

## **The Vale of Glamorgan Council**

### **Voluntary Sector Joint Liaison Committee: 8 July 2015**

### **Cardiff & Vale University Health Board (C&V UHB)**

#### **UHB Volunteer Framework 2015-2018**

##### **Purpose of the Report**

1. To share the UHB's updated Volunteer Framework (Appendix 1), for information.

##### **Background**

2. Cardiff and Vale UHB recognises the unique and important contribution that volunteers make in complementing the services it provides. The UHB had in place an existing Volunteer Strategy and Framework, which has in the last 4 years supported the development of volunteering across the UHB. This expansion of volunteers has been through the application of the framework which ensures this has occurred in a robust manner through the use of well governed processes, which provides protection to our patients, volunteers and the organisation
3. These documents both required revision and updating to ensure they were fit for purpose for the UHB for 2015 – 2018.

##### **Relevant Issues**

4. This updated framework builds on the initial Volunteering Strategy, agreed by the Health Board in 2011. The framework reaffirms the Health Board's support and encouragement for the efforts of individual volunteers and voluntary organisations for the benefit of service users, their relatives and carers. It provides numerous opportunities for expansion of current and new volunteering roles which complement the services provided by the paid workforce and which engage the expertise of service users. This Volunteer Framework clearly sets out a vision for volunteering in the UHB.
5. Furthermore the Framework is underpinned by an operational procedure for the recruitment and management of volunteers which ensures that volunteering within the organisation is applied fairly and robustly, utilising processes which offer assurance to users, volunteers and the Health Board.

6. Volunteers support the patient experience by adding value to the role of paid staff. Presently the UHB has some 500 volunteers (351 known UHB volunteers and over 200 Third Sector Organisations colleagues who support within various areas) who are volunteering via safe robust processes. They are undertaking roles which enhance the patient experience of services provided by NHS staff.
7. There are numerous opportunities to continue the expansion of volunteering in current and new roles. One recent new development is the recruitment of volunteers to support the Information and Support Centre at University Hospital Llandough. Work is currently underway to explore other initiatives such as Therapeutic Care Volunteers, a role developed in South Tees NHS Trust. In the lifetime of this Framework the UHB will increase the numbers of volunteers in line with the strategic aims set out in the Framework.

## **Recommendation**

The VSJLC notes the updated UHB Volunteer Framework.

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# **VOLUNTEER FRAMEWORK**

## **2015 - 2018**

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## 1. INTRODUCTION

Volunteers are individuals who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

Volunteers can play a vital role in supporting service delivery in Cardiff and Vale University Health Board (UHB). Their contributions enrich and extend the range of support provided to service users, carers and families by providing practical help and support to enhance the patient experience. Volunteers work side by side with paid staff complementing, not replacing their work, and adding value to it.

Volunteers can support and enhance existing services, provide alternative approaches and solutions to health and well being and contribute to the improvement of public health, through health promotion initiatives.

The Cardiff Voluntary Sector Compact 2006 (1) is a formal partnership agreement or contract between the Voluntary Sector in Cardiff and the main statutory bodies:

Cardiff Council and the local NHS (including Cardiff and Vale University Health Board and the Velindre NHS Trust).

Designed to Add Value – a third dimension for One Wales (2) described the value that volunteers bring to health and social care and the benefits for patients, professionals and the volunteers themselves. It gave examples of existing good practice in two Welsh NHS Trusts and made two specific recommendations:

- To increase the numbers of volunteers in health and social care to help address the impending demographic demands
- To develop volunteering for health and social care in a more coordinated and integrated way linked within workforce planning for primary, secondary, community and social care services

The UHB has made progress with regard to meeting these recommendations, in partnership with third sector colleagues. A significant number of volunteers already contribute in the Health Board. Demands from clinical areas is constantly increasing as the benefits of working with volunteers are better understood. With the expansion of a number of services and ongoing requests for ward based volunteers the UHB sees an annual increase in the number of volunteers within the organisation.

This strategy aims to consolidate and bring under one umbrella the good work already undertaken by the Voluntary Service Departments, within Patient Experience and the Mental Health Clinical Board. It will strengthen and support the work already in existence and facilitate further developments within voluntary services.

