

VOLUNTARY SERVICES ACTIVITY REPORT

January 2018 - December 2018

The Trust Voluntary Services Team is...

Richard Ball - Trust Voluntary Services Manager
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LAST TWELVE MONTHS' ACTIVITY HIGHLIGHTS

- The Royal Rider Daytime Service is just over two years old at the end of December and has helped over **21,500** patients and visitors with mobility difficulties during the last twelve months!
- We received external funding from the Pears Foundation & #iwill Campaign to support a new Young Volunteers Project Coordinator role. We aimed to provide **100 new volunteering opportunities** for 16 to 24 yro volunteers over the next two years. In the first year intake of the project we created **69 new opportunities**.
- We established the End of Life Companion Volunteers role on Hasland and Markham Wards in July 2018. Since then, **7** volunteers have supported EOL Patients and families giving **430 hours** of valuable time.
- We increased the number of volunteer hours supporting wards, enhancing patient experience by **126%** over the last twelve months with an overall total of **3,455 hours** (see appendix B – Ward Volunteer Hours)

The news for the last twelve months is...

- **Educational Establishment Partnerships** The relationship with the college continues to develop with Second Year H&SC students who again supported and enhanced the Ward Trolley service from the end of January 2018 – unfortunately we did lose them in July for the summer. They gave over **560 hours** brightening up the days of our inpatients. The next intake session will be in January 2019. As part of the Young Volunteers Project we now have close working relationships with: St Mary's Catholic, Tupton Hall, Brookfields, Netherthorpe and Hasland Hall Schools
- **Milestones...** Since April 2017, the Voluntary Services has been represented on the Trust's Corporate Induction Training. Over the last twelve months, **640** new staff were given awareness sessions on the inclusion of volunteers in enhancing patient experience and the added value they bring to patients and staff.
- **Raising Awareness...**

We celebrated the value of our young volunteers at a national level when four of them were interviewed and filmed for the **WE Day celebrations** at the Wembley Arena on the 7th March 2018. The video highlighted the value of volunteering at Chesterfield Royal Hospital to the patients, staff and the volunteers themselves. In a few minutes of video we were able to demonstrate the positive impact volunteering has on the individual, the community and the reputation of the Trust. The Voluntary Services has a presence on the Trust's new website promoting the value of volunteering at Chesterfield Royal Hospital.
- **Recruitment...** We now have an ongoing recruitment process, which we close on a quarterly basis to allow fairness of recruitment and placement. Having adopted the use of new web based volunteer management software; we will be asking new volunteers to attend a shorter Values based Volunteer induction half day, augmented by attendance on specific elements of Day 1 & 2 essential training within 3 months of starting.
- **Projects...** We will be focussing on **two** main projects over the next twelve months:
 - **Training for staff in positively engaging with volunteers.**

Establishing a series of workshops for staff to learn about the benefits and challenges of working effectively with volunteers and to become 'Volunteer Ambassadors' for the area they work in.
 - **Pears Foundation...Young Volunteers Project...** Supported in the bid by our own Hospital Charity, we successfully secured two years of funding (£75,726) from the Pears Foundation to focus on wider engagement with younger volunteers between the ages of 16 and 24. We now have a dedicated Young Volunteers Project Coordinator in addition to our existing Volunteer Coordinator role. Progress has already been made increasing our 16 to 24 yro volunteer numbers to **34** – forming **24 % of our overall volunteer workforce**
- **Recognition...** National Volunteers Week was celebrated in June. All Volunteers received a personal 'Thank You' letter from the Chair and Chief Executive. Volunteers' work was applauded via the Trust's own Website, Facebook and Twitter pages.

Volunteer numbers

The natural process of volunteer recruitment means that numbers ebb and flow over time. The overall trend in volunteer numbers at CRH continues to be upwards the overall numbers remain solid at **140**. The project so far has produced **just shy of a twelvefold increase!** (11 to 140) in Trust Volunteer numbers. When the current outstanding 'in process and new applications are actioned **we expect volunteer numbers to be in the region of 190 by the end of January 2019.**

Volunteer Placements

When the project began in 2014, volunteers were located in **7** areas. This year numbers have again increased and there are now volunteers in **42** areas, producing a six fold increase in areas from **7** to **42**.

There are **4** volunteers, who are on temporary hold due to illness, holidays and change of home circumstances. Regular contact has been made with each volunteer and they are expected to return in due course.

Of the **21 volunteers who have left in the last year**, there is a mixture of, placement period completed, home circumstance change, health changes, college/university course commitments, obtaining work, change of availability. In this quarter, there was no formal feedback to indicate dissatisfaction with volunteering at the Royal.

