

Draft Action Plan - NHS Lothian Volunteering Framework 2011-2016

| Objective | Aims | Actions | Date | Lead |
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| <p>1. To refresh the NHS Lothian Volunteering Framework for 2011/16 (influenced by the national refreshed strategy August 2011)</p> | <p>1.1 Establish NHS Lothian volunteering steering group to monitor implementation of NHS Lothian Volunteering Framework when approved.</p> <p>1.2 Use data collected as part of ongoing process of engagement, informing and consultation with staff, volunteers, carers, public, involving people groups, voluntary organizations using participation standard.</p> <p>1.3 Implement and monitor Framework</p> | <p>Representatives from NHS Lothian and partnership organizations invited to attend meeting in July and agree draft strategy and priorities for consultation</p> <p>Inclusion of information collected on ongoing and annual basis. E.g impact assessment surveys, annual report, newsletter</p> <p>VSM's to implement and provide quarterly updates and annual report to steering group</p> | <p>June 2011</p> <p>Jan- Sept 2011</p> <p>2011-16 ongoing</p> | <p>P Dawson NHS Lothian Volunteering Steering Group</p> <p>Voluntary Service Managers (VSM's)</p> <p>NHS Lothian Volunteering Steering Group</p> |
| <p>2. To contribute to Social Capital and health improvement by including contribution from volunteers</p> | <p>2.1 Identify volunteering opportunities which promote social capital e.g. buddying mentoring in both inpatient and community settings – time banking.</p> <p>2.2 Continue to promote the range of volunteering opportunities and activities for people to become involved</p> | <p>Within in patient areas promote and evidence volunteering which utilizes social capital activities. Within community settings identify volunteering activities which action social capital Provide evidence of how volunteering can make a difference to health improvement Use website and newsletters and displays to promote volunteering</p> | <p>2011-16</p> <p>Ongoing</p> <p>Annually</p> <p>ongoing</p> | <p>VSM's working with teams in UHD and CHP/CHCP Lesley Boyd, Health Inequalities Manager</p> |
| <p>3. To support volunteering through the life cycle</p> | <p>3.1 Identify opportunities for volunteering that are inclusive and meet needs</p> <p>3.2 Work with HR to identify work experience opportunities that support employment, rehabilitation, transfer of skills in retirement.</p> | <p>Promote and develop volunteering roles and opportunities for in patient and community settings that support volunteering through the life cycle. Support identified employability, rehabilitation activities within HR, ensuring differentiation in need between volunteering and work experience projects. Provide evidence of making a difference</p> | <p>2011-2016 (ongoing)</p> <p>November 2011 Annually</p> | <p>VSM's</p> <p>Jenni Duncan – Human Resources</p> |

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| <p>4. To acknowledge what works well and challenge the traditional role</p> | <p>4.1 Continue to implement and evidence volunteering activities that work well. 4.2 Develop new and innovative projects which support volunteering but also contributes to health improvement and the patient experience</p> | <p>VSM's to promote volunteering opportunities through all media. Continue to develop role descriptors for volunteers Identify which volunteering activities work well Identify and plan new volunteering activities with staff and volunteers on an ongoing basis Evidence activities through annual reports</p> | <p>2011-16 Ongoing Annually Annually</p> | <p>VSM's</p> |
| <p>5. To continue to implement Investing in Volunteers standard as good practice</p> | <p>5.1 As an evidence based quality programme, continue to implement Investing in Volunteers (IiV) standards 5.2 see drop down menu at end</p> | <p>VSM's to ensure quarterly reporting on the action plan. Evidence of progress to be maintained within portfolio. Dependent on financial implication consider reapplying for IiV Annual survey of volunteering to continue Provide Annual Report on quality and equality of volunteering</p> | <p>2011-16 Aug 2011 Ongoing Ongoing July 2011 Annually</p> | <p>VSM's Lead Managers All staff</p> |
| <p>6. To review Infrastructure to ensure that the service meets needs</p> | <p>6.1 Review and restructure current service to ensure it meet needs across Lothian. 6.2 Continue to review structure on an ongoing basis to ensure equity and cost effectiveness</p> | <p>Review completed. In patient VSM's to provide services throughout UHD and support East and Midlothian by providing outreach support, training and support for staff and volunteer recruitment VSM's within Edinburgh Community Health Partnership, and the Mental Health, Rehabilitation and Care of the Elderly Service, VSM's will continue to implement volunteering programmes and support delivery of local plans</p> | <p>April – July 2011 Ongoing Ongoing</p> | <p>Pat Dawson Director of Nursing UHD General Managers – CHP/CHCP</p> |
| <p>7. To maximise opportunities for volunteering within health inequalities</p> | <p>7.1 All opportunities taken to promote volunteering within the health inequalities framework. 7.2 Continue to support teams in promoting role of volunteers</p> | <p>Consider role of volunteers within new and current projects VSM's will continue to provide support to staff and projects in recruitment of volunteers</p> | <p>2011-2016 Ongoing Ongoing</p> | <p>VSM's and all staff Lesley Boyd, Health Inequalities Manager</p> |

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| 8. To continue to develop partnerships with the 3rd Sector (both large and small) | 8.1 Continue to work in partnership with the 3 rd sector through service level agreements (SLA's) with Community Health Partnerships (CHP's) and Community Health and Care Partnerships (CHCP's) | Differentiate between larger 3 rd sector partners and smaller partners. Identify potential partnerships in which volunteering initiatives support people at home in hospital or community settings. | 2011-16 ongoing | Alastair Short, Strategic Programme Manager R Aitken / D Small / J Forrest - General Managers CHP/CHcP NHS Lothian Volunteering Steering Group |
| 9. To measure Annual Outcomes through Impact Assessment and Equality Monitoring | 9.1 Equality Monitoring and Volunteering Impact Assessments to be undertaken annually to inform quality of service and identify areas for improvement or expansion | Within each area annual sample surveys to be completed by staff, volunteers, patients. Results to be fed back to each site, the Volunteering Steering Group and actions recommended to be implemented | 2011-2016 Annually | VSM's and UHD/REAS/CHP/CHcP Hosted Services |
| 10. To identify volunteering opportunities within Community Change Fund | 10.1 Identify potential opportunities for older people in which they may benefit from volunteering support | Once agreed to work with VSM's and partners in recruiting volunteers to support activity. Evaluate involvement and how it made a difference Share good practice | 2011-12 | Katie McWilliam, Strategic Planning |
| 11. Continue governance arrangements through current structures. | 11.1 Reporting of volunteering progress through local management teams, NHS Lothian Volunteering Group and the Mutuality and Equality Group | Quarterly reporting and Annual reporting of achievements against the plan through local management group and NHS Lothian Volunteering Steering Group. | 2011-2016 Quarterly and Annual Reporting | NHS Lothian Volunteering Group VSM's MEGC |
| 12. Continue to be represented on National and Learning Groups supported by Volunteer Development Scotland (VDS) and NHS Education Scotland (NES) | 12.1 NHS Lothian will continue to be represented on national and learning groups such as VDS and NES | Leads identified to attend groups. Feedback provided to NHS Lothian groups | 2011-16 Ongoing | VSM's D Loughlin P Dawson C Crowther |