## **2. DEVELOPMENTS IN THE UHB**

The Charitable Funds Committee of the former Trust agreed to fund a post of “Voluntary Services Manager” for a period of three years. The post was established in July 2009 to formalise the recruitment, deployment, induction and management of volunteers, to support the development of a volunteering strategy and to work towards increasing the number of volunteers in the organisation. The Charitable Funds Committee has further extended funding until July 2015. Work is ongoing to gain substantive funding for this post.

### **UHB Strategic Framework for Working with the Third Sector**

This strategic framework sets out the UHB’s ambitions for working collaboratively with the third sector to enhance the lives of individuals, communities and the population of Cardiff and the Vale of Glamorgan. In developing the framework, the UHB has worked closely with colleagues, drawing in particular on the expertise and experience of our independent board members and the senior teams in the two county voluntary councils. The framework is designed to support the delivery of the UHB’s Integrated Medium Term Plan, and to align with the work being progressed at a strategic partnership level via the Local Service Boards and Compacts. The original document was overseen by a multi-agency Third Sector Strategic Alliance Steering Group. This framework continues to represent a significant milestone in the UHB’s journey in strengthening partnership working and seeking more integrated solutions to addressing increasingly complex needs.

## **3. RESPONSIBILITIES**

Executive accountability for volunteering across Cardiff and Vale University Health Board rests with the Executive Director of Nursing. She is supported in exercising this accountability by the Assistant Director Patient Experience. The Voluntary Services Manager is managed by the Lead Nurse for Patient Experience who ensures that there are clear links to strengthen the interface with the Clinical Boards.

The Voluntary Services Manager (with appropriate support from Clinical Area Managers) is responsible for overseeing the placement of individual volunteers within the Health Board, providing a central point for information, and liaising with Area Managers on any opportunities for volunteering.

It is the responsibility of the Voluntary Services Manager to:

- Assist departments / wards and other locations across the UHB in setting up, running, developing and supporting volunteer opportunities
- Develop closer links with existing voluntary organisations delivering services for and on behalf of the UHB thereby developing closer links with the wider community
- Keep up to date with current legislation and guidelines relating to volunteers in order to advise the UHB, its managers and volunteers

- Ensure the volunteer operational procedure is consistently applied within the Health Board.

### **Current Volunteer Provision**

There are currently over 500 volunteers in the UHB, providing a range of services and projects. Some of the volunteers are recruited directly by the UHB as individuals whilst others are recruited through external organisations.

### **Acute Setting**

At present the range of support and services provided by individual volunteers within the acute setting includes:

- Welcoming/signposting/meeting and greeting
- Befriending/companionship ward volunteers/activity volunteers
- Patient Survey volunteers
- Speech and Language Therapy support (conversation group volunteers)
- Day Hospital befrienders
- Breast Feeding Peer Support Maternity Unit UHW
- Chaplaincy volunteers
- Hospital Choir
- Volunteers working with the Information and Support Centres at UHW and UHL

### **Community Setting and Patient Peer Support**

There is also support provided in the community setting along with patient peer support that includes;

- Peer support breast feeding groups, across Cardiff and the Vale. Volunteers have accredited training provided by Community Health Visitors
- Peer Support Group/befriender (befriending service to adults and their families with End Stage Renal Failure (ESRF) being cared for within the Nephrology and Transplant Directorate.) They act as befrienders but also run group support sessions
- Education Programme for Patients (EPP) undertaken by service users who have undergone EPP training
- Stroke Peer Support Groups (RSU Llandough ) undertaken by service users and facilitated by a member of staff
- Pulmonary Rehab Peer Support Group (UHL) undertaken by service users and facilitated by a member of staff

#### 4. EXTERNAL PARTNERS

Cardiff and Vale University Health Board also has well established and successful partnerships with external voluntary organisations including:-

##### **Royal Volunteer Service (RVS)**

Volunteers provide a number of services including snack bar services on several sites and a trolley service to wards on the UHW site.

##### **Cardiff Institute for the Blind**

This service is based within the Outpatient's Eye Unit at UHW. It fulfils a role as providing a support service for service users attending eye clinic at UHW. A team of volunteers are available to assist, accompany and support all service users attending the eye clinic.

