**#iwill Steering Group**

Terms of Reference

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| **Purpose** | The #iwill Steering Group exists to provide expert advice and guidance in strategically important areas as the Trust creates and develops volunteer opportunities for young people in support of the national #iwill social action initiative. Acknowledging our ‘beacon site’ status, we will draw on research and the expertise of colleagues within the Steering Group to ensure that we develop a robust, engaging and safe programme of opportunities for young volunteers.We recognise that a larger and more diverse volunteer population will be more able to engage a diverse service user population, thereby enhancing the patient experience, and will draw on the experiences of colleagues in the Steering Group to help us develop a programme that will attract and be accessible to people from all backgrounds and of all abilities. We understand that working in partnership with other Trust programmes and departments will yield maximum impact and will actively seek opportunities to do this through the contacts within and known to the Steering Group. We recognise that volunteering can provide a pathway to healthcare professions and/or advocacy and will provide appropriate follow-on activity suggestions within the Trust for all young volunteers. |

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| **Objectives** | * To affect positively the experience of patients, staff and visitors to Birmingham Women’s Hospital and Birmingham Children’s Hospital, as well as to Forward Thinking Birmingham, through an enlarged and diversified volunteer force.
* To provide high quality opportunities for young volunteers (10-25) to engage with Birmingham Women’s and Children’s NHS Foundation Trust and its work through the Volunteer Service.
* To reduce volunteer attrition amongst younger volunteers by introducing and developing new programmes specifically to meet the need of young adult volunteers (YAVS) aged 16-25.
* To introduce and develop a group-led volunteer framework to allow children aged 10-16 to experience short volunteer projects.
* To act as an exemplar of good practice with respect to providing safe working practices and a safe environment and for young people.
* To ensure that staff understand how to engage with and supervise young volunteers and feel comfortable doing this.
* To demonstrate the impact of the #iwill initiative within our Trust by collecting case studies that show the impact of volunteering by and on young people.
* To ensure that our website is accurate, accessible and attractive to young people, and informational and reassuring to their parents/guardians/teachers etc.
* To raise the profile of our work through appropriate communications activities, including press engagement and PR.
* To recruit 200 Junior Volunteers (10-16) and 150 Young Adult Volunteers during 2018.
* To ensure that the volunteer programme, including application process, supports the widest possible participation.
* To raise awareness of our young volunteer opportunities around the region, specifically within a five-mile radius of each location and particularly among hard-to-reach groups and within postcodes experiencing high deprivation in those areas.
* To retain 30% of Young Adult Volunteers each year.
* To facilitate peer education among young volunteers, increasing the impact of volunteering experiences and projects and the associated learning in healthcare areas.
* To encourage all young volunteers to incorporate elements awareness-raising and fundraising in their work to further support the work of the Trust.
* To provide appropriate follow-on activities for all young volunteers, highlighting opportunities to engage further through successive volunteer programmes, as well as through Aspire and YPAG.
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| **Membership** |   | Head of Patient ExperienceDirector of CommunicationsLead for Digital Channels CommunicationLead for EducationAspire LeadHead of SafeguardingHead of RiskDeputy Head, HRRecruitment, HR LeadPublic Health ConsultantHealth Promotion LeadPatient Experience LeadPalliative Care LeadDeputy Chief of Workforce TransformationTransformation Team Patient Experience SisterLead NurseTransformation Team Senior ManagerFundraising Regional ManagerDirector of FundraisingDirector of Service TransformationVolunteer Recruitment and Quality ManagerVolunteer Services ManagerPatient Experience AdministratorDeputy Chief Nurse, Quality#iwill Project Coordinator |

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| **Roles and Responsibilities** | Each member of the steering group is expected to:* Play and active role in progressing the plans directed and overseen by the group
* Take a pragmatic approach to ensure continuous improvement
* Facilitate the removal of barriers to cross-disciplinary working
* Actively seek the views of staff, patients and others to identify barriers to change
* Act as a champion for youth volunteering
* Ensure that their ‘home’ teams / services are updated with progress against current initiatives as well as seeking their feedback and voicing any concerns to the group
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| **Attendance** | Steering group members should attempt to attend as many meetings as possible and nominate deputies to attend in their place when necessary. Advance notice should be given for any meetings at which the member will not be present, even if a deputy is sent. Progress on actions should be forwarded in advance of any meeting not attended in person, or a deputy should be able to give a full report.Members who have clinical responsibilities that pose challenges will still receive notes and papers to ensure they are kept up to date and wherever possible arrangements will be made to accommodate any conflicts. |

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| **Meeting Frequency** | The steering group work will feed into the quarterly Patient Experience Committee. It will meet monthly *[for the first 9 months]*, and then quarterly as the programme beds in.Key dates:* *Insert as appropriate*
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| **Accountability and Reporting** | The steering group will be responsible for reporting progress, issues and risks to the Patient Experience Committee, chaired by… |

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| **Effectiveness and Review** | Effectiveness will be assessed using the following indicators:* Number of Junior Volunteers (10-16) and YAVS (16-25) recruited each year.
* Number of Junior Volunteers (10-16) and YAVS (16-25) retained year on year.
* Number of wards/services engaging with young people.
* Number of Junior Volunteers (10-16) and YAVS (16-25) progressing to Aspire and YPAG.
* Number of Junior Volunteers (10-16) and YAVS (16-25) recruited from areas or populations of traditionally low participation.
* Feedback sought / received from service users and staff.
* Feedback sought / received from young volunteers and/or group leaders.
* Costs associated with the new programmes being within budget / projected spend.
* Number of incidents during Year 1, if any, and changes put in place as a result; number of incidents in subsequent years, if any, decreased as a result.
* Publicity received for young volunteers’ work / programmes.
* Funds raised by young volunteer / their projects or groups.
* Impact of awareness-raising campaigns run by young volunteers.

Review will be on a quarterly basis. |