunteering activity.

The framework and single system policies and practices already in place will help to ensure consistency of practice across NHS Lothian and meet local needs.

Action

We will continue to ensure that our service is equitable and accessible for all.

Key People: Managers in UHD/REAS/CHP/CHCP/Hosted Services

By When: 2011

13. Maximising opportunities to tackle health inequalities through linking with local strategies.

NHS Lothian will continue to develop and improve links between the health inequalities agenda and local strategies. We will also continue to work with our Community Planning Partners in the Community Health Partnerships and Community Health and Care Partnership and Hosted Services to identify and support opportunities for volunteering within the different strategies. It is vital that all opportunities are taken to promote volunteering to support individuals and communities. Voluntary Service Managers (VSMs) will provide support and advice to senior staff on volunteering processes.

Action

Continue to ensure volunteering opportunities within health inequality projects.

Key People: VSM's, Lesley Boyd, Inequalities Manager

By When: During 2011-16, ongoing

14. Partnership with the 3rd Sector

NHS Lothian through the Community Health Partnerships (CHP's) and Community Health and Care Partnership (CHCP) will continue to work in partnership with the 3rd sector through service level agreements contributing to the health and social care agenda. There is a potential to explore further partnerships within in patient areas which can increase volunteering opportunities and experience. There are successful examples of joint working in volunteering throughout Lothian e.g. Home from Hospital with the WRVS and Health in Mind.

At a strategic level we will continue to work with national organisations such as the Red Cross and WRVS, but also work closer with local organisations such as the Volunteer Centres to ensure a joined up approach is taken.

An NHS Lothian Volunteering Group with representation from staff, volunteers and partner volunteering organisations met in July 2011 to identify future areas of development. It approved the key actions within the strategy and once the framework is agreed will monitor the implementation of the refreshed strategy.

Action

Continue to identify potential shared programmes with national and local 3rd sector partners.

Key People: CHP/CHCP General Managers/Strategic Programme Manager

By When: 2011-16

15. Measuring the annual outcomes of volunteering through impact assessment

Annual equality monitoring and volunteering impact assessments carried out within NHS Lothian sites demonstrate increased numbers of volunteers year on year. Improved data collection and more meaningful information on the diversity of volunteers have contributed towards development of our volunteering services. Information is collected from volunteers, patients and staff to ensure that NHS Lothian provides high quality experience and support for its 900 volunteers. Information on the assessment forms part of the annual report and updated action plan.

Action

We will continue to annually review the quality of volunteering experience.

Key People: VSM's/NHS Lothian Volunteering Steering Group

By When: Annually from 2011-16

16. Reshaping Care for Older People Change Fund

There is an opportunity for volunteering to be integrated into this development. It seeks to work together to design and deliver sustainable services for older people to ensure that they are supported to enjoy full and positive lives in their own home or in a homely setting. It will involve health and social care, older people, carers, families and friends, local communities and the third sector. Older volunteers are already volunteering within many of our hospital settings.

Action

We will support any opportunities to involve volunteers in this development.

Key People: K.McWilliam/REAS Lead/CHP/CHCP/VSM's

By When: 2011-2016

17. Where do we want to be in the future?

The challenge for NHS Lothian and Scotland is to continue to be leaders, innovators and expand volunteering to enhance a 21st century service which meets the needs of our local population. NHS Lothian seeks to be at the forefront of developments in volunteering and enhance service provision to meet local health needs and improve the health of all in Lothian. Volunteering is a crucial element of this plan.

Volunteering is integral to the NHS Lothian Involving People and Improving the Patient Experience of Care Strategy 2009-13. It supports embedding public involvement into the everyday delivery of health services within NHS Lothian. Volunteering is the hands-on opportunity for the community to contribute to this.

As the public become aware of how to become involved we will seek to ensure there are online links to the volunteer recruitment pages of the NHS Lothian website and the in-house intranet. <http://www.nhslothian.scot.nhs.uk/getinvolved/volunteering>.

Action:

We will continue to develop a range of new volunteering roles in consultation with staff, management, partnership, volunteers, patients and carers.

Key People: VSM's with NHS Lothian Staff and Volunteers

By When: Ongoing throughout 2011-16

18. Getting the action plan right

The attached action plan shows how we plan to implement and deliver our commitments. (Appendix 2) Each Division or CH(C)P and Quality Improvement Teams will have local action plans. As we refine this action plan we will include public feedback and contributions. We will continue governance arrangements through current reporting structures and act on data collected annually to improve the volunteering support service.

It is now time to refresh our support for the commitment to volunteering in NHS Lothian.

We welcome your comments on the draft NHS Lothian Volunteering Support Service Framework 2011-2016. This document represents the full strategy consultation document. Please take the time to read and consider the document when responding to this consultation. The strategy can be found on the NHS Lothian website at: <http://www.nhsllothian.scot.nhs.uk>

There are some questions on the next page. You may answer any or all of them or add your own comments.

Please send your comments in any of the following ways:

By emailing your comments to diane.loughlin@nhsllothian.scot.nhs.uk

By writing to Diane Loughlin, PFPI and Health Promotion Lead, St John's Hospital, Howden Road West, Livingston, West Lothian, EH54 6PP

By telephone on 01506 523589

The consultation will close on 16th September 2011.

At the end of the consultation period we will be preparing a summary report of all the consultation responses. In this report we will list who has responded to the consultation. If you would like your response to be anonymous please let us know.

The final strategy will then go to Lothian NHS Board in the autumn, 2011. If you would like to receive a copy of the final version of the volunteering strategy please provide your contact details.

Questions

1. Are you responding as:

- Volunteer
- Member of the public
- NHS staff
- Local authority staff
- Voluntary organisation staff
- Other – please specify.....

2. How much do you agree or disagree with the following statement:

The key priorities within the Framework are correct (paragraphs 8 to 17). (Please tick one box below)

| | | | | | |
|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree | Agree | Neither agree/ nor disagree | Disagree | Disagree Strongly | Don't Know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any comments about the priorities

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3. How can NHS Lothian work better with its partners (local authority and voluntary organisations) to support volunteering?

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Thank you