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Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	<b>31<sup>st</sup> May 2018</b>		<b>Agenda Item</b>	<b>2iv</b>
<b>Report Title</b>	<b>Volunteering Strategy</b>			
<b>Report Author</b>	Jo Parry, Volunteer Services Manager			
<b>Report Sponsor</b>	Chris Morrell, Director of Therapies & Health Sciences			
<b>Presented by</b>	Chris Morrell, Director of Therapies & Health Sciences			
<b>Freedom of Information</b>	Open			
<b>Purpose of the Report</b>	The Volunteering Strategy gives ABMU Health Board a clear vision for the future of volunteering. The purpose of this report is to approve the Volunteering Strategy for its launch in early June (to coincide with Volunteers' Week).			
<b>Key Issues</b>	The vision of the Volunteering Strategy is to work in joint partnership with volunteers to improve the health and wellbeing of the population and contribute to delivering excellent patient and family experience across ABMU Health Board. This supports the Health Boards wider vision and strategic objectives.			
<b>Specific Action Required</b> <i>(please ✓ one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
				✓
<b>Recommendations</b>	Members are asked to approve the Volunteering Strategy			

## **ABMU HEALTH BOARD VOLUNTEERING STRATEGY**

### **1. INTRODUCTION**

The Volunteering Strategy gives ABMU Health Board a clear vision and direction for the future of volunteering. This reports seeks approval of the Strategy.

### **2. BACKGROUND**

One recommendation that was produced from a review of Volunteering Services that took place on 2017, was the need for a clear vision and strategy for volunteering in ABMU.

A co-productive approach with internal and external stakeholders has been taken in developing this three year volunteering Strategy for ABMU. Internally, a variety of opportunities were provided for staff and our team of over 450 volunteers to provide feedback on current volunteer experience and suggested future priorities. The strategy has also been presented at the sub-group of the Partnership Forum.

The Health Board's Volunteering Strategy Group worked together to develop this Strategy. The group has representatives from volunteers, the Health Board's delivery units, strategy and partnerships, staff side, workforce and organisational development, Swansea University and County Voluntary Councils. This group will form a Strategy Implementation Group and continue to play a central role in its delivery

Externally, the Wales Council for Voluntary Action as well as Swansea, Neath Port Talbot and Bridgend County Voluntary Councils contributed expert support and guidance. These relationships provided the opportunity to consult through the regional third sector health, social care and wellbeing network. All feedback has directly shaped our vision, aims and priorities.

The Volunteering Strategy gives ABMU a clear vision and direction for the next three years. The strategy clearly states three strategic aims, each with five priorities. Annual plans will use 'SMART' targets to deliver on the aims and priorities.

The Strategy will work towards developing a positive volunteering culture at all levels across the Health Board through robust governance and policies. Staff will be supported to think creatively about ways to grow and diversify our mutually beneficial volunteer roles, which deliver best outcomes for our patients, service users and families. We will inspire a future NHS workforce through volunteering and foster partnerships externally to explore new models of volunteer engagement and participation.

### **3. GOVERNANCE AND RISK ISSUES**

The Volunteering Strategy Group will evolve into an implementation group and continue to be central to its execution. The Group reports and is accountable to the Workforce and Organisational Development Committee.

The Volunteering Policy was updated (December 2017) and approved by the Workforce and Organisational Development Committee.

Governance and Assurance										
Link to corporate objectives <i>(please ✓)</i>	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships	
			✓		✓				✓	
Link to Health and Care Standards <i>(please ✓)</i>	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources			
				✓	✓	✓				
Quality, Safety and Patient Experience										
The Strategy and the contribution of volunteers will continue to enhance patient experience in the Health Board										
Financial Implications										
Resource has been accounted for in Volunteering Budget. For any major new projects with a substantial increase in volunteers, increased costs around volunteer expenses could be considered.										
Legal Implications (including equality and diversity assessment)										
Equality and diversity impact assessment conducted.										
Staffing Implications										
No staffing implications identified										
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)										
The Well-being of Future Generations (Wales) Act recognises the impact volunteering has on wellbeing at the individual, local and national level, and therefore its importance.										
Report History		The Strategy and has been presented at the Regional Third Sector Health, Social Care and Wellbeing Network.								
Appendices		Appendix 1: ABMU Volunteering Strategy 2018-21								



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# **Abertawe Bro Morgannwg** **Health Board Volunteer** **Strategy 2018 – 2021**

## **Abertawe Bro Morgannwg Health Board Volunteer Strategy 2018 - 2021**

Abertawe Bro Morgannwg University Health Board (ABMU) is committed to developing a greater number and variety of volunteer roles that improve the health and wellbeing of people living in Swansea, Neath Port Talbot and Bridgend.

### **Our vision for volunteering**

To transform the way that volunteers contribute to ABMU, providing support so that everyone can get the right help when and where they need it to live well.

Volunteers will be part of an integrated workforce with paid employees and will be recruited, trained and supported to carry out meaningful and patient centred roles. Volunteering opportunities with the Health Board will help inspire those of working age to pursue careers within the NHS.

We will lead the NHS in Wales in piloting and implementing new, meaningful, innovative and diverse volunteer roles, working collaboratively with the third sector to reach and appeal to all areas of our communities.

Volunteer roles will contribute to an excellent patient and volunteer experience and make a real difference to patients, carers and families and staff working within ABMU.

As experts in their experience, volunteers are central to providing feedback, evaluation and are involved in shaping the future development of volunteer services in the health board.

The impact of volunteers will be recognised and celebrated, inspiring others to give their time to support people within ABMU and across the wider community.

### **To include**

- **What is volunteering**
- **WG definition**
- **Background to Strategy and Group development**
- **What do our current volunteers do?**

### **Strategic objectives**

## **Objective 1: Enhancing volunteer experience**

**To improve the experience of volunteers and volunteering for all involved from the moment people engage with the health board. Ensure there are regular and varied opportunities for volunteers to provide feedback on impact and experience, which inform future service development**

### **Priorities**

#### **We will**

- Introduce co-productive methods to measure volunteer experience, ensuring input is part of a feedback loop informing future development
- Scope and cultivate a method to measure Volunteer Impact.
- Develop new ways to reward and recognise volunteers in a meaningful way.
- Introduce a continuous improvement programme of all volunteering policies and processes.
- Review and enhance the learning and development opportunities provided for volunteers.
- Revise the way we currently communicate with volunteers to ensure messages are relevant, significant and timely.

## **Objective 2: To grow, diversify and improve accessibility of volunteer activity**

**Growing volunteering in ABMU is not just about increasing the number of our volunteers. To grow volunteering participation we must expand the range of opportunities available, appealing to a diverse range of individuals throughout our population. Recognising that people have busy lives, we need to explore a range of flexible opportunities that are accessible to all.**

### **Priorities**

#### **We will;**

- Grow volunteering by increasing the number of volunteers that participate.
- Increase and diversify the range of volunteer opportunities to ensure they are attractive to a wide range of individuals to include range of regular, micro, episodic and project role in both site and community settings.
- Identify the underrepresented groups in our current volunteer population, understand barriers and ensure varied and meaningful opportunities are accessible for all.
- Formulate new volunteer service models to support families and carers in hospital and community settings.
- Scope the potential of a corporate volunteering offer for the health board.

### **Objective 3: To create a positive volunteering culture across ABMU**

**Encourage a consistently positive and innovative approach to volunteering at all levels of ABMU. The needs of volunteers are included in key decision making and “volunteers” are included throughout ABMU documentation, values and relevant policies and processes. Volunteers and staff are thought of as an integrated workforce. All staff feel confident and supported in their own volunteer management skills and continually look at different ways to include volunteer activity throughout all delivery units.**

#### **Priorities:**

#### **We will**

- Implement the Volunteering strategy and policy across the health board, ensuring a relevant communication strategy is developed and delivered.
- Ensure that the volunteering team are seen as volunteering experts and a “Yes, can do” department, breaking down any perceived barriers to involving volunteers.
- Produce a variety of channels that will form a feedback loop for staff, patients and families to provide regular feedback on volunteer activity, policies and processes.
- Work with an increased number of wards and departments, supporting teams to think creatively about involving volunteers in a meaningful way.
- Recognise Volunteer Management as a skill, identify needs and provide relevant support, learning and development opportunities for staff.
- Increase and improve internal communications about volunteering, regularly profiling and celebrating volunteer activity to raise awareness across the health board.



**Objective 4: To develop collaborative relationships with external stakeholders to co-deliver volunteer service models.**

**To recognise the essential role that Third Sector Organisations make, the expertise they possess and the need for clear and positive working relationships to grow and co-deliver volunteer services across ABMU.**

**Priorities:**

**We will**

- Seek opportunities to work with external stakeholders to develop and deliver volunteer services in partnership.
- Work towards ABMU Health Board being known externally as providing a forward thinking, innovative and person centred volunteer experience.
- Represent ABMU and promote its volunteer activity in local and national groups and networks.
- Scope and pursue relevant and agreed funding opportunities for volunteering services.
- Engage with schools, colleges and universities to promote volunteering as part of a career pathway for the local population.
- Increase and improve external communications and marketing about volunteering to celebrate and raise the profile of activity.