# NHS Golden Jubilee

### **Meeting: Board Meeting**

### **Meeting date: 17 November 2022**

### **Title: Volunteer Strategy**

### **Responsible Executive/Non-Executive: Serena Barnatt / Marcella Boyle**

### **Report Author: Tosh Lynch, Spiritual Care Lead**

## 1 Purpose

To approve the Volunteer Strategy 2023-2026

### This is presented to the Board for:

* Decision

### This report relates to a:

* NHS Board Strategy

### This aligns to the following NHS Scotland quality ambition(s):

* Safe
* Effective
* Person Centred

**This aligns to the following NHSGJ Corporate Objectives:**

Corporate Objective: 1 (1.1), 2(2.2), 3 (3.4), 4 & 6.

## 2 Report summary

## 2.1 Situation

A previous recommendation was made to the Staff Governance Group and Staff Governance and Person Centred Committee that we discontinue the previous Volunteer Strategy that was launched in 2018 (until 2023) due to the pandemic and significant impact on delivering the strategy.

The new Volunteer Strategy (2023-2026) commits us to the next three years taking account of items in the previous strategy to take forward.

## 2.2 Background

The Volunteer Strategy 2018-2023 was impacted by the pandemic and restrictions that meant a majority of volunteers were not able to access the hospital to provide volunteering.

## 2.3 Assessment

During the recovery period it became clear that the strategy had a two year gap and through the gradual recovery phase and return of existing volunteers as well recruitment of additional volunteers that a new strategy be considered.

The new strategy takes in to account items from the previous strategy that were necessary to take forward:

* Renewal of Investors in Volunteers in association with Health Improvement Scotland.
* Engagement with the third sector to engage with those interested in volunteering.
* Hospital expansion programme phase 2 – new orthopaedic and surgical services.
* Working with NHS Scotland Academy & Erskine Hospital to support the transition of ex-service to civilian life with volunteering as one route to employment.

Additional actions for this strategy:

* Enable flexibility in volunteering throughout the day and evening giving those who wish to volunteer the opportunity to do so.
* Higher diversity in our volunteer cohort and a wide range of volunteering opportunities.
* Offer and support volunteers with opportunities for life-long learning and a positive experience of volunteering.
* Work with the Board, staff and services, volunteers, other stakeholders in reviewing current roles and developing new roles within the organisation.

We have consulted with internal and external stakeholders in bringing the new strategy together.

### 2.3.1 Quality/ Patient Care

The principle purpose of volunteering is to enhance the experience of patients while in hospital. This strategy continues to reflect that aim.

### 2.3.2 Workforce

The workforce is an integral part of supporting existing volunteer roles and working with the volunteer services manager to identify other areas where volunteers may continue to enhance the experience of patients.

### 2.3.3 Financial

Delivery of the Spiritual Care Strategy is within existing budget but there may be financial implications in moving forward with certain areas of the strategy and we would seek appropriate approval for any additional funding through NHS Golden Jubilee’s governance process.

### 2.3.4 Risk Assessment/Management

There is no perceived risk in delivering the strategy.

### 2.3.5 Equality and Diversity, including health inequalities

An EQIA has been completed based on this strategy and approved by Diversity and Inclusion.

### 2.3.6 Other impacts

No other impacts noted.

### Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate:

Consultation with the Volunteer Forum and internal stakeholders including volunteers has continued throughout. An internal and external stakeholder event took place in July 2022 to invite ongoing discussion, comments and suggestions on the draft strategy.

### Route to the Meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

* Clinical
* Diversity & Inclusion
* Healthcare Improvement Scotland
* Royal National Institute for the Deaf
* Staff Governance
* Volunteers
* Volunteer Service Managers in NHS Scotland
* West Dunbartonshire Council Volunteer Services

## 2.4 Recommendation

The Board are asked to approve the Volunteer Strategy.

## List of appendices

The following appendix are included with this report:

* Appendix 1 Volunteer Strategy 2023-2026