#### 4.1 Third Sector Groups Supporting at Information and Support Centre UHL

The UHL Information Centre is a partnership between Cardiff and Vale University Health Board and the Third Sector, Since the opening of the Centre progress has been built relationships with Third Sector Organisations to support and run sessions on a regular basis providing information and support to the patients, families, carers, staff and visitors of the Health Board.

These organisations to date include:

- Vale Credit Union,
- Alzheimer's Society,
- Friendly Advantage
- Carer Support Officer at UHL.
- Concern's team, -
- Vale 50+ Forum
- Epilepsy Wales
- Cardiff and Vale Charitable Funds
- VCVS
- Long Term Conditions Alliance
- Cardiff and Vale Organ Donation Team

Further conversations have been held with a number of other external groups that have shown an interest in finding out more about the Information Centre.

The Intention is to continue to develop sound working relationships with further groups to expand on the number of organisations that support at the Information Centre

## **Hospital Radio Stations**

Hospital radio aims to provide comfort and entertainment to service users in hospital with a special mix of music and chat. The service also keeps service users in touch with their families and friends with music requests and local news items volunteers can be involved with presenting radio programmes, engineering aspects of the station, fundraising and publicity.

The list is not exhaustive and there are other much valued partnerships that provide support to service users in the Health Board.

A sound network of links with third sector partners has been established which includes engagement with:

- Cardiff Volunteer Coordinators Network
- Cardiff Third Sector Council (C3SC)
- Vale Centre for Voluntary Services (VCVS)
- Voluntary Community Services (VCS)
- Vale Volunteer Bureau (VVB)
- Welsh Council Voluntary Action (WCVA)
- Citizens Advice Bureau (CAB)
- Cruse
- Samaritans

The Health Board has built on these foundations and adopted a specific strategy plan for the recruitment, deployment and support for volunteers in the Health Board.

This Volunteer Framework covers a 3 year period February 2015 – January 2018.

## **5. UNDERLYING PRINCIPLES**

The UHB has adopted the following principles to underpin the Volunteering Framework:

Cardiff and Vale University Health Board:

- Recognises the rights of people to participate in the life of their communities through volunteering
- Acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of the service, staff, local communities and the volunteers themselves
- Values the contribution made by volunteers and is committed to involving volunteers in appropriate positions, in ways which are encouraging, supportive and which develop volunteering

- Recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned
- Recognises the value in recruiting and engaging a diverse population of volunteers

An Operational Procedure for the recruitment and support of volunteers has been developed and all policies and procedures comply with the All Wales Trust Volunteering Network, "Putting Volunteer Schemes into Practice Toolkit" (2008) and relevant legislation.

The Volunteering Framework describes the scope and direction for volunteering during the next 3 years to ensure that the principles outlined above are met.

## **6. STRATEGIC AIMS**

The strategic aims for Volunteering in the UHB are to:

### **6.1**

- Establish and maintain a resilient operational procedure for the recruitment, induction, placement, support and supervision of volunteers in the UHB
- Development of clearly defined roles
- Development of a clear recruitment process
- Development of volunteer induction
- Development of volunteer management, support and supervision Processes

### **6.2**

- Expand the range of roles and activities undertaken by volunteers in all clinical and public areas
- Develop and promote increased volunteering within primary and community care
- Respond to changing needs and emerging service models for example consideration of the use of Therapeutic Care Volunteers
- Development of roles that support patients within their package of care
- Continuation and further development of existing volunteer support roles
- Development of improved volunteer links with UHB services and the wider community

- Spread of “meet and greet” schemes to future service developments
- Sustainability of Information Centre at UHL and development of a centre at Barry Hospital
- Raising awareness of volunteer opportunities to support the agenda around reducing health inequalities in deprived communities
- Continue to work with representatives from Local Authorities highlighting opportunities available to those who are not in employment, education or training (NEETS)

### 6.3

- Work in partnership with other Health Boards to share good practice and developing a coordinated approach to volunteering across Wales
- Attendance at the All Wales NHS Volunteer Group
- Networking with high performing health organisations throughout the United Kingdom
- Work in partnership with partners including County Voluntary Councils, support groups and third sector organisations to promote volunteering opportunities
- Work with voluntary organisations and community groups to deploy their volunteers in the UHB, ensuring that their procedures are at least equal to those of Cardiff and Vale University Health Board and that their volunteers have been properly recruited
- Increase the range and diversity of volunteers in the Health Board
- Development of further opportunities for people with disabilities to volunteer
- Use of a variety of methods of volunteer recruitment including those specifically likely to reach underrepresented groups
- Close liaison with local representative groups and organisations covering under represented groups
- Framework for working with Third Sector (Implemented and refreshed in 2013)
- Further develop partnership working with local schools, colleges and universities raising awareness of volunteering within health

