# NHS Golden Jubilee

### **Meeting: NHS Golden Jubilee Board**

### **Meeting date: 29 May 2025**

### **Title: Volunteer Charter**

### **Responsible Executive/Non-Executive: Laura Smith, Director of People and Culture**

### **Report Author: Tosh Lynch, Head of Spiritual Care and Volunteer Services**

## 1 Purpose

**This is presented to NHS Golden Jubilee Board for:**

### Decision

### This report relates to a:

* Emerging issue
* Local policy

### This aligns to the following NHSScotland quality ambition(s):

* Person Centred

**This aligns to the following NHSGJ Corporate Objectives**

Culture, Wellbeing and Values

## 2 Report summary

## 2.1 Situation

A Volunteer Charter has been written by Volunteer Scotland in association with the STUC. The Volunteer Charter defines 10 key principles for volunteering in Scotland. The organisation desires to be a signatory of the Volunteer Charter similar to other NHS Boards in Scotland.

## 2.2 Background

NHS Golden Jubilee has encouraged volunteering in the organisation in many volunteer roles with the principle of enhancing the patient experience.

The organisation works in partnership with Healthcare Improvement Scotland to establish good practice in volunteering and community partnerships as well as our Anchor Project colleagues to encourage local members of the community to consider volunteering at NHS Golden Jubilee.

Volunteering at NHS Golden Jubilee has firm foundations expressed in the Volunteer Policy and our current Volunteer Strategy (2023-2026).

## 2.3 Assessment

At the end of last year, the Board Chair, Susan Douglas-Scott, enquired on our position regards the Volunteer Charter.

Currently, three Health Boards have already signed up to the Volunteer Charter (NHS Lanarkshire, NHS Lothian and NHS NSS).

The Head of Spiritual Care and Volunteer Services, Tosh Lynch, met with the Volunteer Manager, Maureen Franks, to discuss the Charter and assess whether we are signature ready or to investigate further on signing up to the Charter.

We were confident that the Charter aligns to our current Volunteer Policy and Volunteer Strategy and actually affirms the work we have been engaging in over the last few years.

However, Maureen and I sat with the 10 principles of the Charter to establish an evidence base from our current working.

### 2.3.1 Quality/ Patient Care

This would have a positive impact on quality of care as it further emphasises the work of the volunteers to enhance the patient experience and equally values the role of the volunteer.

### 2.3.2 Workforce

No negative impact on the staff and volunteers including resources certainly with the volunteers the Charter promote volunteer wellbeing.

### 2.3.3 Financial

None identified in signing up to the Charter.

### 2.3.4 Risk Assessment/Management

No risks identified.

### 2.3.5 Equality and Diversity, including health inequalities An impact assessment has not been completed because the impact assessment has already been completed for the Volunteer Policy (reviewed last year) and the Volunteer Strategy (undertaken in 2023).

### 2.3.6 Climate Emergency and Sustainability

None identified.

### Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate:

The Volunteer Charter was discussed with the Executive Member for Spiritual Care and Volunteering (Laura Smith), advice was taken from the Chair of the Partnership Forum, Jane Christie-Flight and discussed at the Volunteer Forum.

State how his has been carried out and note any meetings that have taken place.

### Route to the Meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

As per section 2.3.7 but additional communications with the Comms team that should we be given the go ahead to publicise our signing up to the Charter at our Volunteer Week celebration day in June 2025.

## 

## 2.4 Recommendation

NHS Golden Jubilee Board is asked to approve the Volunteer Charter.

## List of appendices

The following appendices are included with this report:

* Appendix 1: Volunteer Charter
* Appendix 2: Volunteer Charter Involving Organisations
* Appendix 3: NHSGJ volunteer evidence for the STUC Volunteer Charter