Volunteer Value - VIVA

The nationally and professionally accepted measurement tool for volunteer value is the VIVA formula (Volunteer Investment Value Audit). This is a simple method of calculating the number of volunteer hours worked and multiplying by an equivalent hourly rate, which in our case is **£12.74** (*source, ASHE*). This is what the Trust would potentially have to fund if they were to enhance patient experience in a similar way, but with paid staff. It is equally important that we recognise the whole contribution made, not just by Trust volunteers, but by 'Volunteers in the Trust'.

In summary for this year:

- our **140** Trust volunteers (**aged 16 – 90**) have a current potential annual value of **£342,451**
- potential annual value of the aligned voluntary services personnel stands at **£22,080**
- Young People **16 – 24** represent **24%** of overall Volunteer numbers
- this year our volunteers have given the Trust **16,358 hours** which equates to **£208,401**
- the Service has produced a **63%** increase in volunteer hours supporting **8 extra** wards

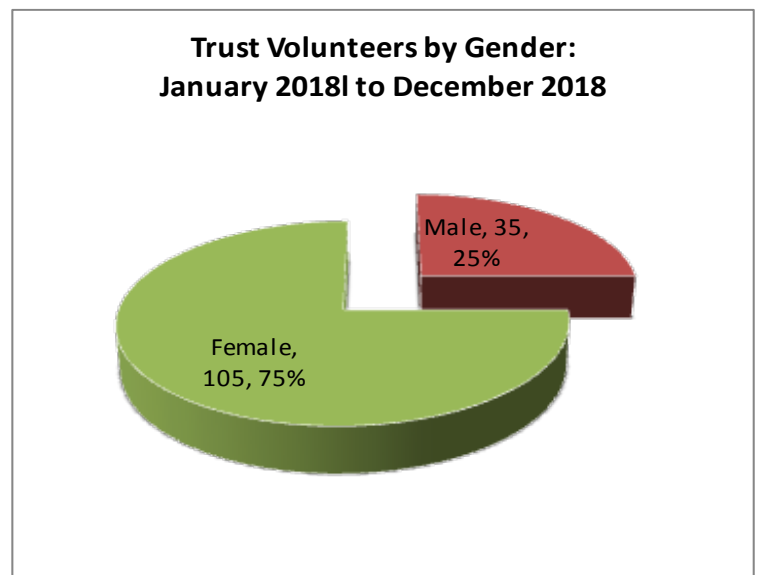
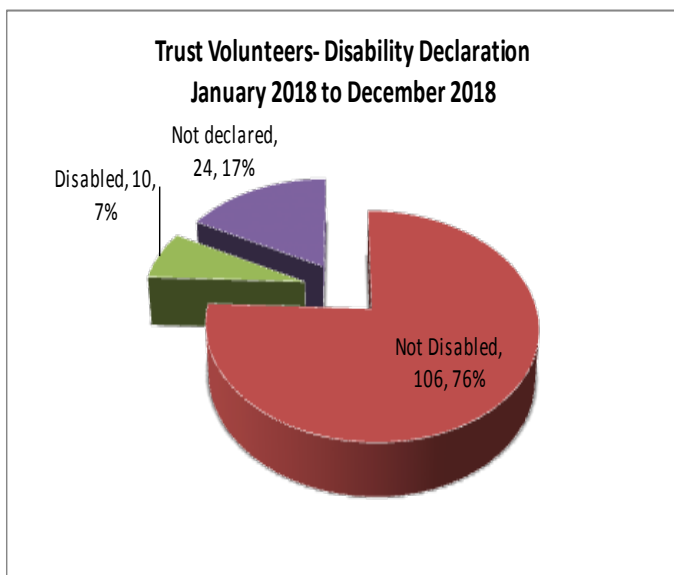
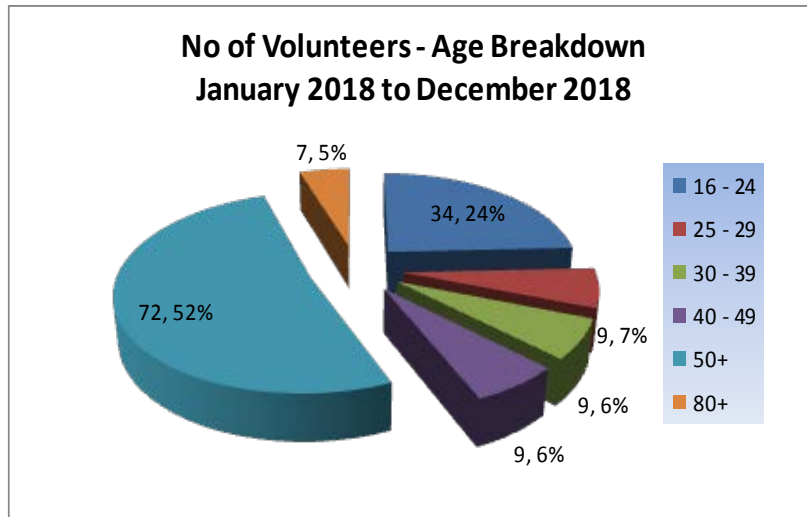
Overall volunteer numbers have and will continue to ebb and flow but the trend remains a positive one of growth. We continue to have a mixture of long term volunteers, complimented by those seeking shorter term experiences of six months or so. Mature volunteers form the basis of the long term and those individuals (of all ages) seeking experience in support of College/University courses, or for getting back into the workplace, make up the short term. The introduction of a twelve week rotation placement has proven attractive to the younger volunteers.

New projects being lined up for the next 12 months include:

1. Young Volunteers Project expansion – embedding youth volunteering in the Trust.
2. Introduction of Volunteer Buddy Role training for key staff in areas supported by volunteers
3. Expansion of End of Life and Chaplaincy Volunteer roles
4. Achieving Accredited Partner status with Duke of Edinburgh Award Scheme and Investing in Volunteers Accreditation (IiV)
5. External Buggy service – for picking patients/visitors up from the car parks etc.

We continue to focus on consolidation of all roles/areas, engaging with existing volunteers and staff to identify areas that may need more support for a quality volunteering experience. Engagement with, and nurturing the involvement of, staff is a key element in maintaining a successful and effective volunteer programme. We continue to be well on the way to developing a voluntary service to be proud of.

Trust Volunteer Equal Opportunities



Appendix A – Areas/Departments covered and being considered for Volunteer support

	Current areas supported by volunteers are as follows: Total = 44	New Role Specifications agreed ready for placement: Total = 4	New Role Specifications under consideration: Total = 9
1	A&E	Hand Therapy – Suite 5	Ward Newspaper Service
2	Ashover Ward	Medical Wards	Wheelchair Champions
3	Barnes Ward	Blood Clinic/Pathology	Recycling Collection
4	Bereavement Service	Patient Experience Surveys	Tea Trolley Service ED/OPD
5	Bookstall – Charitable Funds		Diabetic Foot Clinic
6	Cardio Respiratory		External Buggy Service
7	Chaplaincy		Charity Support
8	Chemotherapy NGS		Library Autism Kits
9	Discharge ward		X-Ray
10	Durrant Ward		
11	Eastwood Ward		
12	Elmton Ward		
13	EMU/Short Stay/Ambulatory		
15	End Of Life Companions		
14	Endoscopy		
16	Eye Centre		
17	Headstrong		
18	Main Concourse		
19	Maternity/Trinity/CBC		
20	Neo Natal		
21	NGS MacMillan Information Support		
22	NGS MacMillan Meet & Greet		
21	Nightingale Ward		
23	NRAS – Support Volunteers		
24	Pathology – Sample Run		
25	Patient Library Service		
26	Pearson Ward		
27	Pharmacy Support Volunteer		
43	Procurement		
28	Rheumatology (inc NRAS)		
29	Robinson Ward		
30	Royal Rider Service		
31	School 12 Week Rotation		
32	Sight Support – Eye Centre		
33	Speedwell		
34	Stroke Unit – Coffee Morning		
35	Suite 1 & Audiology (Surgical OPD)		
36	Suite 2 – ENT, Oral & Maxillofacial		
37	Suite 4 – Medical Outpatients		
38	Suite 5 – Reception & Admin Support		
39	Suite 8 – Fracture, Orthopaedics & Plaster		
40	The Den – Children’s		
41	Voluntary Services Office		
42	Ward Trolley Service		



Ward Volunteer Hours

What a difference twelve months makes!

2016/17 & 2017/18 Comparison of period
September to August

1

100% Increase

in the number of wards supported by volunteers
- **total now 17 wards plus 7 related roles**

2

1 in every 4 hours

given by volunteers in 2018 so far are for wards, the Shop Trolley Service, EOL and Chaplaincy visiting

3

3,455 hours

given by volunteers so far in 2017/18 enhancing patient experience on wards

4

8 new wards

in the last twelve months now benefit from direct volunteer support

5

Over 126%

increase over the last twelve months in the number of volunteer hours being committed to supporting wards

6

£ 42,980

potential value of the volunteer hours given in support of wards and enhancing patient experience

For the same period of 1st September to 31 August, there has been a **100%** increase in wards supported by volunteers and a **126%** rise in volunteer hours supporting wards.