

Report Title	Volunteering update		
Sponsoring Executive	Ruth Wilkin, Director of Communications		
Report Author	Ruth Wilkin, Director of Communications		
Meeting	Trust Board (Public)	Date	5 th March 2020

1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on]*

The Trust's volunteer service has evolved significantly over the past three years and now has over 550 active volunteers supporting patients, carers and colleagues in a range of roles. In addition the Trust works closely with third sector partner organisations.

The service has been successful in securing external grants via Helpforce and NHS England to test new volunteering models. We are a strategic partner for Birmingham City Council through their World of Work programme which is helping provide skills through volunteering placements for people who are not in employment, and we support interns with learning and physical disabilities with volunteering placements to develop skills and confidence.

We continue to work alongside Trust services and third sector organisations to develop new volunteering opportunities. The appetite for volunteering with our Trust remains strong with around 40 new applications every month. We have progressed well the time to place volunteers and now have a good pipeline of placement offers for all newly recruited volunteers.

Our future plans include targeted recruitment to increase the age profile of our volunteers and further development of ways to measure the impact of our volunteering interventions.

2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan		Public Health Plan	x	People Plan & Education Plan	X
Quality Plan		Research and Development		Estates Plan	
Financial Plan		Digital Plan		Other <i>[specify in the paper]</i>	

3. Previous consideration *[where has this paper been previously discussed?]*

N/A

4. Recommendation(s)

The Trust Board is asked to:

- a. Note the progress with volunteering.
- b. Identify any future areas for development.

5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register						
Board Assurance Framework						
Equality Impact Assessment	Is this required?	Y	x	N	If 'Y' date to be completed	30.04.20
Quality Impact Assessment	Is this required?	Y		N	If 'Y' date completed	

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Report to the Public Trust Board: 5th March 2020

Volunteering Update

1. Introduction or background

- 1.1 The Trust has significantly developed its volunteer service over the past three years, steadily growing the numbers of volunteers and the roles that volunteers carry out to support patients, carers and staff. In 2017 the Trust Board set a commitment to achieve 400 volunteers by March 2019 with a further 80 to support the Midland Met as it opens. This target was reached and exceeded and the numbers of volunteers continues to grow, and is over 550 at present.
- 1.2 As well as recruiting our own volunteers, we are increasingly working with partner organisations who provide volunteer services across our Trust including regular visits from local schools and colleges and annual visits from corporate businesses.
- 1.3 We are increasingly developing our opportunities to use volunteering as part of a route to employment, further education or training.
- 1.4 The Trust acts as a beacon site for other NHS organisations to learn from, through the HelpForce programme.

2. About our volunteers

- 2.1 Our Trust has 558 active volunteers at present. Applications from people who wish to volunteer remains high with approximately 40 applications received per month and we have seen real improvement over the past six months with the time taken to place volunteers once they have completed the recruitment process and induction training. Where there is a delay in co-ordinating a local induction within their preferred role the volunteer is initially placed within a wayfinding role to minimise any delay to their start date. The placement usually begins within seven days from completion of their training.
- 2.2 Our volunteers are predominantly women (81%) with 31% being aged between 16 and 18 years, and 36% between 19 and 30. Only 8% are over 60 years old. The ethnicity of the volunteers reflects the community well and all applicants are asked to complete our equal opportunities monitoring form.
- 2.3 Our volunteers typically offer a four hour session once a week, although several volunteers do much more than this, visiting our sites two – three times a week. The volunteer is able to choose their hours although we recommend that four hours in a single session is about right.

2.4 All volunteers are interviewed to understand their motivation and suitability. The interview offers an opportunity for the applicant to explain what they want to get out of volunteering and to discuss the roles on offer. The volunteer service processes a DBS check and checks references before the volunteer can be accepted. All volunteers are required to take part in our bespoke induction training that includes core topics such as infection control and information governance before they begin their placements. A local induction is also required.

3. Our volunteer roles

3.1 We have expanded our volunteer roles significantly and now have a range of opportunities on offer. We continue to work with services and act on patient feedback where it has been identified that a volunteer intervention would help improve the experience of patients, carers or staff. All new volunteer roles are approved by the People and Organisation Development Executive Committee. Under no circumstances do volunteers replace paid staff. The principle of our volunteer roles is that the service must be able to run without the support of the volunteer.

3.2 Our volunteer roles include Activity Support, Mobility Support, Alcohol Team Peer Support, Breastfeeding Peer Support, Catering, Day Hospice, Patient Companion, Chaplaincy, Play Support, Pulmonary and Cardiac Rehabilitation Support, Theatres / Critical Care Liaison and Wayfinders.

3.3 Many teams play a very active role in the volunteer programme within their services in particular the peer support roles within the alcohol, breastfeeding and sickle cell and thalassaemia service and the chaplaincy team.

4. Partnership groups

4.1 Our partnership groups play a vital role as part of the volunteer provision within the Trust. Every week, at Sandwell and City Hospitals, the Kissing it Better charity brings students, staff and volunteers to wards and departments. Patients and staff are offered entertainment, health and beauty treatments and companionship. As well as brightening up our patients' days, the volunteering visits provide students with valuable experience for the careers that they are either considering or embarking on.

