Collaborating and developing volunteering across a NHS Board.

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• Tayside NHS Board, Operational Unit, 12,000 staff, 50+ wards, specialties, clinics, health promotion, in-patient, out-patient….

• Angus Health and Social Care Partnership, hosts Primary Care services

• Dundee Health and Social Care Partnership

• Perth and Kinross Health and Social Care Partnership, hosts inpatient mental health services

What do we have now?

Complex, changing landscape, health, social care, third sector organisations, some large some small

Agreed volunteering key principles

Volunteer Working Group meetings

Tayside wide Third Sector Interface (TSI) meetings

Tayside NHS Board commitment

National volunteer framework

Opportunity……..

Good will……..

Key Principles

Fairness

Volunteers are treated with robust policies in place to support this

Equality

Volunteering is open to all and demonstrates diversity

Inclusion

Volunteers feel part of their organisation and understand how their role fits in with the work of the team they volunteer with

Reimbursement

Out-of-pocket expenses are covered

Supporting and Developing

Volunteers are supported, invested in and have opportunities for personal development and access to training. Volunteers have a support worker or supervisor. This is adequately resourced and benefits the recipients of volunteering.

Key Principles

Being Valued
Volunteering contributions in terms of time, skill and impact are recognised.

Realistic Expectations/Appropriate Roles
Expectations are realistic in terms of ability to recruit and retain volunteers and what are expected of them.

Being Effectively Engaged
Volunteers are informed about areas they are working in and have influence

Safety
Volunteers are secure and supported in their working environment, physically and emotionally.

Enriching
Volunteering is a resource that is unpaid, open and accessible and enriches the lives of individual human beings.

What do you have?
Who are your partners?

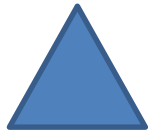## CIP Principles

Collaboration

Inclusion

Participation

Engagement

Communications and relationships are labour intensive and personal at the highest point of engagement

Communications and relationships are technology-centric and automated at the lowest point of engagement

Creating a Plan for the Future: Claims, Concerns and Issues Model

Claims: What positive statement would I make about ……………………………………?

Concerns: What are my concerns about ………………………………………?

Issues: What questions do I have about ……………………………………?

Key Reflections and Next Steps

Find the Board volunteering link person

Start small and grow

Go with what will work

Use CIP principles

Recognise constraints within a Board - bureaucracy