

## Board of Directors

**9 September 2021**

<b>Paper title:</b>	Volunteering Strategy 2021-2024	<b>Agenda item</b>  <b>11</b>
<b>Presented by:</b>	Catherine Jowitt Head of Charity & Volunteering	
<b>Prepared by:</b>	Catherine Jowitt Head of Charity & Volunteering	

Purpose of the report		
<ul style="list-style-type: none"> <li>To present and seek Board approval for the Volunteering Strategy 2021-2024</li> </ul>	For approval	x
	For discussion	x
	For information	

Executive summary		
<p>The Volunteering Strategy for 2021-2024 brings together for the first time the significant developments and programmes which deliver under the volunteer banner within the Trust and sets ambitious targets in rebuilding volunteering post COVID-19. The draft strategy provides a focus on the personal development of the volunteer to ensure their volunteering needs are met and embedding volunteering to support Trust services and strategic programmes. It aims to ensure the full positive impact of volunteering can be realised by volunteers and the Trust alike.</p>		
Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?	<p><b>State below</b> <b>'Yes' or 'No'</b></p> <p><b>No</b></p>	If yes please set out what action has been taken to address this in your paper

Recommendation
<p>The Board of Directors is asked to:</p> <ul style="list-style-type: none"> <li>Consider and approve the Volunteering Strategy 2021-2024.</li> </ul>

<b>Strategic vision</b>				
Please mark those that apply with an X				
<b>Providing excellent quality services and seamless access</b>	<b>Creating the best place to work</b>	<b>Supporting people to live to their fullest potential</b>	<b>Financial sustainability growth and innovation</b>	<b>Governance and well-led</b>
X	X	X	X	X

<b>Care Quality Commission domains</b>				
Please mark those that apply with an X				
<b>Safe</b>	<b>Effective</b>	<b>Responsive</b>	<b>Caring</b>	<b>Well Led</b>
X	X	X	X	X

<b>Relationship to the Board Assurance Framework (BAF)</b>	<p>The work contained with this report links to the following strategic risk(s) as identified in the BAF:</p> <ul style="list-style-type: none"> <li>• SO1 - to engage with our patients and service users, ensuring they are equal partners in care delivery</li> <li>• SO2: To prioritise our people, ensuring they have the right skills, suitable workspaces and feel valued and motivated</li> </ul>
<b>Links to the Corporate Risk Register (CRR)</b>	<p>The work contained with this report links to the following corporate risk(s) as identified in the CRR:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Compliance and regulatory implications</b>	<p>The following compliance and regulatory implications have been identified as a result of the work outlined in this report:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>

## Meeting of the Board of Directors

9 September 2021

### Volunteering Strategy

#### 1 Purpose

This strategy replaces the Volunteer Strategy 2015-2018. That strategy delivered the following vision; Volunteers and staff working together to develop innovative and creative roles with benefit to the service user at its heart. Three years after the first volunteer strategy was launched 143 volunteers have been recruited across 15 services with an average of 30-40 active at any one time. In addition, the Trust's Champions Show the Way service (currently being re-branded to be the Well Together Service) has maintained on average 150 volunteers delivering approximately 70 health and wellbeing activities in the community every week.

The Trust's strategic framework 2019-23, vision: *Better Lives Together*, its vision, values and strategic objective to support people to live to their fullest potential and be as healthy as possible provides the foundation for the future of volunteering within BDCFT. Within the Volunteering Strategy for 2021-2024 are identified the strategic enabling goals and programmes this strategy supports.

This volunteer strategy also takes account national guidance including;

The NHS 10 Year Plan which highlighted;

- Encouraging NHS organisations to give greater access for younger volunteers to volunteer.
- Increasing focus on programmes in deprived areas and for those with mental health issues, learning disabilities and autism.
- Doubling the number of NHS volunteers over the next three years.

The Interim NHS People Plan which highlighted;

- Identifying a need to accelerate plans to create a flexible and adaptive workforce which includes volunteers. "Volunteers play a valuable role, providing more time for our professionals to provide the high-quality care they have been trained to give" (Interim People Plan 2019).

The strategy also supports the We are the NHS: People Plan 2020-2021. The plan identifies the significant increase in those interested in volunteering with the NHS in response to COVID-19 via the national NHS Responder scheme. However, at a local level this assumption should be taken with caution as throughout the pandemic NHSE have supported NHS Volunteer Services and the true picture of volunteering within Trusts is very different to that presented in the People Plan.

The majority of existing volunteers were rested nationally, and a very slow re-introduction is underway, with the expectation that a proportion of volunteers will never return. The NHS Responder volunteers are not officially signed up as NHS volunteers, but rather with a VCSE organisation, conversations are on-going at a national level about the legacy of this programme and how these volunteers can be transferred to local Trusts eventually.

The We are the NHS: People Plan 2020-2021 also identifies some key areas for Trusts and systems to focus on in relation to volunteering including NHS Cadets, the National Volunteering Certificate and volunteering as a route into employment. All these elements feature within this volunteering strategy as the Volunteer Service have been successful in the last year in securing additional funding to be one of the first Trusts nationally to pilot work in these areas. This additional work has come about as a result of over two years of engagement and relationship building at a national level with key organisations including NHSE/I, HEE and Helpforce in showcasing the high quality work the Volunteer Service has already been delivering with the ambition and commitment of the Trust in developing volunteer roles and embedding volunteers as an important part of the Trust workforce.

This strategy brings together for the first time the significant developments and programmes which deliver under the volunteer banner within the Trust and sets ambitious targets in rebuilding volunteering post COVID-19. With a focus on the personal development of the volunteer to ensure their volunteering needs are met and embedding volunteering to support Trust services and strategic programmes. This strategy aims to ensure the full positive impact of volunteering can be realised by volunteers and the Trust alike.

The draft strategy has been discussed and supported by both EMT and SLT. A designed version of the draft strategy is attached at Appendix 1, and if approved, will be used corporately to promote the services on offer to prospective volunteers as well as through social media platforms.

## **2 Proposed Outcome**

The key objectives of the Volunteering Strategy are to:

- provide excellent well supported volunteer opportunities which meet the needs of the volunteer;
- ensure effective governance and management processes to ensure volunteering within BDCFT is safe, effective, of high quality and impacts measured;
- ensure volunteering is resourced appropriately to ensure the required infrastructure is in place to support volunteering at scale across the organization; and
- ensure the impact of volunteering is celebrated locally, regionally and nationally.

### **3 Risk and Implications**

The key risk to the strategy delivery is the impact of ongoing COVID-19 restrictions and the changes in the way services will work in the future. However, this is mitigated by the opportunity to talk creatively to services about potential volunteer roles to support service recovery.

**Catherine Jowitt**  
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**20.08.2021**