

**Cross Party Group on Volunteering Meeting
Minute
Wednesday 29th March 2017, 1.00pm-2.30pm
Committee Room 5, Scottish Parliament
Convenor: Alex Cole-Hamilton MSP**

Attendees

MSP members of the Group

Alex Cole-Hamilton MSP – Scottish Liberal Democrat Party
Jeremy Balfour MSP - Scottish Conservative and Unionist Party
Gordon Lindhurst MSP – Scottish Conservative and Unionist Party

Non-MSPs Members of the Group:

Paul Okroj – Chest Heart and Stroke Scotland, Margaret Starkie – Volunteer Scotland, George Thomson – Volunteer Scotland, , John Mullin – Volunteer Scotland, Gordon Brown – VC Borders, Susan Davies –TSI Moray, Sandie Dickson – The State Hospital, Lidia Dye – PKAVS Volunteering Hub, Helen Fleming – Dyslexia Scotland, Ruth Hutton – Scottish Government, Allan Johnstone – Voluntary Action Scotland, Alex James – Scouts Scotland, Bernadette Monaghan – Volunteer Glasgow, Liz Watson – Befriending Networks, Keith Weston – Chest Heart & Stroke Scotland, Ian Donald – Highland Third Sector Interface, Stephanie Guerin – Fresh Start, Robert McGeachy – Camphill Scotland, Lucy Morrison – Smoke Free Homes, Tracey Passway – NHS Tayside Board, Elaine Rimmer – PKAV Volunteering Hub, Sue Spencer – Cancer Research UK, Claire Stevens – Voluntary Health Scotland, Pam Duncan-Glancy – NHS Health Scotland, Yvonne Caplan – Volunteer Edinburgh, Jeanie Barr – St Andrews First Aid, Trevor Owen – Scottish Government

Apologies

MSP members of the Group

Pauline McNeil MSP – Scottish Labour Party
Fulton McGregor MSP – Scottish National Party
Johann Lamont MSP – Scottish Labour Party

Non-MSPs Members of the Group:

A considerable number of apologies were received for this meeting.

1. Welcome and introductions

Alex Cole-Hamilton MSP welcomed everyone to the meeting of the Cross Party Group on Volunteering and invited introductions.

2. Minutes of Previous meeting

The minutes of the last meeting were approved as an accurate record of the meeting.

Actions from previous meeting:

- The convenor to write to MSP's asking for their support during Volunteers Week and to ask how the Cross Party Group on Volunteering can assist them in their areas of work. **This letter will be sent out after this meeting.**

- CPG secretariat to look into the golden hour of volunteering which is an American concept and ties in with the golden thread and include this in the Volunteers Week activities. **Agreed this would be discussed for Volunteer Week 2018**
- CPG secretariat to identify how a 'market place' theme would be created at the Volunteers Week reception. **Event details to be finalised.**
- CPG secretariat to identify the sub-groups required to tackle some of the issues raised. **On-going**
- CPG secretariat to contact SPICE to find out what research is available on the social impact of volunteering. **On-going**
- CPG Secretariat to look at how to develop an audit of draft Government legislation (Bills) to ensure volunteering is included in them e.g. Fairer Scotland Action Plan. **On-going**

All actions from the meeting on the 25th January were ratified.

3. Volunteering and Integration in Health & Social Care – Presentations

The first presentation was by Claire Stevens from Voluntary Health Scotland on the Clear Pathway Project;

- Clear Pathway is a collaborative new project that VHS is delivering from May 2016 onwards. It aims to support safe, effective and person centred volunteering in NHS settings, with the focus on volunteers recruited and managed by third sector organisations. Initially looking at the Lampard Report to identify the implications of Health Boards involving volunteers within health settings to ensure volunteers and patients are kept safe.
- The extent, nature and contribution of third sector volunteering in NHS settings across Scotland is currently unknown and needs to be better understood and learning shared. Better coproduction and a more systematic process would improve the effectiveness of the volunteer contribution and the care and safety of patients.
- The project has helped identify key issues facing volunteers/Third Sector organisations within Health settings by engaging with over 90 organisations across both the Health and Voluntary sector.
- Claire highlighted that letters will be going out to all Health Board Chief Officers highlighting the issues identified by the project and highlighting the strong link between Third Sector Organisations and the Health Sector.
- Alex Cole- Hamilton MSP welcomed this action as it was clear there is still a lack of fully understanding of the impact/support Third Sector organisations play within the NHS.
- One of the main outputs of the project will be to provide guidance and case studies to create a better partnership working with Health and Third Sector organisations.
- The conference being held on the 7th Sept will assist in creating this partnership along with demonstrating the findings and recommendations which will lead to extending the Clear Pathway agenda.
- Alex Cole-Hamilton thanked Claire for her presentation and offered support from the CPG to assist in taking the project further.

