



# NHS Forth Valley Volunteering Framework 2024- 2027

**Spreading kindness to make a  
community impact through  
volunteering.**





**Professor Frances Dodd** Executive Nurse Director

## Introduction

“Volunteering is a win, win, win. For the person, for the patients and families of Forth Valley and for Forth Valley Staff and communities. We would be lost without our volunteers.”

## Our Vision

We want NHS Forth Valley to be a place where people feel inspired to volunteer, a place that offers a varied and rewarding volunteering framework, that is inclusive and representative of our diverse community. It is our aim to have a Volunteering Programme where people of all ages and backgrounds can gain experience, skills, and an understating of what it's like to work in a healthcare setting, that can help open doors to opportunities in healthcare or further education.

## Our Aim

The aim of the framework is to raise the profile of volunteering across NHS Forth Valley and to promote volunteering as an integral service across the organisation. The strategy gives us the opportunity to be ambitious by developing a volunteering programme that will demonstrate good practice in the management of volunteering with space to grow, delivering a programme that is as rewarding for the volunteers and our communities as it is for NHS Forth Valley.

# Where we are now?



## Awareness

- Our volunteer programme has lacked visibility since the pandemic. Many people do not know about the programme or opportunities.
- Volunteering in NHS FV lacks visibility and identity

Culture



## Desire

- We have a core group of indirectly engaged volunteers, which means they are engaged via third sector partners.
- We have applications for new volunteers but no robust avenues to progress applications and volunteer checks

Inclusion



## Knowledge

- We are lacking in robust procedures for recruiting, training and retaining volunteers.
- We have limited induction avenues.
- We have limited oversight of where volunteering can benefit our services and communities

Support



## Ability

- There are a limited number of roles available with few training avenues.
- We have limited staff engaged to provide supervision and support.

Action



## Reinforcement

- Our Volunteer Steering Group was stood down during the Pandemic and has not been re-mobilised

Safety



**“Alone we can do so little;  
together we can do so much.”**

Helen Keller

# Where do we want to be?



## Awareness

- To develop meaningful roles in partnership with our staff and communities
- To have a clear and visible identity and direction for volunteering across NHS Forth Valley
- To recognise and celebrate volunteers in a meaningful way

Culture



## Desire

- To have a core group of directly engaged volunteers along side our indirectly engaged volunteers
- To have a cohort of volunteers who are representative of our communities and their needs.

Inclusion



## Knowledge

- To develop new and novel volunteering roles to promote health and wellbeing
- To have a robust training and development programme to help recruit and retain volunteers

Support



## Ability

- To develop employability pathways through volunteering.
- To have an engaged workforce with supportive leaders across the organisation who can embrace volunteers in their areas.

Action



## Reinforcement

- To have an engaged and proactive Volunteer Steering Group with key stakeholders across our services and communities.
- To have robust governance structures in place to ensure the safety of volunteers, patients and staff.

Safety



# How do we get there?

Enhancing the  
vision and  
strategies



## Creating the Conditions

### 6 Months

Embark on a journey of self-discovery to understand current volunteer provision and design new roles in line with National Guidance. Re-mobilise our Volunteer Stakeholder Group to provide essential oversight and governance

## Building capacity and communities

### Year One

Cultivate strong community connections to grow our volunteering opportunities and engagement. Build new opportunities with robust assurance and governance in place to support volunteers, staff and patients. Develop a systemic process of capturing volunteer experience feedback to promote further recruitment and retention.

### Year Two

Evaluate the impact of volunteering across NHS Forth Valley for volunteers, communities, staff and patients. Develop novel ways of recognising and celebrating volunteers and their commitments to their communities. Working towards or achieving the Investing in Volunteers Quality Standard.





# Our commitment to Volunteering

We are committed to building a supportive and inclusive volunteering culture across our systems.

## Attract

## Interact

## Engage

## Support

### Safety

All volunteers will have a clear role descriptor and have opportunities to get involved in other volunteering activities

All volunteers will have access to a dedicated Volunteering Team who they can speak to about any concerns or issues they may have

All volunteers will have a point of contact who will be able to offer guidance and assurance

Will have appropriate training and in induction to their role with the ability to attend ongoing development and training

### Needs

All volunteers will be provided with travel and out of pocket expenses in line with national guidelines.

All volunteers will have a volunteering role that is enjoyable and rewarding and have their successes celebrated and recognised,

All volunteering opportunities will be flexible, promoting equal volunteering opportunities for all.

