

<b>To:</b>	<b>Trust Board</b>
<b>From:</b>	Jennie Negus
<b>Date:</b>	1 <sup>st</sup> November 2016
<b>Healthcare standard</b>	<p>The potential to <b><i>influence</i></b>:</p> <ul style="list-style-type: none"> <li>• Regulation 9: Care and welfare of people who use services; people experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.</li> <li>• Regulation 14: Meeting nutritional needs; people are encouraged and supported to have sufficient food and drink that is nutritional and balanced, and a choice of food and drink to meet their different needs.</li> <li>• Regulations 17: Respecting and involving people who use services; people understand the care and treatment choices available to them. They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered.</li> <li>• Regulation 19: Complaints; people and those acting on their behalf have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint.</li> <li>• Regulation 21: Requirements relating to workers; people are kept safe, and their health and welfare needs are met, by staff who are fit for the job and have the right qualifications, skills and experience.</li> <li>• Regulation 22: Staffing; people are kept safe, and their health and welfare needs are met, because there are sufficient numbers of the right staff.</li> </ul>

<b>Title:</b>	Voluntary Services Strategy 2016 - 2019
<b>Author/Responsible Director:</b> Jennie Negus & Andy Tysoe / Michelle Rhodes	
<b>Purpose of the Report:</b> To present to the Board the vision, aspirations and plans for the ULHT Voluntary Services; to receive the Boards comments, views and endorsement.	

**The Report is provided to the Board for:**

Decision	√	Discussion	√
Assurance		Information	

**Summary/Key Points:**

As a Trust we recognise the important role that volunteers can play in improving the experience of patients and complementing the work of our staff. Promoting volunteering is an opportunity to enhance quality, reduce inequalities and improve outcomes in health, public health and social care. Involving volunteers has the potential to deliver a number of benefits to health and social care organisations including creating services that are more responsive to local needs, engaging 'hard-to-reach' communities more effectively, filling gaps in provision and facilitating improvements in professional patient relationships and interactions.

As a result we are committed to further involving local people in helping us to provide and shape services that meet the needs of our local community. The Trust supports and encourages the efforts of the voluntary sector in ensuring that our patients have a positive experience during their stay in hospital. It is recognised that volunteers are not only an essential resource in helping us to achieve our vision and priorities, but that by providing opportunities for, and supporting volunteering, it helps to promote active citizenship and social inclusion.

It is the intention of this strategy to promote volunteering as a valued and integral service across the Trust that is aligned to our corporate vision and objectives.

This strategy offers us the opportunity to become an example of 'Best Practice' in the management of volunteers and renowned for delivering a personally rewarding experience for every volunteer in line with their personal goals. It represents step by step changes in volunteer recruitment, partnership working with specialist voluntary organisations and innovative approaches to branding, technology, role design, staff engagement, community engagement and communications so that our volunteer recruitment is targeted, scalable and sustainable for the long-term. It will consolidate and increase the impact of volunteering, transforming hospital life by investing their time, talents and commitment for the benefit of patients, carers, staff and visitors.

**Recommendations:** To endorse and champion this strategy

**Strategic Risk Register**

**Performance KPIs year to date**

**Resource Implications (eg Financial, HR)** Potential resource requirements as the service builds and more volunteers are recruited.

**Assurance Implications**

**Patient and Public Involvement (PPI) Implications**

**Equality Impact**

**Information exempt from Disclosure**

**Requirement for further review?**