



Item No: 5

Meeting Date: Wednesday 29th November 2017

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Fiona Moss, Head of Health Improvement and Equalities

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VOLUNTEER CHARTER

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| Purpose of Report: | To provide an update to the Public Engagement Committee on activities and work of the HSCP Volunteering charter working group. To further seek guidance from the committee on how the HSCP acknowledges the contributions of members of the public who are engaging via our structures but not via a formal volunteering process. |
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| Background/Engagement: | Glasgow Community Planning Partnership are committed to the Glasgow Volunteer Charter and asked partners to consider committing their organisation to achievement of the charter. The IJB committed to the charter on 24 th June 2016. |
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| Recommendations: | <p>The IJB Public Engagement Committee is asked to:</p> <ul style="list-style-type: none">a) note contents of the update;b) agree to support representation and provide specialist input on the Charter working group; andc) advise on how best to acknowledge the contributions of members of the public that sit on IJB structures and groups. |
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Relevance to Integration Joint Board Strategic Plan:

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| Supports our priorities around early intervention, prevention and recovery. |
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Implications for Health and Social Care Partnership:

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| Reference to National Health & Wellbeing Outcome: | People are able to look after and improve their own health and Well-being and live in good health for longer. |
| Personnel: | N/A |
| Carers: | N/A |
| Provider Organisations: | <p><i>"Safety and Protection of patient, staff and volunteers in NHSScotland"</i> http://www.sehd.scot.nhs.uk/dl/DL(2017)07.pdf</p> <p>Require Services that are commissioned by HSCP are supported to ensure robust governance systems in place.</p> |
| Equalities: | Our Charter Census submission and work to support recording of volunteer data will allow us to collect and examine equalities information and action were required. Our first census highlighted that of our NHS volunteers who are actively volunteering and live in the Glasgow city area 31% live in our most deprived data zones. |
| Financial: | None |
| Legal: | None |
| Economic Impact: | None |
| Sustainability: | None |
| Sustainable Procurement and Article 19: | None |
| Risk Implications: | If applied insensitively then members of the public that work with the IJB could perceive that their input is being defined inappropriately. This would be a public perception risk and could influence future engagement behaviour. |
| Implications for Glasgow City Council: | None |
| Implications for NHS Greater Glasgow & Clyde: | None |

1. Background

- 1.1 The Scottish Government recognise the importance of volunteering which is defined as *"Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary."* <http://www.gov.scot/Publications/2004/05/19348/36993>
- 1.2 Glasgow City HSCP has signed up to the Glasgow Volunteer charter. <http://www.volunteerglasgow.org/charter/> The Charter has been developed as part of on-going legacy work by Glasgow Strategic Volunteer partners to grow volunteering within Glasgow City.
- 1.3 NHS Greater Glasgow & Clyde achieved Charter status during Volunteers week in June this year and Glasgow City Council has also committed to achieving the charter. The ambition of signing up to the Charter pledge is to expand the number of appropriate volunteering opportunities available within Glasgow City HSCP.
- 1.4 To support Glasgow City HSCP to take this work forward, a working group, chaired by the Head of Health Improvement and Equalities, was established and a number of actions and activities have been taken forward

2. Volunteers within GHSCP

- 2.1 Collation of baseline census data. For NHS volunteers this is collected via a national database. There is currently no universal system for collection of Social Work Services volunteers' data, therefore a survey monkey exercise was undertaken to collect this. This identified 65 volunteers across the organisation. The criteria to 'count as a volunteer' excluded volunteers within commissioned organisations, and volunteers that were not supported and managed through their volunteering experience as set out in the charter requirements.
- 2.2 Although there is an understanding that we would perceive ourselves to have many more volunteers there is currently no universal system to recognise, track and support volunteers across Glasgow City HSCP.
- 2.3 As highlighted the criteria for HSCP around volunteering is not to include our commissioned services. Other examples where there are people meeting the Scottish government definition of volunteering would be via the work of the recovery communities, where we have substantial HSCP support and resources invested in supporting individuals but they are not HSCP volunteers, they are volunteering via self managed constituted groups. A further example would be people who participate in our engagement structures.

- 2.4 An action plan has been developed to consider the issues for Glasgow City HSCP in progressing with the Charter Mark. Permission has been sought for Glasgow City HSCP to use the on-line database for volunteer management that is currently used across Scotland by NHS Boards. This is challenging for Glasgow City Council staff currently and IT access is required. There may also be future challenges if Glasgow City Council subsequently decides on its own Volunteer recording process.
- 2.5 Following final agreement of action plan by the Charter group it is expected to be submitted for approval by Volunteer Glasgow with subsequent awarding of the Charter to Glasgow City HSCP by the end of the year.

3. Glasgow City HSCP Volunteering Charter Group

- 3.1 The volunteering charter group comprises a set of key Glasgow City HSCP staff to oversee and drive forward the HSCPs commitment to achieving charter status via delivery of the action plan. There are currently no additional resources to develop or deliver on our pledge to increase volunteers.
- 3.2 The charter group would welcome involvement of the IJB Public Engagement Committee in providing specialist input to the charter group. Committee members have extensive experience of working with community members and engaging with members of the public. It may be there is opportunity for key staff such as our Community Engagement staff to develop formal volunteering opportunities and support for members of the public to become formal volunteers. Volunteer programmes may be developed following some of the engagement activities as a result of our listening and engagement.

4. Recommendations

- 4.1 The IJB Public Engagement Committee is asked to:
 - a) note contents of the update;
 - b) agree to support representation and provide specialist input on the Charter working group; and
 - c) advise on how best to acknowledge the contributions of members of the public that sit on IJB structures and groups.