Our volunteering programme will be accessible to all, we will tailor volunteer roles to individuals needs and abilities

### Feelings

Our volunteering programme will be designed, delivered and sustained with support of our local communities and partners

All volunteers will be given the opportunity to provide feedback and share ideas

Any issues raised will be resolved quickly, efficiently and fairly

All volunteers will be informed of changes that may affect their volunteering



# How will we evaluate success?

## 01 GOVERNANCE

Governance and oversight will be provided by our Volunteer Steering Group. The group will be supported by key stakeholders across a wide spectrum of agencies working within National guidelines and best practice.



## 02 CLEAR GOALS

Our annual delivery plan outlines key goals and aims for the first three years. We'll use these as indicators of success and monitor delivery and sustainability.



## 06 CELEBRATION



We'll share any feedback with our volunteers directly and celebrate the impact of volunteering across the organisation with engagement events and via our annual awards ceremonies.

Our key objectives and delivery plan are outlined on the next page. We'll use a number of measurements to evaluate the success of the volunteering framework and learn from lived experiences to improve ongoing provision.

## 03 ENGAGEMENT



We'll engage with local and national stakeholders to design and deliver our framework in line with best practice and community priorities. Our volunteers will act as key stakeholders to guide us in ongoing service provision.

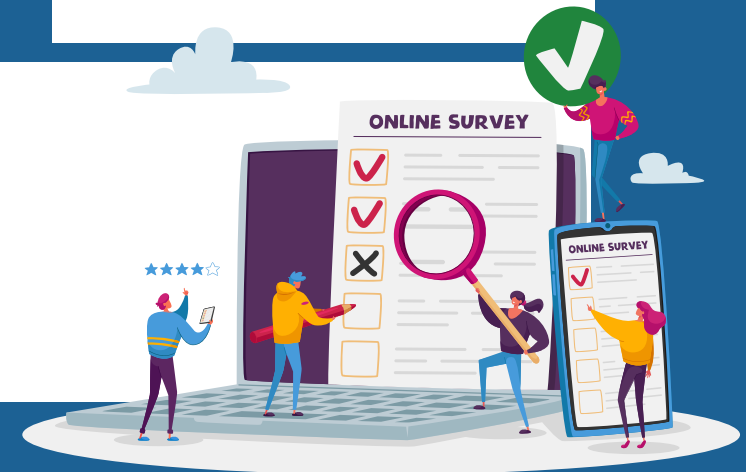
## 05 ANNUAL REPORTS

Progress and evaluation will be reported in our annual person centred care report offering transparency and visibility across our communities.



## 04 EVALUATION

Volunteers, patients and staff will be asked to provide feedback regarding their experiences to help us learn and improve.



**Goal 1 - Develop volunteering roles that are meaningful and innovative that supports our Person Centred values.**

Objective	First 6 months	Year One	Year Two
<p><b>Create and design volunteering roles that make a difference, enhances the patient journey and are rewarding for the volunteers</b></p>	<ul style="list-style-type: none"> <li>• Baseline of what volunteering opportunities we have for both directly and indirectly engaged volunteers.</li> <li>• Design volunteer roles that enhance the patient experience</li> <li>• Review other Health Boards volunteering roles to see how they can be developed in Forth Valley.</li> <li>• Work together with volunteers, third sector partners and staff to create new roles that add value and are of benefit to patient’s families and staff.</li> <li>• Set up volunteer steering group with key staff and third sector representatives to support the development of the Volunteering Programme across NHS Forth Valley.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a systematic process for capturing volunteers experience, using the findings to promote excellence and to inform and improve volunteering.</li> <li>• Build pathways and offer tailored support for volunteers looking to use volunteering to gain employment.</li> </ul>	<p>Evaluation of the overall impact of volunteering roles, from volunteers, staff, and patients/service users.</p>
<p><b>Develop a recruitment programme to increase the volunteering capacity and the diversity of volunteers</b></p>	<ul style="list-style-type: none"> <li>• Gather equality and diversity baseline data of current volunteers to identify any equality gaps</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and embed recruitment structures for every volunteering role across NHS Forth Valley.</li> </ul>	<p>Produce an evaluation report to measure the impact of the recruitment programme and the impact targeted</p>



**to be representative of our local community**

- and if representative of our diverse population.
- Work with our Organisational Development colleagues to design a volunteering programme for young people working in partnership with schools and further education organisations, develop a guaranteed interview programme.
  - Work with third sector partners and interfaces that work with, marginalised groups/individuals to develop roles and look at ways to overcome barriers accessing volunteering roles within the NHS

- Work with third sector partners and interfaces that work with marginalised groups/individuals to develop roles and look at ways to overcome barriers accessing volunteering roles within the NHS.
- Continue to develop partnership with 3<sup>rd</sup> sector organisations to increase recruitment of volunteers from underrepresented communities.

recruitment has had engaging diverse communities.

