



**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON 16
APRIL 2014**

**SUBJECT: CELEBRATING SUCCESS – VOLUNTEERING IN HEALTH AND
SOCIAL CARE SERVICES**

BY: CORPORATE DIRECTOR (EDUCATION AND SOCIAL CARE)

1. REASON FOR REPORT

- 1.1 This report is to update Committee on the development of the volunteering service within Community Care since its inception in 2012 and to celebrate the services recent achievement in being awarded a Volunteer Friendly award.
- 1.2 This report is submitted to Committee in terms of Section III (E) (1) of the Council's Administrative Scheme relating to exercising the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

2. RECOMMENDATION

- 2.1 It is recommended that the Committee considers the progress made in the development of the Community Care Volunteer service.**

3. BACKGROUND

- 3.1 The post of Volunteer Development Officer was established as part of the Community Care restructure in 2012. The Development Officer works along with a Volunteer Support Officer to manage and promote volunteering with a focus on improving Health and Social Care outcomes.
- 3.2 Raising awareness of the Community Care Volunteering service since 2012 has involved the development of volunteering roles within Health and Social Care service areas. All service areas have contributed to volunteering requests.
- 3.3 Leaflets, Pop up Boards, and the webpage www.moray.gov.uk/volunteering were designed to advertise the many varying roles available for volunteers. Existing processes were reviewed to ensure the delivery of a quality service in line with the aims and objectives of the Moray Council Volunteering Policy adopted in 2010. Volunteer packs were also designed for each of the defined roles. There have been numerous recruitment drives in the wider communities,

and partnership working with TSi (Third Sector Interface) has also helped raise awareness of our volunteering opportunities.

- 3.4 Types of volunteering roles include supporting service users in Day Service activities, one to one reablement Buddies, Community Alarm Responders, Moray Callers, Community Connectors and Peer Mentors.
- 3.5 In 2012, 40 new volunteers were recruited and in 2013 a further 78 new volunteers were recruited. At present there are 120 volunteers, 48 within day services, 46 buddies, 15 alarm responders, 8 moray callers, 6 administrative. Some volunteers are involved in more than one role.
- 3.6 Buddy roles are varied, practical in support with shopping, emotional in building up confidence and reducing isolation, motivational in reconnecting to the wider communities or re-engaging with past passions such as bowling, fishing, walking, and gardening or may be for company if mobility is too restricted to venture outdoors. Many of the service users have mobility difficulties and in some cases Dementia. These factors highlighted the need for specific training for volunteers.
- 3.7 Training has been specifically designed for volunteers by the Social Work department – Adult Protection Level 1, Dementia Awareness, Safer People Handling, Peer Mentoring from NHS, Sensory Awareness from outside agency North East Sensory Services and CV and Interview skills through Library services. The number of volunteers trained to date are as follows – 61 Adult Protection, 13 Dementia Awareness, 10 Safer People Handling, 7 NE Sensory Services, 4 Peer Mentoring, 2 Food Hygiene and 3 CV and Interview skills.
- 3.8 To date a total of 253 requests for volunteers have been processed of which 192 have been progressed for matching with volunteers. 122 volunteers have been matched to requests leaving 70 requests currently awaiting volunteers.
- 3.9 In partnership with TSi the work of volunteers has been celebrated during the Volunteers Week in June each year whereby all volunteers receive a certificate as a thank you. In 2013 six of our volunteers and a group from the Independent Living Centre were nominated for Outstanding Achievement Award. The group won their category and received a framed certificate. All nominees received a special certificate from TSi.

As a result of the professional service delivered to volunteers and production of a portfolio of work involved, as per criteria set by Volunteer Scotland, the Volunteer Friendly Award, assessed and verified by TSi, was achieved in February 2014.

4. SUMMARY OF IMPLICATIONS

(a) Council / Community Planning Priorities

This report is in line with National Priority 6 'we live longer healthier lives' and Community Planning priority 1, 'healthier citizens' and the Best Value for Moray Corporate Improvement Plan (section 3, 6, 11 and 12).

(b) Policy and Legal

This report should be considered in accordance with the statutory duties contained under section 12A of the Social Work (Scotland) Act 1968, The Service Plan for Moray Adult Community Care Services and the Moray Council Volunteering Policy.

(c) Financial implications

None arising from this report.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities

An Equality Impact Assessment has not been carried out because the reason for the report is simply for committee to note and consider

(h) Consultations

The following have been consulted and are in agreement with the sections of this report relating to their areas of responsibility: Head of Community Care; Commissioning & Performance Manager.

5. CONCLUSION

5.1 It is recommended that the Committee notes the successes and positive developments within Health and Social Care Services in the past two years.

Author of Report: Margaret Cowie, Volunteer Development Officer, Health and Social Care

Background Papers:

Ref: