



Volunteer strategy

July 2021 – July 2024



An inclusive, values-based approach to support our mission and vision



With **all of us** in mind.

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Volunteer quotes



Staff quotes

1. Introduction

Volunteers are the unpaid heroes of our Trust and we value each and every contribution from those who give their time, commitment and dedication to support our work. Volunteers enhance and add value to our Trust-wide service offer. This means our workforce can concentrate on providing the services people need. We know that having volunteers in service settings contributes to an improvement in outcomes and enhances the experience of those people who use our services.

People who volunteer come from the local communities we serve. These people offer an unprecedented wealth of insight, talent, creativity and skill. By capitalising on this wealth of asset we ensure that people who use our services feel supported by their own community. As a Trust we are committed to working in partnership with our communities to increase the range of volunteers in all our services and settings.

We know the more reflective our volunteers are of the community we serve, the more relevant our services become. Volunteers can offer personalised, cultural, spiritual and creative contributions and offer the time that people need. By working this way our Trust can provide the best possible high quality care so services are person centred, compassionate, caring and effective.

We cannot express enough the amount of value volunteers add to our services. They complete the overall care package to ensure we can provide the best possible care for our service users and community.



It helped me gain confidence and enabled me to gain skills and meet lovely people



Volunteers contribute something extra to the service, it's mutually beneficial



2. About the Trust

South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) is a specialist NHS Foundation Trust that provides community, mental health and learning disability services to the people of Barnsley, Calderdale, Kirklees, and Wakefield. The Trust also provides some medium secure (forensic) services to the whole of Yorkshire and the Humber and services in South Yorkshire.

The Trust serves over 1.22m people who live across the geography of South and West Yorkshire, predominantly in the local authorities of Barnsley (239,300 people), Calderdale (209,800), Kirklees (440,000) and Wakefield (332,000), with services also in Leeds, Sheffield and Doncaster.

Most of the care we provide is delivered in local communities. This means we work in all the villages, towns, and cities from Todmorden and Hebden Bridge in the west, to Castleford and Pontefract in the east and to Hoyland and the Dearne Valley to the south of Barnsley – and all points in between. Our population is very diverse, and people live in a mix of rural and urban areas.



3. Trust mission and values

Our daily mission is to help people reach their potential and live well in their communities. We employ over 4,500 staff, in both clinical and non-clinical support services. Our staff work hard day in day out to make a difference to the lives of service users, families and carers, how we work is as important to us as what we do. Our values and how we behave really matter to us. Set out below are our vision, mission and values.



Our vision

To provide outstanding physical, mental and social care in a modern health and care system



Our mission

We help people reach their potential and live well in their community

Our values

We put the person first and in the centre
We know that families and carers matter
We are respectful, honest, open and transparent
We improve and aim to be outstanding
We are relevant today and ready for tomorrow



It's a nice place to volunteer and it makes me happy



Volunteers have a phenomenal range of skills, they are immense



4. Our strategic approach

This volunteer strategy is a sub-strategy of the Trust's equality, involvement, communication and membership strategy <http://nwww.swyt.nhs.uk/docs/Documents/1257.pdf> and accompanying action plans.

The volunteer strategy is one of the Trust's approaches to involving the local community. Volunteering also provides an opportunity for diverse representation of local communities in service settings. The strategy describes in more detail our approach to volunteering.

The volunteer strategy also has strong links with the Trust's workforce strategy, ensuring that our volunteers are recognised for the role they play in supporting services. Volunteers are not a paid workforce but they are part of a staff team.

As a team member our volunteers are afforded the same care as our workforce. This includes access to the same training opportunities, with a specific focus on mandatory training. The Trust also offers every volunteer support through the Trust occupational health service. Volunteers are fully supported in their role through a designated supervisor, regular support and supervision.

Volunteering is a key enabler in transforming the way the NHS works with people and communities and is essential for the success of the NHS Long term Plan which sets out the need to encourage and embed community volunteering.



5. Our commitment to volunteers

Volunteering improves self-esteem, provides a wealth of experience and can increase employment opportunities. By becoming a volunteer a person can provide additional support to clinical teams enabling them to provide the best possible care to service users, families and carers. Volunteers help the Trust connect further with our communities, providing insight and experience that adds value to the work we do.

Volunteers support us to think differently and using fresh eyes add value to our service offer in a variety of ways. There are many examples and stories that demonstrate the impact a volunteer can have on service provision. We have included these examples throughout the document.

People using our services who have received support from a volunteer tell us that volunteers play a vital role in tackling loneliness and reduce the feeling of isolation. In particular a volunteer with a lived experience can provide vital insight, helping staff respond to the needs of an individual. In essence volunteers help us remain relevant, often acting as community connectors.

Our commitment to volunteers is evident through our investment in a dedicated Trust-wide volunteer service. This service was established in 2015 to support a growing number of volunteers in the Trust. To date there are over 200 volunteers supporting 25 different and varied roles in the Trust, with numbers growing year on year.

Our vision is to continue to grow the volunteer service ensuring that we attract a more diverse range of people into our organisation who are both reflective and representative of the communities we serve.



I wanted to give something back to other people, I can share my skills I have learnt



Volunteers are much a part of our workforce; we want to grow the volunteer service



6. Our volunteer approach

The Trust offers a range of volunteering opportunities, all of which enhance the services we provide. At the heart of volunteering is the Trust volunteer service. The service headquarters are based at Fieldhead Hospital in Wakefield. The Trust wide volunteer service aims to ensure that all our volunteers feel valued and are at the centre of our approach. We do this by:

- Recognising individual talents, skills and valuing diversity
- Making volunteers feel welcome in a dedicated volunteer lounge
- Offering a range of volunteering opportunities in a number of different settings and services
- Providing a respectful and compassionate recruitment experience
- Offering additional support, training and a full induction process
- Gathering feedback from volunteers so their voice, experience and 'fresh eyes' approach can help support service improvement
- Having a visible volunteer charter in all service settings
- Recognising the commitment and dedication of all our volunteers at an annual celebration event

All our formal volunteers are recruited through the volunteer service which means every volunteer has an opportunity to volunteer in wide range of inpatient and community service roles. As an NHS service provider and specialist provider of mental health, learning disability and autism services, a volunteering experience in our Trust can provide a unique and diverse experience.

In addition to volunteering in our inpatient and community services the Trust has a number of innovative and volunteer supported services and programmes, which include:

- Befriending service
- Recovery Colleges
- Creative Minds
- Live Well Wakefield self-management service
- Lay chaplains

