

# Glasgow's Volunteering Charter



## NHS Greater Glasgow & Clyde Action Plan Charter Pledges

To create and expand appropriate opportunities for volunteering within our organisation

### Pledge One – To create and expand appropriate opportunities for volunteering within NHS GGC

	THEME	RESPONSIBILITY	TIMESCALE/ MILESTONE INDICATOR	ACTION REQUIRED	POTENTIAL CHALLENGES	PROGRESS
1	Develop & expand volunteering across NHSGGC, increasing the number of wards/department who involve volunteers resulting in each ward having 2/3 volunteers engaged as part of a multi disciplinary team.	Volunteer service team in partnership with clinical staff and service delivery colleagues  <b>Lead – Margaret Young</b>	To achieve an increase of <b>10%</b> in number of opportunities developed, from 40 roles to 44 across Glasgow City  <b>November 2017</b>	Continued promotion of a volunteer friendly culture within the organisation – engaging with all stakeholders  Working in partnership with clinical staff to identify new areas of volunteer involvement	Developing and embedding a volunteer friendly culture organisation wide  Natural attrition rates amongst volunteers  Parameters of the volunteer role  Delivery of service at current capacity beyond Autumn 2018 (funding considerations)	Achieved – we now have 54 opportunities <b>(an increase of 35%)</b> within the Glasgow City boundaries; this increases significantly if we include roles available in Clyde.
2	Build team capacity to ensure strong framework for volunteer management practice	All team members	Staff team have understanding of principles of volunteer management practice <b>Jan 2017</b>	All team members – attendance at Volunteer Glasgow 'Smarter Volunteer Management training'		Completed - staff now fully engaged and implementing principles of best practice in volunteer management

3	Continue with promotional activities to raise awareness of NHS volunteering opportunities.	All team members <b>Lead – Harry Balch</b>	Team have delivered minimum of 5 promotional activities/events every month  <b>November 2017</b>	Internally - to staff through internal comms, Staff News, intranet, site based marketing  Promotion of positive case studies, evaluation on volunteering programme and volunteer stories  Externally – recruitment through local press, community based marketing campaign, local community partners, inc. Volunteer Glasgow and other TSI's	Challenges around best use of social media and digital marketing	<b>Achieved</b> 46 promotional events/activities delivered across 9 months – averaging at least 5 per month  Includes external press activity; Paisley Express, Health News, and also internal comms; Staff News, CORE brief and positive social media coverage.
4	Build capacity amongst wider service teams to enable them to engage with/ manage and support volunteers in a range of volunteer roles designed to support patient experience. i.e. Inspire, Dental Hospital, PS&I Services, Chaplaincy Services	All team members <b>Lead – Margaret Young</b>	Delivery of a minimum of 5 support interventions to wider service teams.  <b>November 2017</b>	Roll out work with range of projects to enable further development of volunteering out with mainstream workload for VSM's & team. Support and enable other services through provisions of practical guidance and advice on good volunteer management practice and governance requirements.	Capacity of wider teams to manage volunteers effectively when priority focus is on service delivery and patient care/support	<b>Achieved</b> Support interventions provided to;  PEPI team, Health Improvement Clinical Governance, Beatson Cancer Charity, NODA, and community orgs