

Reporting to:	Trust Board - 26 March 2015
Title	Sustainable Development and Volunteering update
Sponsoring Director	Julia Clarke - Director of Corporate Governance
Author(s)	Tony Holt - Corporate Governance Manager Hannah Roy - Governance and Membership Manager
Previously considered by	Trust Board (March & September 2014) Sustainable Development Committee (Quarterly)
Executive Summary	<p>The Trust is committed to developing a sustainable health and care system that works within the available environmental and social resources, protecting and improving health now and for future generations, and adopts a positive approach to improving physical and social sustainability. A key element of this is positive community engagement and involvement.</p> <p>The Trust has a large and vibrant volunteer community who provide support to a number of different services within the Trust. The Trust now has over 400 volunteers across many different areas and interests. Over the past six months there have been a variety of developments for volunteering within the Trust and overarching these changes is our Volunteer Strategy and Action Plan for 2014-2019, approved by the Board in July 2014.</p> <p>Our Young Volunteer Scheme (which offers a 6 month placement to individuals aged 16 and 17 years old, with an interest in a career within health) continues to be a popular and successful. This past year has seen an increase of young people entering the scheme from 66 to 92. We are delighted that 91% of participants from last year's scheme have confirmed that they will be starting a health related university degree this month. We have expressed interest in applying for a DoH grant of £35k to develop our young volunteer scheme and ask the Board to support this expansion of our existing scheme.</p> <p>This paper provides an update to the Board on recent achievements and future plans.</p>
Strategic Priorities	
1. Quality and Safety	<input checked="" type="checkbox"/> Reduce harm, deliver best clinical outcomes and improve patient experience through our Quality Improvement Strategy
2a) Healthcare Standards: Operational Performance Standards	<input checked="" type="checkbox"/> To develop a transition plan, with supporting mitigation actions and contingency plans, that ensures the safety and short term sustainability of challenged clinical services (2014/15) <input checked="" type="checkbox"/> To address the existing capacity shortfall and process issues to consistently deliver national healthcare standards (2014/15) <input type="checkbox"/> To undertake a review of all current services at specialty level to inform future service and business decisions (2015/16)
2b) Healthcare Standards: Service Reconfiguration	<input type="checkbox"/> Complete and embed the successful reconfiguration of Women and Children's services
3. People and Innovation	<input type="checkbox"/> Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme <input checked="" type="checkbox"/> Develop our leaders and promote staff engagement to make our organisation a great place to work through our People Strategy <input type="checkbox"/> Develop a robust Investment Strategy to modernise our equipment and estate to support service transformation and increase productivity through the use of

<p>4 Community and Partnership</p> <p>5 Financial Strength: Sustainable Future</p>	<p>technology)</p> <p><input type="checkbox"/> Embed a customer focussed approach and improve relationships with our GPs through our Stakeholder Engagement Strategy</p> <p><input type="checkbox"/> Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme</p>
<p>Board Assurance Framework (BAF) Risks</p>	<p><input checked="" type="checkbox"/> If we do not deliver safe care then patients may suffer avoidable harm and poor clinical outcomes and experience</p> <p><input type="checkbox"/> If we do not implement our falls prevention strategy then patients may suffer serious injury</p> <p><input type="checkbox"/> If the local health and social care economy does not reduce the Fit To Transfer (FTT) waiting list from its current unacceptable levels then patients may suffer serious harm</p> <p><input checked="" type="checkbox"/> Risk to sustainability of clinical services due to potential shortages of key clinical staff</p> <p><input type="checkbox"/> If we do not achieve safe and efficient patient flow and improve our processes and capacity and demand planning then we will fail the national quality and performance standards</p> <p><input type="checkbox"/> If we do not have a clear clinical service vision then we may not deliver the best services to patients</p> <p><input checked="" type="checkbox"/> If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale and patient outcomes may not improve</p> <p><input type="checkbox"/> If we are unable to resolve our (historic) shortfall in liquidity and the structural imbalance in the Trust's Income & Expenditure position then we will not be able to fulfil our financial duties and address the modernisation of our ageing estate and equipment</p>
<p>Care Quality Commission (CQC) Domains</p>	<p><input type="checkbox"/> Safe</p> <p><input checked="" type="checkbox"/> Effective</p> <p><input type="checkbox"/> Caring</p> <p><input checked="" type="checkbox"/> Responsive</p> <p><input checked="" type="checkbox"/> Well led</p>
<p><input type="checkbox"/> Receive <input type="checkbox"/> Review</p> <p><input type="checkbox"/> Note <input checked="" type="checkbox"/> Approve</p>	<p>Recommendation</p> <p>The Trust Board is asked to:</p> <ul style="list-style-type: none"> ▪ NOTE the Sustainable Development update ▪ APPROVE and support an application for grant funding from DoH to develop our Young Volunteer scheme

**Sustainable Development and Volunteering update
Trust Board - 26 March 2015**

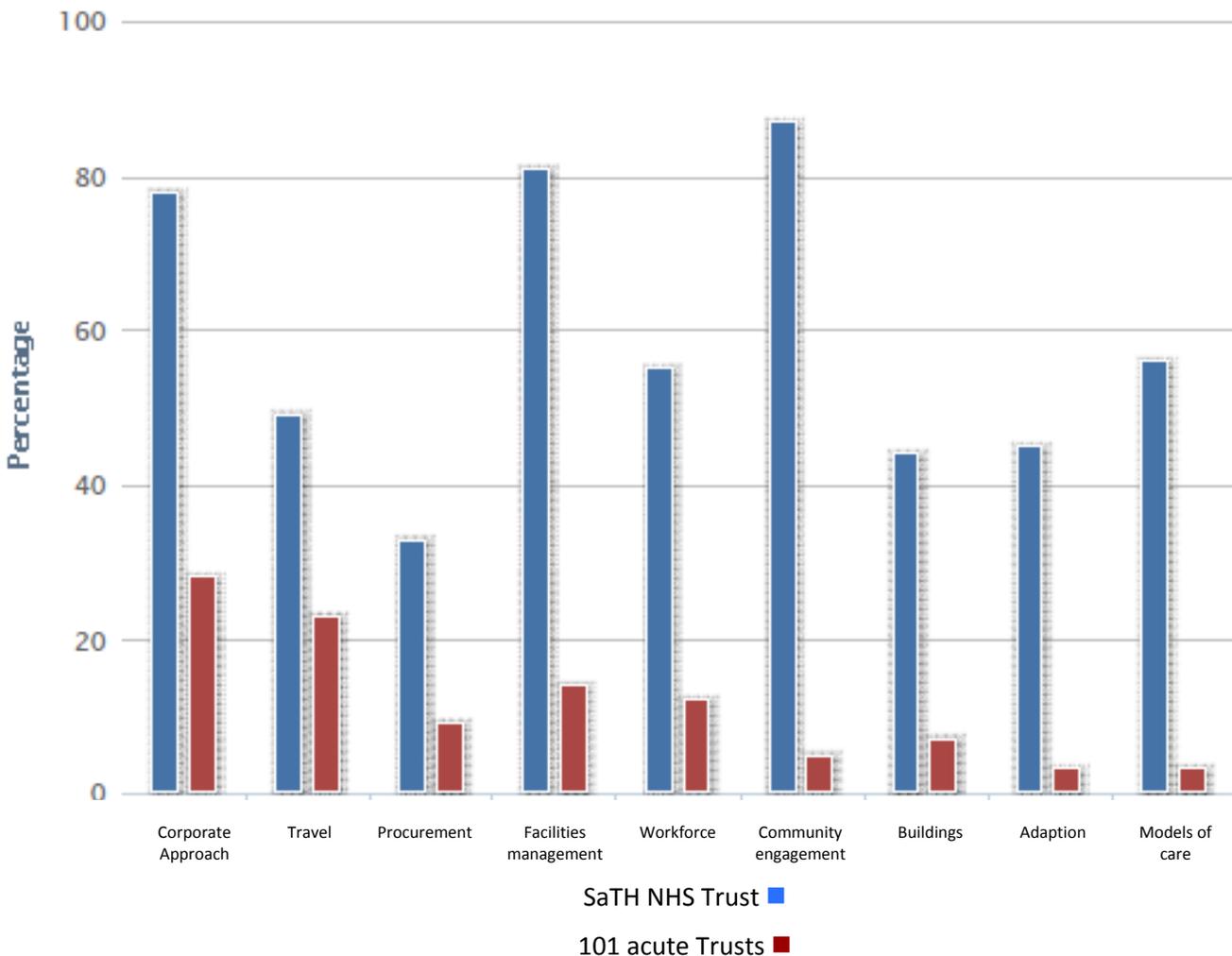
1. Sustainable Development

The Trust is committed to developing a sustainable health and care system that works within the available environmental and social resources, protecting and improving health now and for future generations, and adopts a positive approach to improving physical and social sustainability.

1.1 Sustainable Development Management Plan (SDMP)

The SDMP highlights the key areas of focus around the Trust’s sustainability agenda through a well-established nationally recognised programme of waste, energy and water management, and sets out a range of actions necessary to continue to make progress across the full range of sustainability measures. Counting a Non-executive Director and a Patient Representative among its members, the responsibility for progression of the SDMP sits with the Sustainable Development Committee, which convened quarterly during 2014/15; reporting progress to the Hospital Executive Committee. The Trust’s performance is self-assessed against each domain within the SDMP to a central NHS Sustainable Development Unit database. The current position of the Trust (blue bars) benchmarked nationally against 101 acute Trusts (red bars) can be seen in figure 1.

Figure 1: SaTH SDMP scores (%) vs. national average (NHS acute sector)



The 2014/15 SDMP action plan can be seen at appendix A.

1.2 Capital Schemes

All capital schemes overseen by the directorate fall within our SDMP and are detailed below:

Table 1: SDMP capital schemes

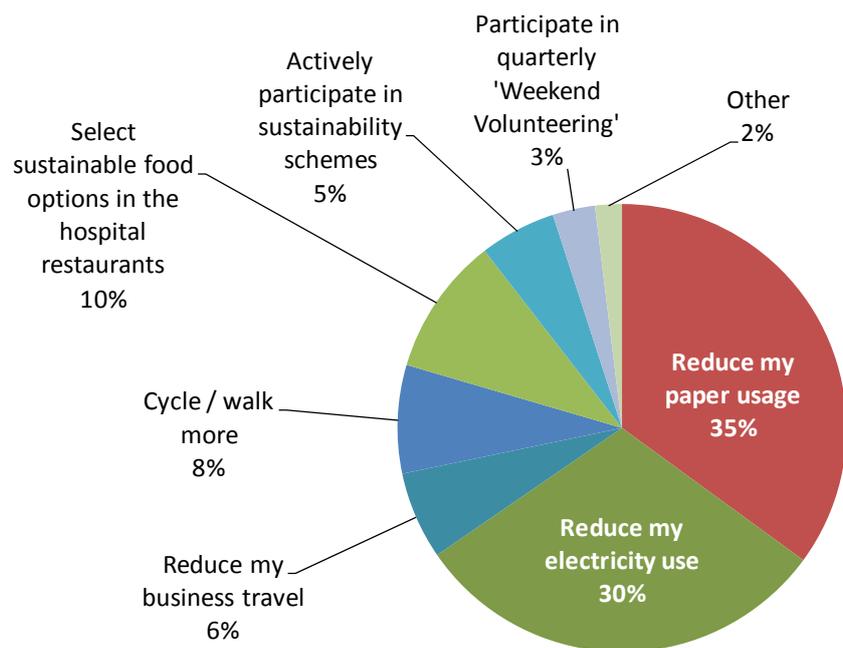
Year	Detail	Capital (£)	ROI
2015/16	PC automatic Power down after working hours. This project has been combined with the wider IT improvement programme in order to increase vfm. Full rollout will be completed in Jun-15.	36,000	18 months
	LED car park lighting – installation will be completed by Jun-15	24,000	24 months
2016/17 onwards	Daylight and motion sensors on light fittings – assume £100 each. Include in all refurbishments plus; Plan 50 per year	5,000	4.5 years
	PRH clinical waste segregation and recycling – upgrades to PRH waste holding areas to be included as part of general ward upgrading schemes, plus two outpatient areas per year ¹ .	10,000	28 months
	Assume £5k per waste hold x 35 and 50% waste segregation. Photovoltaics - 'rent-a-roof' schemes available, generally 25 year lease with conditions re maintenance and access. Trust receives peppercorn rent and free electricity. Schemes usually 50kW output during daylight hours (RSH minimum loading 2000KW and PRH 1600kW). Discussions taking place with Procurement.	tbc	tbc
	Local electricity metering – to undertake as part of ongoing long-term electrical distribution upgrade. Would allow 'league table' of consumption to be compiled to encourage efficient usage	tbc	tbc

1.3 Staff survey

For the first time, the staff survey has contained a question (L01a) which refers directly to the Trust's sustainability agenda, which asked:

"We now recycle 99% of all our domestic waste offsite. Of the [following] steps listed...which would you be most likely to take up in the workplace?"

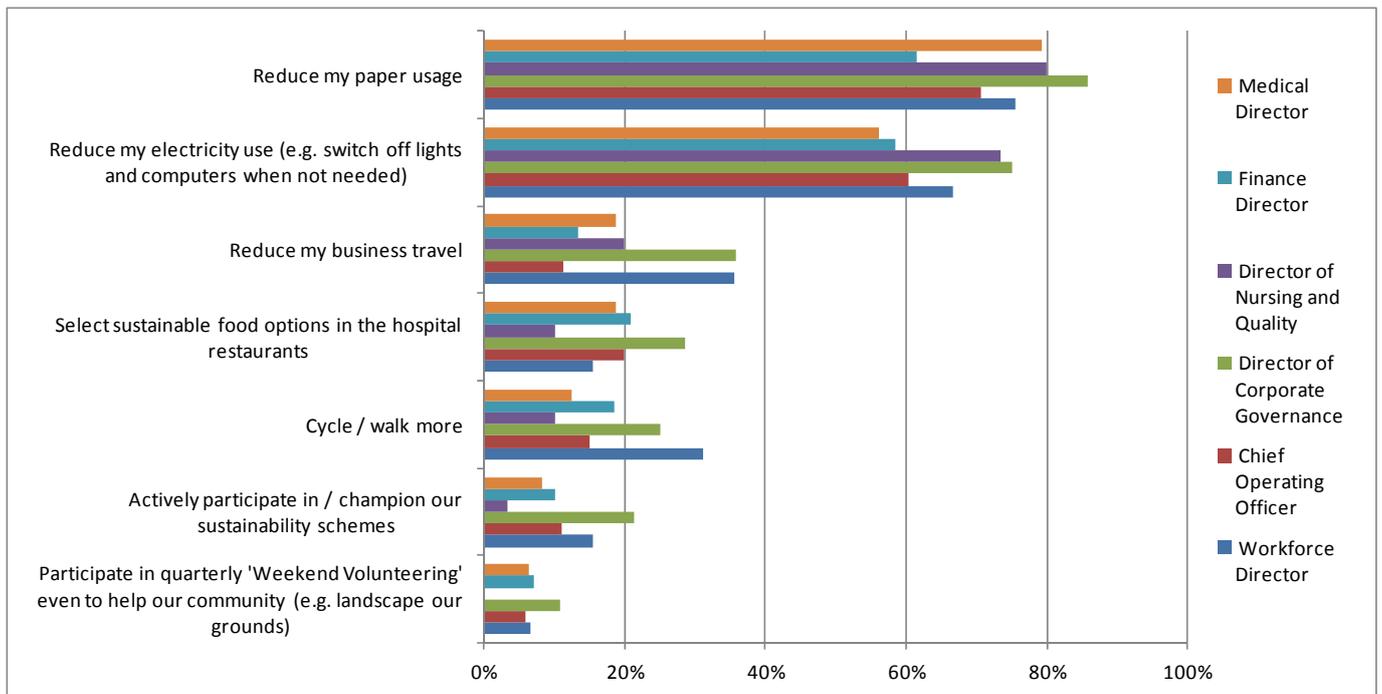
Figure 2a: Overall staff survey responses to L01a



Note: Results expressed as percentage of the number of staff who responded to the Staff Survey 2014

Source: SOLAR.Quality-Health.co.uk

Figure 2b: Staff survey responses to L01a by Directorate



1.4 Annual NHS Sustainability Events and Awards

1.4.1 National NHS Sustainability Day- 26 March and 1 April 2015

Sustainability awareness will be the primary focus of engagement events to develop staff and public understanding of what the Trust is doing and how they can get involved. These events will be held on both sites for NHS Sustainability Day 2015. The event at PRH will also include the opening of a courtyard which has been a community project which commenced after last year's event.

1.4.2 National NHS Sustainability Awards – 16 April 2015

Building on our recognition at the 2014 Awards where the Trust was awarded *Highly Commended* runner-up in the Community Engagement category, we have received notification that the Trust has been shortlisted in five categories for the national NHS Sustainability Day Awards 2015, which is more than any other Trust in the country.

Table 3: NHS Sustainability Awards 2015 – SaTH nominations

Category	Description of our nomination	Shortlisted Trusts
Food	Reducing food miles and the usage of local suppliers whilst also tackling food waste	<ul style="list-style-type: none"> SaTH NHS Trust North Bristol NHS Trust
Water	Eradicating water leakage through online monitoring	<ul style="list-style-type: none"> SaTH NHS Trust Hull and East Yorkshire Hospital NHS Trust Guys and St Thomas' NHS Foundation Trust
Energy	Low energy action plans including passive cooling	<ul style="list-style-type: none"> SaTH NHS Trust Guys and St Thomas' NHS Foundation Trust Great Ormond Street Hospital NHS Foundation Trust
Procurement	Utilising feedback to understand how to implement sustainability within procurement	<ul style="list-style-type: none"> SaTH NHS Trust Guys and St Thomas' NHS Foundation Trust
Public Health	Community gardening project supported by local business, charities and volunteers	<ul style="list-style-type: none"> SaTH NHS Trust Mid Essex Hospital Services NHS Trust East and North Hertfordshire NHS Trust