4.2 We are working with Kissing it Better on four developments to the valuable service they provide: a pop-up hair and beauty salon at Sandwell supported by students at Sandwell college; expansion of the offering into the wards at Rowley Regis Hospital; a number of staff to complete the Kissing it Better training programme and expansion of the students visiting to encompass the schools in the immediate vicinity of the University Hospital.

4.3 Pets as Therapy continue to be regular visitors to our hospital sites regularly bringing dogs but also more unusual animals including Shetland ponies.

4.4 The League of Friends organisations and Agewell run shops and trolley services with the support of volunteers and the award winning Sapphire service supports inpatients at risk of social isolation with community contacts and follow-on support on discharge.

4.5 All of these organisations enter into a partnership agreement with the Trust in order to ensure delivery of the service with clearly defined roles and responsibilities for recruitment, training, supervision and support of the volunteers.

5. New projects and developments

5.1 Recently we have entered into a partnership agreement with Birmingham City Council as a supply partner for their World of Work programme which is funded through European Skills Funding. The volunteer service recruits individuals over the age of 25 years from the Birmingham area who are not in employment and provides a structured programme of volunteer placements and additional skills support. Their placements take place within our Trust or with partner third sector organisations. The programme is demonstrating success in helping people to progress to be “ready for work” for at least one job role. We are required to support 150 individuals during the year through this programme.

5.2 The Trust began a relationship with HelpForce, a national volunteering organisation set up to help accelerate volunteering initiatives within the NHS, in 2018. As one of five pilot sites we began testing a mobility intervention on our assessment units, to encourage patients who are mobile, to walk and get dressed, with the aim to lessen institutionalisation and the reduction in mobility that can occur on an admission to hospital. This scheme has rolled out to D43 at City and will expand to Rowley Regis in coming weeks. Trained volunteers work closely with physiotherapists and ward staff to identify patients they can support.

5.3 In 2020, 18 individual Mobility Volunteers have recorded a total of 355 hours during which they have had 378 meaningful interactions with patients. Of those 378 interactions the volunteers have recorded 73 patients walking or exercising and 35 putting on their day clothes as a result of their encouragement.

5.4 Our agreement with HelpForce includes implementation of an additional volunteering innovation. We are starting this in March with a Response Volunteer role. Initially the role will be based with the Pharmacy at Sandwell with trained volunteers delivering medication including TTOs to wards to aid with patient discharges. During any down time those volunteers can be contacted to provide other assistance including finding wheelchairs, wayfinding, keeping patients company and encouraging completion of the friends and family survey.

5.5 Part of our obligation to HelpForce is to spread learning through their learning network which we are actively involved in. We also have good links with STP partner organisations and their volunteering services and share information, good practice and learning on a regular basis.

5.6 As part of NHS England’s funding for winter we were successful in securing a small grant to develop our volunteering roles within the Emergency Departments and we are developing a volunteering scheme, beginning at City Hospital with volunteers supporting patients in the waiting area in a Wayfinder Plus role, signposting patients appropriately

to the right areas in the hospital, escorting relatives within the department, helping with refreshments and advising on waiting times. We are also developing roles to support the Patient Flow team helping to identify patients who are called through and a play support role within the paediatric emergency area.

- 5.7 We have been working with the Learning Works, Shireland Collegiate Academy and Sandwell College to offer a supported internship placement for students with learning and / or physical disabilities. We have placed in a volunteer role two cohorts of students to date giving them opportunities to help develop their communication and customer service skills and increased their confidence. The students are supported by a mentor from both either the academy or the college.

6. Future developments

- 6.1 The volunteer service continues to grow the numbers of active volunteers. The nature of the current profile of volunteers means that there is a natural turnover as students either complete their studies or move away, as well as volunteers moving into full-time employment. In looking ahead, there is no reason that we couldn't continue to grow volunteers to reach 1000 in 2023/24. The capacity for volunteering is extensive. To manage this number of volunteers we would need to expand our currently embryonic volunteer mentor / buddy programme with an experienced volunteer who can commit to supervising a number of other volunteers within a service or department. Targeted recruitment for retired or professional volunteers will help establish this structure.

- 6.2 The volunteer service team's priorities for the year ahead include:

- Targeted recruitment to identify potential volunteers from an older age group that will support our retention rates;
- Develop our Midland Metropolitan University Hospital community ambassador volunteers to engage the local community around the new hospital;
- Develop greater support systems for our volunteers to ensure they have the right encouragement from the staff teams they are supporting and the volunteer service;
- Further build our reward and recognition scheme for the volunteers to ensure they feel valued;
- Further develop our impact measurement capability beyond the Helpforce programme;
- Extend our valuable partnership arrangements with third sector organisations and corporate bodies; and
- Continue to engage with colleagues across the Trust to demonstrate the value of hosting volunteers within their service.

- 7.0 The Trust Board is asked to:

- a. Note the progress with volunteering.
- b. Identify any future areas for development.

Ruth Wilkin
Director of Communications

24 February 2020