The second presentation was by Allan Johnstone from Voluntary Action Scotland on the Journey of the Integrated Joint Boards TSI Perspective;

- The research was formed from a survey completed by 18 TSI's
- There were 4 topics asked within the survey looking at; Value, Involve, Support, Improve .
- Allowing the TSI's to provide comments on the volunteer contribution and support to Integrated Joint Boards (IJB).
- Volunteers are considered to be essential to the future of healthy communities It is no secret that IJBs are not perceived to be operating as efficiently as they can and are paying only lip service (if that) to the local Third Sector and there is certainly scope for much closer links with the TSIs.
- Involvement of the Third Sector at locality level is poor and unsupported. They are not really wanted.
- Locally, volunteers and volunteer-involving organizations are viewed as a, critical part of our local health and social care partnership. Volunteers are included in our Partnership's Workforce Plan and our local Third Sector Health and Social Care Strategic Forum is starting to drive key priorities relating to volunteering development to support integration. 'Working with Communities' is a strategic objective within our Strategic Plan and we are working at both strategic and locality level to coproduce plans and future services with a wide range of local stakeholders. Our IJB is supporting new roles for volunteers as 'Public Partners', representing carers and service users who can contribute to governance at a strategic level.
- We are not seen yet as part of the solution, we are not as important as their own internal problems and their competitive behaviors towards each other. They have learnt how to talk the talk but have no intention of or idea how to walk the walk.
- There is an extremely supportive Chief Officer in Health and Social Care willing to engage and there is some engagement from the Board itself; however, it varies greatly as it moves down senior management/management levels
- Volunteers are clearly the 'golden thread' particularly those who operate informally – the ones who are knocking on their neighbours doors to get their shopping or drive them to appointments etc. And, crucially, the explicit health benefits of volunteering – in addressing things like social isolation, inactivity, inequality et al – could be seen as the very essence of integration.
- Third Sector, TSI and volunteers are involved at all levels. The capacity to support volunteers including carers and those with lived experiences requires better resourcing. However places exist for service user involvement within thematic strategic planning groups and IJB.
- The recent evolution of the Locality Planning Groups has seen the Third Sector be invited to attend these. This is a welcome invitation and one which the Sector is working tirelessly to fulfill. This does however; offer a serious capacity issue since there are six localities each with two meetings a month together with the supporting Third Sector meetings which ensure that the representatives who attend these meetings are mandated through a governed third sector structure.
- Clearly volunteering is going to have to play an increasing vital role in delivering services and real change - whether within public sector partners or in the wider third sector. While it wouldn't be unfair to say that many IJBs are still storming and forming but perhaps further from the norm - when they will wake up and realise that there is this thing called volunteers and that these volunteers are the active and engaged citizens they want... they may realise that a strong infrastructure backing up volunteerism and some strategic planning might be useful.

The third presentation was by Jacqueline Campbell Scottish Government Integration Unit on Integration in Health & Social Care update;

- Jacqueline used the opportunity to speak to the CPG as a follow up from Shona Robison MSP, presentation a year ago
 - The last year has been insightful for Scottish Government in trying to help establish the IJB's by working alongside Chairs and leadership networks as well as looking at the cultural changes and relationships once the statutory regulations were out in place, the first year has also had to focus on budgets and structures to meet the needs of the changes.
 - Jacqueline confirmed that the budgets have now been agreed for year 2 with a great focus on developing partnerships now the processes has been put in place.
 - Each of the IJB's have recently submitted delivery plans looking specific indicators in e.g. end of life care/bed stats, whereby targets will be reviewed regularly
 - One of the major issues to come from the integration of Health Boards was in relation to the workforce and a recent consultation has just closed looking at the current workforce and how and action plan can be created to resolve issues.
 - The current stage of Scottish Governments work with IJB's will include focussing on the Third sector and volunteer involvement within Health care settings.
 - So far there is a lot of Third sector organizations working in partnership or providing services within health care but still no clear understanding of the full extent of engagement from these organizations and ensuring that good practice is maintained and shared.
 - Continued update will be provided to the CPG on how the IJB's and the Third sector can work together.
- The forth and final presentation was by Trevor Owen Cohesive Communities Team Leader | Scottish Government - Loneliness & Isolation Strategy – why volunteering should be included:
 - Trevor's work has included identifying the links between the Third Sector and Health and Social Care, to assist in ensuring that Volunteering has a focus within Government's key policy areas. A recent example would be on tackling isolation and loneliness.
 - Discussions are still in the early stages and information gathering is in full flow and at the Gathering Event this year, Voluntary Health Scotland lead discussions on what a National Strategy should look it.
 - Trevor used East Ayrshire as an example of how working together works well linking urban and rural areas through Health and Social Care and voluntary services.
 - There is an event taking place on 19th April in Edinburgh with organisations coming together to discuss the priorities and the role of Government and other public sector bodies to identify gaps and common agendas.
 - Trevor confirmed that 36 organisations had received funding to focus on isolation and loneliness e.g. Age Scotland – Men's Shed initiatives.
 - Trevor welcomed any feedback/comments from the CPG members and was happy for any to contact him and working together will make the difference.

Gordon Brown – Borders VC commented on how interesting the presentations were but wanted to know what the next steps were and how the CPG can influence change within this area. Jacqueline reiterated that feedback and working together with Third Sector organisations was vital to ensure the effective integration.

Paul Okroj – Chest Heart and Stroke Scotland highlighted that there is a need for better communication/awareness of the opportunities for Third Sector organisations to contribute to the review of H&SC as there was a recent Health and Social Care consultation with a very poor response by CPG members

It was agreed that the CPG would look at establishing a process on how CPG members will be informed on consultations to allow them to contribute.

George Thomson raised the point that the CPG should look to extenuate the negative and to be clear when communicating to Government/groups etc on why volunteering numbers are low with Health Care – this is the time to challenge what isn't working.

Alex Cole Hamilton MSP stated that the CPG should act as a critical friend to extenuate the positive but also to drill down what isn't working and assist in providing solutions.

Allan Johnstone – VAS highlighted that the reality is a lot of Third Sector organisations are relying on funding from Local Authorities who have cut all their budgets. We need to fund the sector if we want to support it and let it make a difference.

Sandie Dickson – State Hospital stated that the value of volunteering is largely underestimated within Health and Social care and that there is a need to develop a tool/measurement to demonstrate locally the value of volunteering. Why are Health Boards not being asked about the value of volunteers and including this within their priorities?

Bernadette Monaghan – VC Glasgow stated there needs to be closer working relationships with IJB's and the voluntary sector, this could save money, as for example the Volunteer Centre could match volunteers to visit the elderly – saving money on acute care further down the line, or prevention, by ensuring visits are in place to prevent that person falling etc. The current situation is that volunteering within Health is seen as an 'add on' but in reality should be a core function.

Paul Okroj – Chest Heart and Stroke Scotland suggested these issues/concerns can be raised and discussed at the Clear Pathway conference in September.

4. MSP Engagement with Cross Party Group/Roundtable Event

Following on from the previous CPG Johann Lamont MSP challenged the CPG to engage with MSP's to ensure they are playing a key role in policy decisions etc.

It was agreed that a series of lunchtime seminars would be set up from September to tackle issues and engage with MSP's. The secretariat will request members to provide what the issues are to help identify themes/subjects for the seminars.

YPIS motion

Following on from the questions raised by Monica Lennon MSP regarding volunteering rates within rural and urban areas, it was identified that the stats provided were incorrect and the correct stats will be re-submitted as a response to the questions.

SHS Consultation

Volunteer Scotland and the Scottish Volunteering Forum submitted a joint response to the SHS Consultation with recommendations to include questions on informal volunteering. Further update will be provided.

5. Volunteers Week Reception 2017

- Volunteers' Week is 1st to 7th June 2017
- Scottish campaign launched today!
- Led by Scottish Volunteering Forum and Volunteer Scotland
- Theme: volunteers are the 'golden thread' of Scottish communities
- **Opportunities for Engagement:**
 - i. Resources provided on Volunteer Scotland website:
 - ii. press release templates
 - iii. Selfie Frame
 - iv. #VolunteersWeekScot on Social Media
 - v. Thunderclap – launched in next few weeks
 - vi. Traditional Media – Volunteer 'media stars'
 - vii. Parliamentary Reception - 7th June at the Scottish Parliament

6. Any other Business

No AOB was discussed.

7. Date of next meeting

Date of next meeting is 7th June 2017 (5.30pm AGM/6.00-7.30pm Volunteers Week Reception).

ACTIONS

- The CPG Secretariat to follow up discussions with Jacqueline Campbell Scottish Government, Allan Johnstone VAS and Claire Stevens VHS on how the CPG can support the next stage of the IJB & Third Sector journey.
- It was agreed that the CPG would look at establishing a process on how CPG members will be informed on consultations to allow them to contribute.
- Lunchtime seminars: The secretariat will request members to provide information on what the issues are to help identify themes/subjects for the seminars.
- The CPG would look at establishing a process on how CPG members will be informed on consultations to allow them to contribute.