1.5 Other Sustainable Development initiatives

1.5.1 *Wildlife Garden – RSH*

The Wildlife Garden is a small area of natural woodland on the site of the Royal Shrewsbury Hospital, being developed for our staff and visitors to encourage physical and emotional wellbeing. Work has recommenced in this area after the winter break, with the sowing of wild flower seeds and preparation for a programme of further tree planting. We will again be re-introducing the Red Mason Bee during 2015 as part of the national 'Praise Bee' initiative. Picnic tables and litter bins, made from 100% recycled and recyclable materials have been purchased and will be installed soon. Directional signage has also been produced and will be installed shortly to direct staff and visitors to and through the area.

1.5.2 *Courtyard Redevelopment – PRH*

At PRH, we have been working on two community garden projects. Our successful nomination in the national NHS Sustainability Awards earlier this year resulted in us winning the services of a professional landscape designer. A key design consideration has been how to create really interesting areas which will benefit our elderly patients, specifically those in rehabilitation and patients with dementia, and which can also be enjoyed by staff, other patients and visitors. Time and resources have been given by a number of local charities and businesses. The cost to the Trust for the redevelopment of these courtyards has been minimal. The opening of the Memory Garden will be a feature of this year's Sustainability Day.

2. Volunteering Update

The Trust has a large and vibrant volunteer community. We currently have over 400 Trust volunteers who provide support to a number of different services within the Trust, complemented by around 450 volunteers with a range of charitable organisations within the hospital (such as The League of Friends, Royal Voluntary Service, and Red Cross). Over the past six months there have been a variety of developments for volunteering within the Trust and overarching these changes is our Volunteer Strategy and Action Plan for 2014-2019 (appendix B).

2.1 Key developments

- SaTH is one of 42 Trusts selected by the Department of Health to pilot a new, secure online volunteer management database. We are currently working the developer (*DePoel Community*) to develop this database, and we will soon start a pilot project for specific volunteer roles.
- Our Young Volunteer Scheme (which offers a 6 month placement to individuals aged 16 and 17 years old, with an interest in a career within health) continues to be a popular and successful. This past year has seen an increase of young people entering the scheme from 66 to 92. We are delighted that 91% of participants from last year's scheme have confirmed that they will be starting a health related university degree this month. We have expressed interest in applying for a DoH grant of £35k to develop our young volunteer scheme.
- Training opportunities for volunteers is an area in which we have developed over the past 6 months. In addition to their mandatory training, all volunteers working in patient areas attend a half day training session which covers topics such as dementia awareness, communication, manual handling, sight impairment awareness etc. all Trust volunteers and interested members of the public are able to attend Dementia friends information sessions. Since October 2014, we have provided Dementia Friends information sessions for nearly 200 people.
- We have launched a staff volunteer scheme after a successful pilot project was completed in the Corporate Governance Directorate. We have updated the Volunteer Policy to include staff volunteers.
- We have developed informal volunteering and 'Making a Difference' days, providing the public and local businesses the opportunity to participate in "one-off" volunteering days. This enables our community to get more involved with the Trust without the formality of an ongoing volunteering commitment.

3. Recommendation

The Trust Board is asked to:

- **NOTE** the Sustainable Development update and progress against the Board approved 2014/15 action plan contained in Appendix A and the Volunteer Strategy Board approved action plan for 2014/15 in Attachment B, in the Information Pack
- **APPROVE** and support an application for grant funding from DoH to further develop our Young Volunteer scheme

Paper 7 - Appendix A: Sustainable Development and Volunteering Summary Position (2014/15)