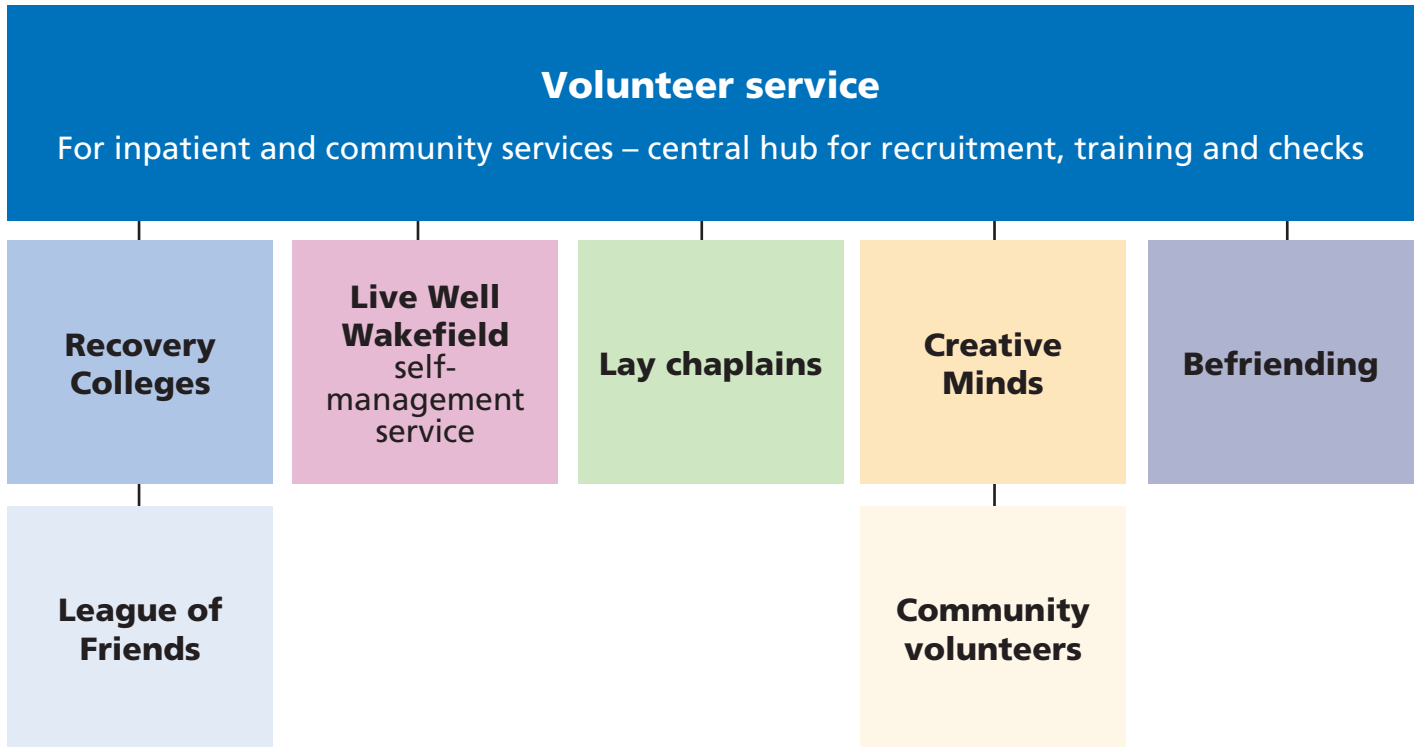
The diagram below sets out the relationship of each of these projects and services with the Trust-wide volunteer inpatient and community service offer.



When service users and staff spend time with Pets as Therapy dog Daisy it makes a noticeable difference



Volunteering across the Trust



7. Volunteer supported projects and services

Volunteer supported projects and programmes provide an opportunity for a volunteer to offer their skills and talents in a dedicated role. Not all volunteers supporting these projects and services are formal volunteers supported by the Trust-wide volunteer service. Some volunteers come from our local NHS and third sector partners in each of our places.

By working this way, it means that the Trust can offer a flexible and responsive volunteering opportunity. Working in partnership with partners means we can benefit from volunteers recruited in partner organisations who want to give up their time to support us as when they can. For each of the listed projects and services, additional training and support is provided.



I really don't know how the staff in volunteer services do it. There is so much to do



7.1 Recovery Colleges

Recovery and Wellbeing Colleges cover Wakefield, Barnsley, Calderdale and Kirklees. Each service runs a range of workshops and courses which promote wellbeing and good mental health.

Recovery Colleges do not support a person to gain a formal qualification, but instead help a person learn how to stay well and be well; there is a focus on personal development, wellbeing, and recovery.

Recovery Colleges not only have a small number of Trust volunteers but in addition have an informal network of helpers known as a 'League of Friends'. The 'League of Friends' are people who are not formal Trust volunteers but offer support to Recovery Colleges as part of their own recovery journey. Recovery Colleges will ensure that 'League of Friends' are properly supported and supervised and that their skills are used appropriately.

7.2 Befriending service

The befriending service recruits volunteers through the Trust volunteer service to become a companion to someone, especially when they need help or support.

The befriending service not only supports people but also helps to reduce stigma, increase confidence and self-esteem of the individual to support and develop positive mental health.

By helping people connect with their local community it in turn encourages positive mental wellbeing and reduces isolation. In addition to the Trust-wide formal recruitment and training offer the befriender service requires befriender volunteers to complete a two-day befriender training course to support them in their role.

7.3 Creative Minds

Creative Minds is a charity hosted by the Trust and is all about the use of creative approaches and activities in healthcare, increasing self-esteem, providing a sense of purpose, restoring hope, and promoting social inclusion.

Creative Minds develops community partnerships to not only co-fund but also co-deliver projects for local people. Creative Minds draws on a network of community volunteers that support projects and contribute towards decision making in their locality.

The bulk of volunteers within projects are supported by partner organisations. Volunteers fulfill many roles within projects and partner organisations. They develop their social skills, increase confidence, meet new people, and develop employable skills. Creative Minds also plays a role in encouraging volunteering and signposting people to volunteering opportunities in Trust-wide services and partners in the community.

7.4 Live Well Wakefield self-management service

Live Well Wakefield provides health and wellbeing related services to people living in the Wakefield area. As part of this, they offer self-help courses such as the Expert Patient Programme and workshops that give attendees tools and techniques to help understand and manage their health more effectively.

The courses are led by dedicated volunteers and staff who live with chronic health issues themselves. These volunteers are recruited through the volunteer service and are supported with mandatory training. Additional training to support their role is through the Live Well Wakefield self-management service. Volunteers support the courses and workshops to support people's wellbeing. the courses are designed to enable people to take control of their own health by learning new skills and increasing their confidence.

7.5 Lay chaplains

Lay volunteer chaplains go through the Trust's formal recruitment and training process and are required to undergo comprehensive training. The pastoral and spiritual care strategy is to attract people from a variety of faith and non-religious backgrounds to the role.

A volunteer lay chaplain will visit, listen, empathise, offer compassionate care, and refer to a senior member of the chaplaincy team anything they consider to be beyond their role in the promotion good mental health care.

The lay chaplain service offer is a unique and vital role in the provision of pastoral, spiritual and emotional support in the multi-disciplinary environment of mental health care. They embrace the values that underpin the role of a chaplain and are committed to deepening their understanding of the role through reflective practice, continued learning and training.



It is very rewarding to see how much volunteers enjoy it. It is amazing to see their confidence grow



8. How we support volunteers

The Trust-wide volunteer service is at the heart of all volunteer opportunities, acting as the main centre for all inpatient and community service opportunities. The service is based at Fieldhead Hospital in Wakefield where it is equipped with a dedicated volunteer lounge and training space. The fully accredited service is the central hub for all formal volunteer opportunities. The service consists of.

- ✓ A formal recruitment process using a central reporting system in line with the Trust's human resources (HR) process
- ✓ Managing a sensitive and confidential DBS service which includes personal references and occupational health referrals
- ✓ Volunteer mandatory training through a comprehensive learning and development offer which meets both statutory and legal obligations of core mandatory training using the same system as staff.
- ✓ Support and guidance to all inpatient and community service volunteers, volunteer supervisors, staff and managers
- ✓ A central hub to attract volunteers through an opportunities board in the dedicated volunteer lounge, a dedicated page on the Trust website and Trust-wide promotional materials

As part of the Trust-wide approach to recruiting volunteers, all Trust volunteers can be identified by an official green volunteer lanyard and identification badge.

The Trust believes in investing in our volunteers, and those who are recruited through the formal volunteer process receive additional training as part of a comprehensive induction. This includes any training which may be required to support specific projects.

By working this way each and every volunteer is given an opportunity to feel part of the Trust. We know that volunteers are an asset to a team and so the training a volunteer receives is in line with that of the staff who work in services. As a Trust we want volunteers to enjoy being part of our Trust and for those considering a career in the NHS it provides a perfect platform to look at any workforce opportunities.



Been there, got lots of help, and now want to give back and feel part of something



9. Governance

Day to day operational responsibility for the Trust's volunteer service and for ensuring the correct policies and processes are followed lies with the head of volunteering and administration officer.

The volunteer service sits within the strategy and change directorate and is overseen by the director of strategy and the Trust's communications, engagement, equality and inclusion lead. A board of directors oversee Trust business.