## 6.4

- Raise the profile of volunteering within the UHB and the community by introducing a unique volunteer brand
- Provision of a clear identity for volunteers as individuals and as part of a team that recognises the value of their contribution
- Ensure volunteers are easily recognisable by the provision of a uniform and identity badges
- Use of posters, road shows and the UHB web site to highlight volunteer roles
- Ensure that the contribution of volunteers is recognised and rewarded by the UHB
- Regular press releases, articles, publicity highlighting volunteers and their achievements
- Recognition certificates and events

## 7. FUTURE DEVELOPMENTS

### 7.1 Meet and Greet expansion within:

- Maternity services
- St David's Children's Centre
- University Hospital Llandough Children's Centre
- Children's Hospital for Wales,
- Mental Health at UHL in line with new build

### 7.2 Spread the use of Activity volunteers, Peer Support and Befriending

### 7.3 As required support development of Therapeutic Care Volunteers

### 7.4 Recruit Volunteers to support Barry Hospital Information and Support Centre

## 8. PARTNERSHIP WORKING WITH STAFF

It is recognised that achievement of this Framework will only be attained through partnership working with staff side representatives. This will ensure their support and understanding of the role and value that the development of volunteering will offer to our patients, whilst not impinging upon the role of our staff.

### TUC and WCVA Charter

This Charter stands between WCVA and Wales TUC as a statement of principles and good practice. It is commended for use by individual unions, volunteer involving organisations in Public, Third and private sectors and

other bodies, to stimulate discussion and good practice regarding the appropriate, harmonious and mutually rewarding involvement of volunteers.

## **9. EQUALITY STATEMENT**

Cardiff and Vale University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and does not discriminate, harass or victimise individuals or groups on the basis of sex, pregnancy and maternity, gender, reassignment, disability, race, age, sexual orientation, disfigurement, religion and belief, family circumstances including marriage and civil partnership. These principles run throughout our work and are reflected in our core values, our staff employment policies, our service standards and our Strategic Equality Plan and Equality Objectives. We believe that all staff and volunteers should have fair and equal access to training as highlighted in both the Equality Act 2010 and 1998 Human Rights Act. The responsibility for implementing the Plan falls to all employees and UHB Board members, volunteers, agents or contractors delivering services or undertaking work on behalf of the UHB.

We have undertaken an Equality Impact Assessment and received feedback on this strategy and the way it operates. We wanted to know of any possible or actual impact that this strategy may have on any groups in respect of gender, maternity and pregnancy, marriage or civil partnership issues, race, disability, sexual orientation, Welsh language, religion or belief, transgender, age or other protected characteristics. Where appropriate we will make plans for the necessary actions required to minimise any stated impact to ensure that we meet our responsibilities under the equalities and human rights legislation.

## **10. DISTRIBUTION**

This Framework will be made available on the UHB Intranet and Internet sites.

## **11. REVIEW**

This Framework will be reviewed in three years time unless there are any changes in legislation or practice.

## **12. SOURCES OF INFORMATION**

1. Cardiff Voluntary Sector Tripartite Compact 2006  
[http://www.vacardiff.org.uk/index.php?option=com\\_content&task=view&id=56&Itemid=86](http://www.vacardiff.org.uk/index.php?option=com_content&task=view&id=56&Itemid=86)
2. Designed to Add Value – a third dimension for One Wales (2008)  
<http://www.wales.nhs.uk/documents/DesignedValueen%5B1%5D.pdf>
3. All Wales Trust Volunteers' Network - Putting Volunteer Schemes into Practice – A Toolkit (2008)  
<http://nliah.com/portal/microsites/Uploads/Resources/VJic7GrG4.pdf>

4. [Strategic Framework for Working with the Third Sector..\..\Third Sector Strategy Framework\Third Sector Strategic Framework July 2013 FINAL.docx](#)