Category	Statement	Exec Lead	Mgt Lead	SDMP RAG	Action	Lead update
1. TRUST-WIDE	Report SDMP key performance indicators to the board on a regular basis	Julia Clarke	Tony Holt	Amber	Appropriate KPIs being co-ordinated for each category.	Full suite of KPIs still under development
2.1 TRAVEL Policies & Performance	We have assessed our transport and travel options and have calculated the carbon footprint of our business travel, fleet and patient transport services	Head of Estates	John Ellis-Tipton	Amber	Mileage calculated as part of yearly ERIC submission, in addition to commissioned Green Fleet Review examining SaTH business mileage. New TPO appointed, leading on Trust goals for transport in the future and options open to the Trust for Transport	Continue to monitor mileage claims and associated carbon emissions via data from Travel Expenses and Patient Transport. Looking at how this can continue in the future. Staff travel survey undertaken through payslips. This was due to be issued by Comms - Alex Ford to progress.
2.5 TRAVEL Business Travel	We capture data on the number of journeys taken, mode of travel, cost and carbon emissions associated with business travel, including grey fleet (i.e. private vehicles used for business travel).	Neil Nisbet	John Ellis-Tipton	Amber	Scoping exercise for new pool car scheme completed Business mileage data reviewed and calculated as part of ERIC submission	Continuing to monitor claims data provided by Travel Expenses department. Introducing pool car scheme in order to reduce cost and carbon emissions of business mileage Slippage due to TPO vacancy delay in filling. Paper on pool cars gone to V Maher for consideration and on 11 Feb Exec Agenda.
3.4 PROCUREMENT Engaging Suppliers	We seek to reduce carbon emissions produced by transport.	Paula Davies	Charlotte Hill	Green	Board approved policy Sustainable Management on agenda for monthly Procurement dept. meetings Ethical procurement included when EU tenders carried out by Shropshire Healthcare Procurement Service	Procurement Policies being updated & once approved will be available on our website and will be issued with all quote & tender exercises

Category	Statement	Exec Lead	Mgt Lead	SDMP RAG	Action	Lead update
4.2 FACILITIES MANAGEMENT Energy Use & Carbon	We have an ambitious plan to meet NHS carbon reduction targets and support staff in achieving it.	Julia Clarke	John Ellis-Tipton	Green	<p>Work started on linking new WCC building to existing boilerhouse (in preparation for future de-steaming of the site and installation of new, more efficient boilers).</p> <p>Opened discussions with EnerG about lighting replacement and new controls for lighting and heating at RSH.</p> <p>Travel Plan approved. Undertake presentations to staff about increased parking fees.</p> <p>On-line learning module launched</p>	<p>Switch-on new heating mains to PRH (complete)</p> <p>Continue with discussions / surveys with EnerG for lighting / heating (scheduled for end of August)</p> <p>Review possibility of LED external lighting at both sites.</p> <p>Introduction of increased staff parking fees 1 August (to discourage local staff from driving to work).</p> <p>Continue to review 'pay-to-park' for staff.</p>
	We will reduce paper and printing costs.	Julia Clarke	Charlotte Hill	Green	<p>Limiting colour users has resulted in 75% decrease in colour print – equates to £18k cost saving last quarter with further quarterly savings forecast</p> <p>Sept 2014 saw the introduction of Hybrid Mail in Patient Access & Radiology (an external supplier prints, folds & posts letters) – projected saving from using own printers, postage etc. £58k p.a.</p> <p>System identifies duplicate letters and does not send them – in the first month 4,500 letters were not sent - forecast 54,000 due not to be sent p.a.</p>	<p>Plan to give clear guidance on use of print devices, how to avoid unnecessary purchase of devices & consumables & encourage users to consider need to print.</p> <p>Assessing / rationalising device fleet</p> <p>Begin work to roll out hybrid mail to all departments (currently Patient access & Radiology only)</p>

Category	Statement	Exec Lead	Mgt Lead	SDMP RAG	Action	Lead update
4.3 FACILITIES MANAGEMENT Waste	We have reviewed our waste outputs and developed plans to apply the waste minimisation hierarchy in our organisation (i.e. rethink, reduce, reuse, repair, recycle).	Head of Estates	John Ellis-Tipton	Green	Started work on a new waste processing yard at PRH – including a recycling area to segregate certain waste types and a room for dismantling of furniture etc. into its component parts. Started to consider clinical waste segregation at both sites – reviewing waste holding areas and processes. On-line learning module launched.	Opening of new waste yard at PRH (complete). Continue with review of potential areas for clinical waste recycling. Implement Sharpsmart and clinical waste segregation in new WCC. Design and introduce waste posters for bins in catering areas.
	We actively raise awareness about waste minimisation, including in staff learning and development.	Victoria Maher	Paula Dabbs	Green	E-learning module being redeveloped with resource to develop e-learning module. Green learning page developed in Learning Zone with gives access to OU free study modules.	Learning Zone page developed and launched Leadership competencies developed to increase awareness of sustainability.
4.4 FACILITIES MANAGEMENT Water	We have reviewed our water use and developed ambitious plans to reduce our water demand and improve our water efficiency.	Head of Estates	John Ellis-Tipton	Green	Water use continues to be monitored monthly and recorded on a computerised database. Water meter installed on GP Practice at PRH. On-going repairs to steam mains / traps at RSH and PRH.	Consider trial of low-flow shower heads.
	We monitor our water use closely, across all parts of our organisation, and over time.					
4.5 FACILITIES MANAGEMENT Hazardous Substances	We procure products containing non/less hazardous chemicals where possible (e.g. non-toxic paints and cleaning products).	Head of Estates	John Ellis-Tipton	Green	Continue with policy to utilise low-solvent (water based) paints where possible.	Consider specifying use of low-solvent products in specifications for maintenance work by Contractors

