

# Glasgow's Volunteering Charter



## Glasgow City Health and Social Care Partnership (HSCP) Action Plan Charter Pledge

1. Create and expand appropriate opportunities for volunteering within our organisation

**Pledge One** - Create and expand appropriate opportunities for volunteering within our organisation

**As an additional Pledge** The HSCP will encourage third sector organisations that we support and fund to sign-up to the Charter in their own right, furthermore we will ensure that all third sector organisations that are commissioned by HSCP, either jointly or seperately will operate within a risk management framework, to meet the requirements of the Lampard report.

Step No.	Theme	Responsibility	Timescale	Action required	Potential Challenges	Progress
1	Support the development of a Peer Naloxone Distribution Volunteering Project to provide access to Naloxone with the aim of contributing to an overall reduction of drug related death. with the support of up to 10 people volunteering	Alcohol and Drug Recovery Services City Wide Naloxone Co-ordinator Alcohol and Drug Recovery Services (ARDS) NE Recovery Co-ordinator NHS GGC Naloxone Co-	Pilot evaluation (evaluate 6 mths – 1year) Aug 2018	Multi Agency meeting June 2017 to agree development of proposal, paperwork systems and processes.  Pilot commencement Aug 2017  To Monitor number of individuals supplied with Naloxone  Monitor number of training sessions supported by the volunteers	Volunteers moving to employment/study and unable to volunteer requiring recruitment and training of additional volunteers	On Going  Sept 2017 100 kits distributed

	To explore the development of a model of volunteering within our prison estate to support peer delivery of Alcohol Brief Interventions	<p>ordinator (Advanced Pharmacist Addiction)</p> <p><b>Lead-ARDS</b> Recovery Co-ordinator</p> <p>HI Lead Prison Health Care</p>	March 2018	<p>Ongoing supervision for volunteers</p> <p>To develop project plan training and implementation including a robust evaluation model. Agree arrangements for data collection of peer information</p>	<p>Challenge of delivery of a Health Improvement Initiative within a custodial setting.</p> <p>Tracking progress Release and transfer of inmates.</p>	
2	Increase understanding of /and volunteering within Glasgow City HSCP.	<p>Volunteering Charter Group,</p> <p><b>Lead – Chair</b></p>	March 2018	<p>Work with Volunteer Glasgow, Volunteer Scotland, to develop a proposal to deliver an action volunteering workshop. Leading to development of volunteer proposals</p> <p>Charter Group agrees importance of capacity development and following rejection of proposal by VS</p>	<p>Charter Group to consider Proposal</p> <p>Endowment funds unable to support</p>	<p>Aug 2017 Charter Group have amend the proposal and resubmitted to Volunteer Scotland to develop capacity – rejected by VS.</p> <p>Charter group agree capacity required to explore via Endowments</p>

				<p>seek alternative funding via Endowments.</p> <p>Charter group to develop a paper for the Public Engagement Forum to increase understanding and support for volunteering and processes around this.</p> <p>Charter group to develop a paper for SMT to seek support for census and action plan</p> <p>HSCP have a robust process of communications to recognise and support volunteering (teams) including celebrating volunteers' week.</p> <p>Develop Charter group volunteer role descriptor</p>		<p>Underway</p> <p>Underway</p> <p>A programme of celebration of volunteering including during volunteer week June 2018</p> <p>Developed awaiting comments from Volunteer Glasgow</p>
3	Improve collection of volunteering information data *	<p>Volunteer Charter Group</p> <p>Lead</p>	June 2017	<p>Install appropriate software onto key volunteer managers desk top, train staff in use of VIS (online training)</p> <p>Informed consent obtained</p>	<p>Volunteer managers do not access training</p>	Completed In process

			<p>Nov 2017 Nov 2017</p> <p>March 2018</p>	<p>from HSCP Volunteers to recording of their information within the Volunteer Information System (VIS) which is managed via the Scottish Health Council (part of Healthcare Improvement Scotland).</p> <p>Agree process of input of volunteer information for all staff supporting volunteers</p> <p>Volunteer managers input data.</p> <p>Data collected as part of ongoing process for Charter requirement.</p>	<p>Volunteers do not give consent</p> <p>Volunteer managers do not input data</p>	
4	To explore with Public Engagement Committee the opportunity for people involved in structures to further develop.	Volunteer Charter Lead & Public Engagement Committee	Dec/Jan 2017/18	To develop a paper to discuss with Public Engagement Committee, the role of the charter within HSCP and opportunities to support Charter attainment	Underway	

5	<p>Third sector organisations that are commissioned to support HSCP services will be encouraged to sign up for Glasgow Volunteer Charter.</p> <p>Third sector organisations that are commissioned to support HSCP services operate within a risk management framework, to meet the requirements of the Lampard report.</p> <p><a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_lessons_learned_report_FINAL.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_lessons_learned_report_FINAL.pdf</a></p>	<p>Commissioning Services for both NHS GG&amp;C &amp; SW services GCC</p> <p>Commissioning Lead SWS Managers</p> <p>Business Development</p>		<p>Commissioning services build into future contracts with third sector organisations a requirement to sign up to for the Glasgow Volunteering Charter.</p> <p>As part of tender briefs third sector organisations are required to demonstrate their ability to support volunteers within their organisations via robust governance systems. NHS GG&amp;C and GCC SW commissioning will develop details of requirements. Review and amend as appropriate SWS Guidance for Contract Management Framework.</p>	<p>This may act as a disincentive to third sector to bid for NHS/HSCP contracts</p> <p>Many of our GCHSCP contracted services also have volunteers who may be involved in delivering services. In response to the “Safety and Protection of Patients, Staff and Volunteers in NHSScotland” letter to the Chief Officers <a href="#">Scottish Government Health and Social Care Directorates website</a> the GCHSCP will be working to implement the recommendations of</p>	<p>Awaiting Scottish Government requirements of the Lampard report</p>
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					the Lampard <sup>i</sup> enquiry ensuring robust governance frameworks in place.	
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\* The Volunteering Information System (VIS) is funded by the Scottish Government and delivered through the Volunteering in NHS Scotland development programme, managed by the Scottish Health Council (part of Healthcare Improvement Scotland). The system supports NHS Boards to store and maintain information on their directly-engaged volunteers. The Health and Social Care Partnership in Glasgow will be in a position to utilise the system as some roles fall into the realm of social care.

Action Plan agreed by David Maxwell and Fiona Moss on 16<sup>th</sup> January 2018

Review date May 2018

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<sup>i</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/407209/KL\\_lessons\\_learned\\_report\\_FINAL.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_lessons_learned_report_FINAL.pdf)