**What are Service Principles?**

Principles are a set of rules or beliefs that guide all decisions around the service. They ensure the service remains true to its original intent. These principles can evolve, however, that is done considering the impact this change may have on the overall service.

These principles can cover your approach to all your volunteer services and/ or be specific to this particular one.

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| **Example developed for a** [**Response Volunteer Service**](https://hfcommunity-my.sharepoint.com/%3Ap%3A/g/personal/mmb_hfcommunity_onmicrosoft_com/Ed79SMUVbnxKve3G0_ZYGhgBzL4grOeMbSMEaeUjSfO-gQ?e=sRZcPl)**:****Service Principles**(and benefits)***:**** ***Identify activities*** *from around the hospital that respond to both strategic and operational priorities e.g. reducing discharge time. (Improves buy in from staff and the ability to demonstrate impact on known issues)*
* ***Positively impact every volunteer's experience*** *through their delivery of meaningful activities. (Maximise the quality of the service through high volunteer retention rates)*
* ***Listen and understand ward staff and patients*** *to fully identify activities that could be completed by a volunteer. (Co-production of services will maximise the use of the service by both staff and patients, fast tracking service benefits)*
* ***Scheduling volunteers******to meet the demand*** *from wards and minimise volunteer time wastage. (Minimises wasting of Volunteer time which improves retention. Creates a consistent service that meets service user expectations)*
* ***Devising simple systems****, processes and engagement messages.*
	+ ***Maximises*** *likelihood of staff referring to the service*
	+ ***Reduces*** *training time and maximise volunteers time in delivering the service (not filling in paperwork)*
	+ ***Ensures*** *services are accessible to patients that need support*
* ***Measuring impact*** *to evidence both service value and improvement areas is an embedded part of the service from day one. (Immediate capability to understand if your service is impacting the area’s needed, data to build a business case for continued investment to become a sustainable service)*
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