

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

**BOD 50/2019**

(Agenda item: 13)

# Board of Directors

**25 April 2019**

**Community Involvement Update Report**

**For: [Information]**

**Executive Summary**

The Community Involvement Update report seeks to provide a clear outline of progress and developments within the following core elements of:

* Volunteering
* Oxford Health Charity
* Community Engagement

**Governance Route/Escalation Process**

This is a new report and will be presented on a six monthly basis, unless otherwise advised. It has been agreed by the Director for Corporate Affairs and Company Secretary who has overall responsibility for these areas of work.

**Statutory or Regulatory responsibilities**

Updated strategy and policy information is provided in the body of the report.

**Recommendation**

The Board is asked to note the report.

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**Lead Executive Director: Kerry Rogers – Director for Corporate Affairs and Company Secretary**

1. *A risk assessment has been undertaken around the legal issues that this report presents and there are no issues that need to be referred to the Trust Solicitors*
2. ***Strategic Objectives*** *– this report relates to or provides assurance and evidence against the following Strategic Objective(s) of the Trust*

*1) Driving Quality Improvement*

*(Goals: patients will be safe from harm; patients will achieve the clinical outcomes they want; and patients and carers will have an excellent experience)*

*2) Delivering Operational Excellence*

*(Goals: our services will be effective and efficient; information will be translated into knowledge; and our planned surplus will be delivered)*

*4) Developing Our Business through Collaboration and Partnerships*

*(Goals: we will work in collaborative partnerships; we will maintain and grow our services where we add value; and we will have strong relationship with our stakeholders)*

*5) Developing Leadership, People and Culture*

*(Goals: staff satisfaction will be in the top 20% of Trusts nationally; our staff and teams will be high-performing; and we will recruit and retain an excellent workforce)*

**Community Involvement Update Report – April 2019**

**SITUATION**

This is the first Community Involvement Update Report to be presented to Board and the paper seeks to demonstrate the breadth of activity underway in relation to the following areas:

* Volunteering
* Oxford Health Charity
* Community Engagement

**BACKGROUND**

Community Involvement has been an evolving area of work for the Trust for the last two years with approval and appointment of the Community Involvement Manager in 2017. Prior to this date, activity in the three core functions of volunteering, charity and engagement were limited due to resources and expertise.

The strategic direction for Community Involvement within the Trust is a journey of increased public and staff awareness – moving from being relatively unknown and under-utilised, through to an increased awareness of the opportunities, and ultimately, to a situation where Community Involvement is embedded in Trust culture and celebrated as a core part of the Trust’s mission to deliver quality care by quality people.

Priorities since mid-2017 have been to understand existing structures and approaches and, where appropriate, introduce opportunities for growth and development.

**Volunteering**

Initial baseline data gathered in 2017 showed that there were approximately 70 Trust volunteers involved in activities mostly focused on Community Hospital wards. These volunteers were provided with honorary contracts and provided with little or no training apart from that developed locally to enable them to carry out their role (a point highlighted through the 2018 CQC visits to Community Hospitals).

Work through 2017/18 introduced a new, volunteer-friendly recruitment process, widened the scope and management of volunteering roles and initiated discussions around appropriate training and development opportunities. This included a review of how the Trust is ensuring the requirements of the Lampard Enquiry are addressed within appropriate policy, process and training management for volunteers – safeguarding both the volunteer and Trust.

**Oxford Health Charity**

Following a competitive procurement exercise, the management of Oxford Health Charity passed from the team at Oxford University Hospitals to a joint approach between the Community Involvement Manager and an external administration team at Kingston Smith in mid-2017. This has enabled a period of review and redevelopment for the charity with new guidance on requesting and approving funds being released in summer 2018 and a branding project to give the charity its own character for the first time. Following the successful bid for website development support (equal to approximately £18,000), the charity launched its new site and donation platform in December 2018 – [www.oxfordhealth.charity](http://www.oxfordhealth.charity).

As demonstrated in the 2017/18 Oxford Health Charity Annual Report, there is a wide scope to the support that the charity can provide to patients, staff and the local community. This covers activities in relation to both patient and staff wellbeing, training and community partner developments (benefiting service users and signposting potential service users to support). The appeals currently underway and promoted through the website are in relation to Lucy’s Room (a music room facility for adult mental health service users at the Warneford), Staff Wellbeing, Green Spaces, ROSY (Respite for Oxfordshire’s Sick Youngsters) and Artscape.

**Community Engagement**

Existing workstreams and projects have been delivering on community engagement across the Trust, including the Oxford Mental Health Partnership, Patient Experience and Involvement team and research programmes. The scope for work in this area under Community Involvement has been to increase engagement with the third sector, develop relationships with community groups or organisations supporting service users and families and provide opportunities to bring these groups together for a common purpose. Initial projects included involvement with groups like Team Oxford, Healthy Abingdon, Healthy Bicester New Town as well as schools/colleges and community groups.

The focus for 2018 was the delivery of the first HealthFest event, with over 40 different organisations and teams from across the Trust coming together for a community facing event at the Warneford. This provided not only an opportunity for the community to engage with the Trust and partners but also encouraged greater networking and connections to be formed.

**UPDATE**

The following information seeks to demonstrate the current status or progress in the core areas of Community Involvement. In addition, a summary of 2018/19 achievements within Community Involvement is provided in Appendix A.

**Volunteering**

As at the end of March 2019, there were 134 Trust volunteers involved in roles across the Trust. The graph below demonstrates the levels of involvement in generic role areas:

This is a significant expansion in breadth of activity and highlights key areas of recent role development, for example, the roles in Urgent Care which opened for recruitment in late 2018 and now has 15 volunteers in place as well as another 23 waiting for clearances. This role has been specifically designed to reduce stress and potential frustrations for patients coming into the service as an alternative to using the A&E department and in turn helps to reduce the negative impact this can have on staff.

In addition to these current volunteers, there are 69 volunteers in the recruitment process applying for roles in the following areas:

* Animal Associate Visitors
* Chaplaincy
* COPD Exercise Group Support
* Creating with Care
* Intensive Interactions, LD Support
* Urgent Care Support
* Warneford Meadow Project

This number will increase to over 140 shortly with the addition of approximately 70-80 volunteer applicants through the HelpForce NHS Volunteering project – #Bethehelpforce (<https://www.helpforce.community/>). It is also anticipated that there will be another intake of Peer Support volunteers later in the year as a result of the roll out to Buckinghamshire.

The Volunteer Programme policy has been presented for agreement to the Quality Sub-Committee – Well Led this month. This is a revision on the previous policy held by HR and formally introduces the streamlined, volunteer-friendly recruitment process as well as support structures and expectations of volunteer involvement for the first time. The policy is supported by a Toolkit for volunteers and their supervisors to help support the best practice management and engagement of volunteers. The toolkit outlines new approaches in relation to training, induction and problem-solving procedures which will professionalise the approach to volunteers, protecting and support them and the organisation more comprehensively.

**Oxford Health Charity**

The launch of the new OHC website – [www.oxfordhealth.charity](http://www.oxfordhealth.charity) – has provided a great opportunity to widen awareness and engagement with the charity both internally and externally. This can be seen in the increased news stories covering projects that have been funded by the charity and successful fundraising campaigns as well as the individual fundraising pages which are under development.

The requests for funding have increased in line with a heightened awareness of the charity activities, with requests around the following areas becoming more common:

* Support for team days and development
* Support for music/art/dance projects for wards
* Musical instruments
* Gym and training equipment

Support for community partners projects has also increased in the last year with the Youth in Mind map (a guide to youth services and groups in Oxfordshire), Next Step Youth Homelessness Project in Aylesbury and the upcoming LifeFest event co-produced by service users within the Oxford Mental Health Partnership all part-funded by the charity.

Fundraising is also increasing with the Lucy’s Room team promoting a variety of events in support of their music room facility at the Warneford (<https://www.oxfordhealth.charity/appeal/lucys-room>), the ROSY team gaining ongoing support for the Great Estates Walk (<https://www.oxfordhealth.charity/fundraisers/rosy-2019-30-mile-great-estates-walk-saturday-april-27th>) and, following a call for runners, there are now over 15 people who have confirmed that they would like to run for the charity this year in several different races – compared to just one or two runners in previous years.

Work on an Oxford Health Charity Strategy is underway following a Strategy Development Day in January 2019 which identified four areas of development and focus:

* Fundraising
* Expenditure Management
* Communications
* Resource Management

A paper on the proposed three-year strategy will be presented to the Charity Committee at its June meeting for initial approval ahead of Corporate Trustee sign off.

**Community Engagement**

Planning for the 2019 HealthFest event is underway with the theme of ‘Living Well through Activity’. As with the first event, the aim is threefold:

* To raise awareness of the Trust services and those of its partners/ other local organisations
* To reduce stigma associated with mental health – inviting people behind the walls of the Warneford being a key symbol of this
* To increase engagement with the Trust through membership, charity and volunteering opportunities

The HealthFest steering group, made up of staff, governors and volunteers, is focusing on the delivery and promotion of the event to increase the success of the 2018 day and have so far accepted registration from almost 30 organisations and teams. The day will host a variety of activities covering art, music, film, dance, fitness and nature with attendees encouraged to take part in as many as they can.

Activities will be grouped under four headings to help people navigate the site and make the most of all that is on offer:

* **Be Nourished** – providing both food options as well as information on nutrition and healthy eating
* **Be Wise** – information focused stalls providing education, apprenticeship and recruitment opportunities
* **Be Engaged** – volunteering, membership and group involvement stalls, promoting ways in which people can be more engaged with activities in the local community and the Trust as a whole
* **Be Active** – a set of activities and taster sessions (potentially for people to pre-book into), including mindful walks on the meadow, dance displays, film showings, art activities, yoga

Interest in the concept of the HealthFest event has also been shown at a more local level and talks are underway in Witney to hold the first ‘Community HealthFest’ event. This will provide an opportunity to showcase local services and activities, engaging local groups, staff and volunteers. Initial meetings have included Community Hospital and Community Mental Health staff as well as links to the local Armed Forces at Brize Norton. If this development proves successful, it is hoped that other locations will also take the opportunity to get their communities more involved as well.

**RECOMMENDATION**

This report is for information and to provide the Board with an update on how the Trust is progressing its community involvement agenda and supporting the strategic intent of the Trust.

The continued support from the Board for Community Involvement activities is welcomed.

**Appendix A**