The volunteer service is supported by an internal volunteer policy which is updated every three years. The policy review will align with the updated strategy and ensure the strategy is delivered in line with Trust wide policies and procedures. The supporting policy will be reviewed by an internal policy group and signed off by the Trust's operational management group (OMG).

The head of volunteering provides quarterly reports into OMG to provide updates and assurance on the volunteer service, including exception reports and data on the status of volunteer placements, training and DBS.

External accreditation assures the Trust of the volunteer approach and an annual report of recommendations helps to drive improvements.



10. Our objectives

The strategic objectives for the Trust-wide volunteer service are set out below. Each year the objectives will be supported by an annual action plan. Our objectives for the next 3 years are:

- To develop the Trust-wide offer for volunteers with services and teams so we can provide a wide range of opportunities and roles
- Recruit volunteers from a range of diverse backgrounds so that our volunteers are reflective of the communities we serve
- To have a specific focus on young people by working partnership to develop an offer, which will include bespoke training, approaches to safeguarding and appropriate support
- To identify a pathway through volunteering that will lead to future employment opportunities including our growing programme of people with lived experience
- To increase the number of volunteers year on year with a focus on diverse representation driven by our equality data

We will know we have got this right when:

- ✓ There will be more volunteering opportunities available and a range of options for volunteering across the Trust.
- ✓ We will know we have got it right when we have a presence in each of our places and are actively seen as a partner.
- ✓ Communities will feel involved and have a clear understanding of our volunteer offer and opportunities.
- ✓ We will be seen as a reputable and trusted organisation
- ✓ We will increase the numbers of young people who volunteer in our services and we will be seen as an active partner in educational settings
- ✓ Our volunteers will gain the skills, experience and confidence to choose us as an employer of choice.
- ✓ We will increase the numbers of volunteers who have transitioned to paid employment in our Trust
- ✓ We will continue to use our Equality Impact Assessment (EIA) to annually monitor the diverse representation of volunteers and to take proactive steps to improve diversity.

Appendix A

Equality Impact Assessment (EIA)

Date of EIA: 20 April 2021

Review date: 20 April 2024

Completed by: Jane Milner and Ann Campbell

If you require a copy of this information in any other format or language please contact your healthcare worker at the Trust.

إذا كنت تحتاج إلى نسخة من هذه المعلومات بأي صيغة أو لغة أخرى، فيرجى الاتصال بأخصائي الرعاية الصحية الخاص بك في
أمانة الصحة الوطنية (Arabic)

Pokud požadujete kopii těchto informací v jakémkoli jiném formátu nebo jazyce, kontaktujte svého zdravotnického pracovníka z Trust. (Czech)

چنانچه اگر شما به یک نسخه از این اطلاعات در هر قالب یا زبان دیگری نیاز دارید، لطفاً با کارمند مراقب بهداشت خود در بنیاد
(Trust) تماس بگیرید. (Farsi)

Si vous avez besoin d'une copie de ces informations dans un autre format ou dans une autre langue, veuillez contacter votre professionnel de santé au service national des soins médicaux (NHS). (French)

Ja jums ir nepieciešama šīs informācijas kopija jebkādā citā formātā vai valodā, lūdzu, sazinieties ar savu Trasta veselības aprūpes darbinieku. (Latvian)

如果您需要以任何其他格式或语言版本获取此信息，请与您的国民健康服务医疗保健工作者联系。(Mandarin)

Jeśli potrzebuje Pan(i) kopii tych informacji w innym formacie lub języku, prosimy o kontakt z pracownikiem służby zdrowia. (Polish)

ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਇਕ ਕਾਪੀ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟਰੱਸਟ ਵਿਚ ਆਪਣੇ ਸਿਹਤ ਸੰਭਾਲ ਕਰਮਚਾਰੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ. (Punjabi)

اگر آپ کو ان معلومات کی ایک نقل کسی اور شکل یا زبان میں چاہیے تو برائے مہربانی ٹرسٹ پر اپنے ہیلتھ کیئر ورکر سے
رابطہ کریں۔ (Urdu)