Category	Statement	Exec Lead	Mgt Lead	SDMP RAG	Action	Lead update
4.6 FACILITIES MANAGEMENT Healthy Lifestyles	We will continue to increase our range of goods from local suppliers.	Head of Facilities	Chris Fisher / Ian Stuart	Green	To review quarterly on new suppliers and choose local wherever possible.	
	We will increase the range of healthier options for patients and staff and reduce less healthy options.				To review and provide quarterly update on new healthier options and any goods removed.	<ul style="list-style-type: none"> ▪ Meal deals offered within the restaurants have been reviewed and deals which include unhealthy options such as chips have been stopped. ▪ Annual retail price increase has taken place and healthy option prices were not increased. ▪ Moved from frozen to fresh vegetable in the restaurant ▪ Vegetable price has been reduced
5.1 WORKFORCE Policies & Performance	We have an active communications strategy to raise awareness about sustainability at every level of the organisation and to promote leadership competencies and deliver carbon reduction.	Victoria Maher	Paula Dabbs	Green	First draft sustainability leadership competencies identified – to be included in induction process.	<ul style="list-style-type: none"> ▪ Sustainability Leadership competencies agreed at Sustainability and Workforce Committees ▪ Item in Quarterly newsletter to staff
5.3 WORKFORCE Valuing Workforce	We engage with our staff to expand their working experience.	Victoria Maher	Paula Dabbs	Green	Values development – introduction of Staff Volunteer Scheme.	<ul style="list-style-type: none"> ▪ Training and development opportunities offered ▪ Apprenticeships ▪ Princes Trust programmes ▪ Values based recruitment ▪ Health and Wellbeing programmes ▪ Implementation of Trust Values

Category	Statement	Exec Lead	Mgt Lead	SDMP RAG	Action	Lead update
6.3 COMMUNITY ENGAGEMENT Engaging with People Collectively	We have a clear strategy for understanding patient and carer experience of our services with regular data gathering, which is promptly analysed and fed back to appropriate parts of the organisation.	Sarah Bloomfield	Cery Adamson	Green	<p>Patient Experience Strategy being finalised for 2014/15 onwards. Holding maternity events to ensure stakeholder engagement. Patient experience surveys for Inpatients and Outpatients. ED patient survey. FFT collected for inpatients, ED and Maternity. Data fed back to ward, care group and board level. Actions monitored at care group governance meetings, PEIP and Q&S Committee. Clare Walsgrove is presently reviewing the Ward to Board metrics which includes patient and relative/carer feedback. Patient Listening Events for 2015 not planned at present.</p>	<p>Patient Listening Events arranged for August and September in Partnership with Powys CHC, Healthwatch Shropshire and Healthwatch Telford.</p>
9.1 MODELS OF CARE Organisational Structure	We educate clinical staff about how they can contribute to sustainable health care delivery (e.g. communicate the messages in the SDU Five To Survive series) and how they can try to reduce the carbon impact in some areas of service delivery.	Victoria Maher	Mary Beales	Amber	<p>Intranet learning site finalised and promoted. Learning Zone updated to link to SDU initiative.</p>	<ul style="list-style-type: none"> ▪ Five to Survive added to Learning Zone for all staff with access to Intranet to be able to access. ▪ Notice about Sustainability Learning Zone pages included on front page of Learning Zone ▪ Attention drawn to these resources highlighted in Sustainability Committee meeting to members

Appendix B: Volunteer Strategy Action Plan (2014/15)