**Goal 2** – Develop and embed a robust infrastructure to promote safe and good practice of volunteering.

Objective	First 6 months	Year one	Year two
<p><b>Create a robust infrastructure to ensure the safety of our patients, volunteers, staff and the Board, that also supports the continuous development of volunteering.</b></p>	<ul style="list-style-type: none"> <li>• Understand the current programme training volunteers have participated in for directly and indirectly engaged volunteers.</li> <li>• Re-introduce Volunteer Steering Group whose remit will be to ensure we are meeting the key priorities of the Volunteering Strategy.</li> <li>• Set up a volunteer working group/network to report directly into the steering group, the remit of group will be to provide a support and development opportunities for team that have volunteers.</li> <li>• Update Volunteer Information System (VIS).</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a mandatory induction training programme.</li> <li>• Develop a rolling programme of training for all volunteers.</li> <li>• Work with staff to develop role specific training programmes for all volunteering roles.</li> <li>• Review and update volunteer handbook.</li> <li>• Review all policies that support volunteering to ensuring the correct protocols are in place to guide staff when working with volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve the Investing in Volunteers Quality Standard.</li> <li>• Produce an evaluation report that measures and reflects the impact of volunteering.</li> </ul>
<p>Develop a process to identify and secure funding to build on the volunteering capacity within existing and partner resources.</p>	<ul style="list-style-type: none"> <li>• Develop a recruitment plan and scope resource requirements to support the upscaling of volunteering.</li> <li>• Develop a communication plan to support recruitment and promotion of volunteering.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify project specific funding opportunities to enable the further development of volunteering.</li> <li>• Monitor the growth and impact of the volunteering programme.</li> </ul>	<ul style="list-style-type: none"> <li>• Produce an evaluation report that measures the scale and reflects the impact of volunteering, which will help to inform future plans.</li> </ul>

- Work with staff to develop volunteering opportunities to support the expansion of volunteering programme.

**Goal 3 - Embed our volunteering programme as a visible and valued part of NHS Forth Valley**

Objective	First six months	Year One	Year two
<p>Develop an identity for volunteering across NHS Forth Valley, to increase the visibility, value, and benefits of volunteering</p>	<ul style="list-style-type: none"> <li>• Source uniforms for volunteers.</li> <li>• Work with our communications team to establish a comms and marketing plan.</li> <li>• Update current volunteering website.</li> <li>• Invest in marketing materials to promote volunteering that reflects the volunteer identity</li> </ul>	<ul style="list-style-type: none"> <li>• Develop the identity/brand with staff and volunteers.</li> <li>• Hold recruitment events across NHS Forth Valley</li> <li>• Host a launch event of the new look volunteering programme and identity.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate the impact of the recruitment events.</li> <li>• Continue to host recruitment events.</li> </ul>
<p>Build on the volunteering capacity to increase the scale and impact of the volunteering programme</p>	<ul style="list-style-type: none"> <li>• Develop a recruitment plan and scope resource requirements to support the upscaling of volunteering.</li> <li>• Work with staff to develop volunteering opportunities to support the expansion of volunteering programme.</li> <li>• Develop a communication plan to support recruitment and promotion of volunteering</li> </ul>	<ul style="list-style-type: none"> <li>• Identify project specific funding opportunities to enable the further development of volunteering.</li> <li>• Monitor the growth and impact of the volunteering programme.</li> <li>• Develop a plan for Volunteering week 2025 to support recruitment and celebrate volunteering.</li> </ul>	<ul style="list-style-type: none"> <li>• Produce an evaluation report that measures the scale and reflects the impact of volunteering, which will help to inform future plans.</li> </ul>

**Goal 4 – Celebrate volunteering by recognising and promoting the impact of volunteering**

Outcome	First six months	Year One	Year Two
<p><b>Develop a programme to recognise and celebrate volunteering across NHS Forth Valley for our directly and indirectly engaged volunteers</b></p>	<ul style="list-style-type: none"> <li>• Work with our Organisational Development team to re-introduce Volunteer of the year category as part of the staff awards.</li> <li>• Gather Volunteer stories and experiences to celebrate their role.</li> <li>• Use volunteer stories on website to promote.</li> </ul>	<ul style="list-style-type: none"> <li>• Set up a volunteer good practice network to support volunteer wellbeing to hear the voice of our volunteers.</li> <li>• Scope options and funding sources to host celebration of volunteers event.</li> <li>• Plan events for Volunteer week 2025 to highlight the journey of volunteering over past year.</li> <li>• Annual Big Help Out celebration and recruitment drive.</li> </ul>	<ul style="list-style-type: none"> <li>• Random acts of kindness to recognise the work of the volunteers.</li> <li>• Produce a report that evidences the work of volunteers and celebrates their commitment to volunteering.</li> </ul>



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"Volunteers aren't paid, not because they are  
worthless but because they are priceless"