

VOLUNTARY SERVICES DEPARTMENT ANNUAL REPORT

PURPOSE: To bring to the Board an Annual Report detailing the nature and extent of volunteering within the Trust in the year 2013/2014.

This report is provided to highlight some of the invaluable activities undertaken by individual volunteers and the voluntary organisations registered with the Department.

MAIN ISSUES: As at 31st March 2014, 697 volunteers were registered with the Voluntary Services Department. The volunteers continue to give a large number of hours of their time to complement and enhance a variety of services to our patients across the hospital. This service is extremely well received by staff, patients and visitors, and reflects the strength of feeling and support for Salisbury NHS Foundation Trust by many members of the local community. Volunteers gave assistance in two ways: either directly, or indirectly as a member of a voluntary group or local branch of a national voluntary organisation.

Voluntary Services moved to a new location within the Human Resources Department. As a result, Voluntary Services feels it's more involved with issues around the Trust and hears about changes for example to recruitment procedures.

Applications. In the twelve months to 31st March 2013, 316 application packs had been sent out. 45 applicants did not return their application form, 38 applicants who returned their form later changed their mind or were refused a placement due to either health checks or Disclosure & Barring checks. 157 new applicants started during the year and 76 applicants are currently completing their recruitment paperwork.

Training. Volunteers are offered all Trust mandatory training via the Managed Learning Environment and those who are not use to this training method are offered the opportunity to attend specific face to face training sessions.

Meet the.... The Volunteer Governor, Brian Fisk has started to run some 'Meet The' sessions for volunteers. The first held was Meet the Chairman. Volunteers heard a little bit about Nick Marsden, his experience where he sees the hospital heading in the future. Volunteers were given an opportunity to ask the Chairman questions and challenge him.

Brian is planning one session each quarter and it's hoped that management will become visible to volunteers and that volunteers will feel more involved and have an understanding as to why changes are happening. One good outcome from this session was volunteers asking to be provided with more communication; we therefore now email out to the volunteers the Chief Executive's message, the Chief Executive's Spotlights, Cascade Brief and other Broadcasts which we feel will be of interest. So far feedback from volunteers has been positive.

Trust Membership. All volunteers are given the opportunity to join the Foundation membership, which increases steadily year on year. The number stands currently at

214 members who are volunteers. Many volunteers have joined the membership as a member of the public rather than as a volunteer so we understand the real number of members who are also volunteers is higher.

Young Volunteer Award. The 'Young Volunteer of the Year' award for 2013 was presented to Holly Smith who volunteered on the Maternity unit. Holly secured a placement to study midwifery at Southampton and was very grateful for the time she was able to volunteer with us and to the midwives who helped by sharing their knowledge.

30 Years of Service Awards. Two volunteers were presented with a very special award for giving the hospital 30 years of service in their volunteering role. Margaret Smith volunteers at various departments such as Whiteparish, Tisbury and the Spinal Unit and previously the Hospice.

David Langrish was also awarded for his 32 years service to Radio Odstock. He first joined RO to visit patients on the wards and to collect their 'requests' to be played on air later that day. He soon became a presenter of his own show and became a very active member of their committee having taken on various roles and is now the President of RO.

Staff Awards. Volunteers are included in the annual Staff Awards. The winner can be either an individual or a team of volunteers. There were 9 nominations received and a judging panel of 3 decided on the winners. It has hard for the panel to make a decision so they decided to have one team winner and one individual winner and no runner ups.

The individual winner was Julia Chute a volunteer for BUGS. She was one of the founder members of BUGS and after 13 years of service decided it was time to move on and let new members take over. The team winners were Joan Phillips and Anne Harding who volunteer at the Hospice. They have worked together as a team since 1991 and both feel it is a privilege to help at the Hospice.

National Association of Voluntary Service Managers (NAVSM). The Voluntary Services Manager (VSM) has attended three regional meetings held in the Wessex area. These meetings give us the opportunity to network, share working practices as we are all affected by the same changes to services. The VSM also attended the annual training seminar for NAVSM members in Birmingham. A talk from The King's Fund about securing a sustainable future for volunteering was included and also the launch of the Guidelines for Inductions, Statutory and Mandatory training for volunteers.

Work Experience. An incident which took place early April 2013 which led us to review the age group of our applicants for work experience placements. We used to include students from the age of 14 upwards, but decided that in clinical areas it would be best to only accept applications from pupils aged 16 and over. We still provide placements to pupils aged 14 and 15 in non-clinical areas. WEXP placements are also available to mature students who are contemplating a career change. All applicants attend an interview with the VSM Manager together with a member of staff from their placement of choice. If successful a 5 day (Monday – Friday) placement is offered. Placements become very competitive as several applicants are seeking the same placement at the same time.

From the 255 enquiries for placements we received we provided placements for 140 students in over 30 locations around the Trust. 84 applicants didn't return their

application form and 51 either changed their mind or were unsuccessful in securing a placement with us. We would like to say 'Thank You' to all the wards and departments who agree to take WEXP students.

Careers & Further Education Fairs. The VSM and Voluntary Services Assistant have attended careers fairs held within local schools, giving the opportunity to provide students with information regarding a career in the NHS and also on how to become actively involved through work experience and volunteering.

Volunteers Day. The Volunteer's Day was held on Tuesday 3rd June 2014 from 4.00pm – 6.00pm. It is hoped that Board members will be able to attend to show their appreciation to the volunteers for the services they provide to the Trust.

Future Plans

There seems to be no let-up in the stream of local residents offering voluntary help to our Trust. There has been an increase in volunteer numbers and we aim to maintain the number of highly skilled and dedicated volunteers we have. With the role of volunteers expanding it's important that we keep them informed and engaged in terms of the targets and objectives the Trust is setting itself. Brian Fisk, Volunteer Governor has been working hard to put together a web page for the hospitals' website so that we can promote volunteering and promote specific roles the hospital would like help with.

We hope to have some sample volunteers' uniform available for the volunteer's day event so that volunteers can have a say in which style of uniform they would like. This will give them an identity so that staff, patients and visitors know who they are and we hope will also lead to recognition from everyone.

Conclusion

The number of volunteers currently registered with the Trust stands at 686.

Voluntary Services Department is fortunate to have the full support of the Board members and we would like to thank and the previous Chairman for the Trust, Luke March who always supported the role of our volunteers. Since his departure we are delighted that the new Chairman Nick Marsden continues with this support,.

To conclude, the dedicated work and support the volunteers give can only go on with the support they receive by the Trust and the staff within it. I would like to offer my thanks to all the staff and I would like to personally thank all the volunteers, both individual and those attached to voluntary organisations for their commitment and tireless support for the Trust.

ACTION REQUIRED BY THE BOARD:

1. To note the report.
2. Approve its wider circulation and distribution.

ATTACHMENT/S AVAILABLE TO VIEW ON WEBSITE:

- Voluntary Services Snapshot April 2014

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