Action		Progress Update	Date	RAG
Year 1				
1.	Look for wider health-related initiatives to attract volunteers and community engagement to support SaTH's objectives and population well-being	We have had several 'Making a difference' days for individuals to take part in informal volunteering days – including Corporate and businesses. We are currently linking with a large Accountancy firm in Shrewsbury and have planned another 3 volunteer days in Feb/March 2015	In progress	Green
2.	Continue to promote volunteering and celebrate volunteer achievement and community engagement through the media	Volunteering section in 'A Healthier Future'.	In progress	Green
3.	Involve 10,000 FT membership in healthier population initiatives	We continue to communicate with our public members through a Healthier Future, with a much greater emphasis on engagement. Next edition is due out at the end of Feb 2015	In progress	Green
4.	Raise awareness of the benefits of volunteers with staff so that we can achieve a wider range of placements and partnerships	Greater staff awareness and this has led to a greater demand of placements, in existing areas and the creation of new roles (for example Neo natal, Reception areas, outpatients etc)	In progress	Green
5.	Set up a volunteer twitter account and Facebook page for SATH volunteers	A Facebook Account has been set up for SATH volunteers Twitter to be introduced	Partially Complete	Green
6.	Update the current Trust website for volunteering and community engagement and link to fundraising opportunities for individuals and organisations	To link with Slivers of Time database (three year pilot). Website has been created and is due to go live by March 2015	In progress	Amber
7.	Develop opportunities to engage more businesses in volunteering at the Trust and increase our fundraising potential	Several gardening volunteering days at PRH have been held for a local Accountancy firm (Nov 2014). Three more dates have been organised for Feb/March 2015	In progress	Amber
8.	Develop and implement 'informal volunteering' opportunities within the organisation for example volunteer gardening events and other 'community-based'	Staff Volunteer policy has been added as an appendix to existing Volunteer Policy, which includes informal volunteering opportunities	Completed	Green

Action		Progress Update	Date	RAG
9.	Introduce Dementia Friends information session as part of training programme to engage volunteers and community in health improvement projects	All new SATH volunteers now receive the Dementia Friend's information session as part of their induction training.141 volunteers/members of the public trained (January 2015). Plan for 300 by June 2015. Dates for first 6 months of this year has been organised	In progress	Amber
10.	Implement an integrated database for volunteer and community management/engagement which is wrapped around the patient and their journey and extend to other voluntary partners – Slivers of Time	We are continuing to develop the database with Slivers of Time and the database should be live by March 2015	In progress	Amber
11.	Work with partners to implement VIP Scheme for initially 16 young people across four public sector organisations	Awaiting launch dates from partners	Due 2015	Not due
12.	Develop specific roles in relation to (Years 1 & 2): <ul style="list-style-type: none"> • Fundraising • Maternity • Friends and family Test 	Maternity and FFT volunteers are now at both RSH and PRH. We are also about to launch a volunteer roles in the following areas: Neonatal, Meet and Greet role (Lingen Davies), Reception area volunteers	In progress	Green
13.	Ensure there is a year on year increase in the number of volunteers within the Trust and all of the schemes related to it (years 1- 5)	On target to date	In progress	Green
14.	Produce a yearly newsletter for all SATH volunteers and encourage the use of email to send future correspondence.	Newsletter scheduled for summer 2015	In progress	Not due
15.	Develop an online interest form for potential volunteers to complete.	This is in development through the Slivers of Time database	In progress	Amber
16.	Continue to provide and expand specific volunteer roles to individuals who are current applying to volunteer with the Trust	Expanded number of roles in 2014 based on feedback	In progress	Green
17.	Develop an annual volunteer survey to measure volunteer satisfaction. Listen and respond to volunteer feedback	To include with newsletter	March 2015	Not due
18.	Carry out a data analysis to identify any volunteers who have not completed their mandatory training within the past 3 years.	Plan for Spring 2015	In progress	Not due

Action		Progress Update	Date	RAG
19.	Implement an ongoing training programme to support specific roles, including dementia and mealtime buddies	We have developed a Ward support/Mealtime buddy training programme, and are about to deliver training for our new meet and greet volunteers	Complete	Green
20.	Develop optional modules for volunteers including visual and hearing impairment training, dementia awareness sessions	We now offer Level 1 Community Sighted Guide training to volunteers. Trained 20 volunteers (Sep 2014)	In progress	Green
21.	Develop and implement a 'basic volunteer management' module for staff.	Module to be developed Spring/Summer 2015	In progress	Not due
22.	Launch the staff volunteer scheme across the trust for specific volunteer roles (primarily aimed at non clinical staff)	Staff volunteer scheme has been launched	Complete	Green
23.	Actively engage and encourage young volunteers to access current training opportunities	Working closely with Workforce	Spring 2015	Not due
24.	Develop a staff volunteer policy	Staff volunteer policy has been approved and is an appendix to the Trust's volunteer policy	Complete	Green