

PWYLLGOR CRONFA ELUSENNOL CHARITABLE FUNDS COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	15 March 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Assurance on Planning Objectives Aligned to Charitable Funds Committee
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Mandy Rayani, Director of Nursing, Quality and Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Daniel Warm, Head of Planning Nicola Llewelyn, Head of Hywel Dda Health Charities

Pwrpas yr Adroddiad (dewiswch fel yn addas) Purpose of the Report (select as appropriate)
Er Sicrwydd/For Assurance

ADRODDIAD SCAA **SBAR REPORT**

Sefyllfa / Situation

As part of the Annual Recovery Plan for 2021/22, the Board agreed a refreshed set of Strategic Objectives that set out the aims of the organisation, i.e. the horizon that the Health Board is driving towards over the long term, in addition to a set of specific, measurable Planning Objectives, which move the organisation towards that horizon over the next three years.

The purpose of this report is to provide the Charitable Funds Committee with an update on the progress made in the development (delivery) of the Planning Objectives aligned to this Committee under the Executive Leadership of the Director of Nursing, Quality and Patient Experience, for onward assurance to the Board.

Cefndir / Background

This report demonstrates where progress has been made in delivering the following Planning Objective aligned to the Charitable Funds Committee:

2E - From April 2021, develop a programme of activities which promote awareness of the Health Board's official charity and the opportunities available to raise and use funds to make a positive difference to the health, wellbeing and experience of patients, service users and staff across Hywel Dda University Health Board. Develop clear processes for evidencing the impact of our charitable expenditure on our patients, service users and staff with the aim of increasing our income and expenditure levels on an annual basis.

Asesiad / Assessment

The report, attached at Appendix 1, provides an update on the Planning Objective aligned to the Charitable Funds Committee, identifying its current status, whether it is achieving/not achieving against its key deliverables, and a summary of progress to date.

A summary of this information is set out below:

Page 1 of 4

Planning Objectives	Lead Executive	Status	If Planning Objective is 'behind'	
2E	Director of Nursing, Quality and Patient Experience	On track	Not Applicable	

Planning Objective 2E has been revised for 2022/23 and, subject to Board approval, will be reported via the Committee with effect from the June 2022 meeting:

"From April 2022, continue to deliver the objectives of the charity's three-year plan (2020-2023) to further promote awareness of the Health Board's official charity and the opportunities available to raise and use funds to make a positive difference to the health, wellbeing and experience of patients, service users and staff across Hywel Dda University Health Board.

As part of this, deliver the charity's marketing and communication plan from 1st April 2022 and undertake a review of the charity's strategic objectives, structure and resources to ensure effectiveness for Board assurance with the aim of developing the charity's longer-term strategy by February 2023".

The document attached at Appendix 2 provides the Committee with the 'Plan on a Page' and key deliverables associated with Planning Objective 2E for 2022/23.

The document attached at Appendix 3 provides the Committee with a summary of the charity's marketing and communications priorities for 2022/23.

Argymhelliad / Recommendation

The Committee is requested to receive an assurance on the current position in regard to the progress of Planning Objective 2E aligned to the Charitable Funds Committee, in order to provide onward assurance to the Board where Planning Objectives are progressing and are on target, and to raise any concerns where Planning Objectives are identified as behind in their status and/or not achieving against their key deliverables.

The Committee is also requested to note the revised Planning Objective 2E for 2022/23 and the key deliverables associated with its delivery.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.3 To receive an assurance on delivery against relevant Planning Objectives aligned to the Committee, in accordance with Board approved timescales, as set out in HDdUHB's Annual Plan.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not Applicable
Safon(au) Gofal ac lechyd: Health and Care Standard(s):	All Health & Care Standards Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable

Page 2 of 4

Amcanion Llesiant BIP:	9. All HDdUHB Well-being Objectives apply
UHB Well-being Objectives:	

Gwybodaeth Ychwanegol: Further Information:			
Ar sail tystiolaeth:	3 Year Plan and Annual Plan		
Evidence Base:	Decisions made by the Board since 2017-18		
	Recent <i>Discover</i> report, published in July 2020		
	Gold Command requirements for COVID-19		
	Input from the Executive Team		
	Paper provided to Public Board in September 2020		
Rhestr Termau:	Explanation of terms is included within the report		
Glossary of Terms:			
Partïon / Pwyllgorau â	Public Board - September 2020		
ymgynhorwyd ymlaen llaw y	Executive Team		
Pwyllgor Cronfa Elusennol:			
Parties / Committees consulted prior			
to Charitable Funds Committee:			

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Any financial impacts and considerations are identified in the report
Ansawdd / Gofal Claf: Quality / Patient Care:	Any issues are identified in the report
Gweithlu: Workforce:	Any issues are identified in the report
Risg: Risk:	Consideration and focus on risk is inherent within the report. A sound system of internal control helps to ensure any risks are identified, assessed and managed.
Cyfreithiol: Legal:	Any issues are identified in the report
Enw Da: Reputational:	Any issues are identified in the report
Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	Not applicable

APPENDIX 1 – Update of Planning Objectives aligned to Charitable Funds Committee as at 28th February 2022

PO Ref	Planning Objective	Executive Lead	Date of Completion of PO	Current Status of achieving PO within Completion Date (Delete as appropriate)	 Summary of Progress to date (including barriers to delivery) For actions behind schedule, please provide an explanation For actions behind schedule, what quarter will these now be achieved
2E	From April 2021 develop a programme of activities which promote awareness of the Health Board's official charity and the opportunities available to raise and use funds to make a positive difference to the health, wellbeing and experience of patients, service users and staff across Hywel Dda University Health Board. Develop clear processes for evidencing the impact of our charitable expenditure on our patients, service users and staff fundraising activities and expenditure on our staff, the patients and the public with the aim of increasing our income and expenditure levels on an annual basis.	Mandy Rayani	31/03/2022	On track	See table below

Action I.D.	Action	Update on progress	By when	by who	RAG rating
3.1	Develop lottery scheme proposal for consideration by the Charitable Funds Committee.	Lottery proposal approved at the Charitable Funds Committee meeting on 30 th June 2021.	30/06/2021	Fundraising Manager	Complete
3.2	Develop and launch of lottery scheme (subject to approval).	Hywel Dda Health Charities public lottery scheme launched on Monday 20 th September 2021. As of 18 th February 2022 we have 498 weekly plays.	30/01/2022	Fundraising Manager	Complete
3.3	Develop and launch of legacy fundraising and in-memoriam giving campaign.	 a) In Memory Giving: A5 information leaflet created and direct mailing sent to all Funeral Directors in Carmarthenshire, Ceredigion and Pembrokeshire. b) Legacy Fundraising: Legacy fundraising pack developed and will be distributed to over 70 solicitors across the three counties during March with the view of securing support to participate in the 'Make your Will Fortnight' campaign, planned for May 2022. Partnering with a national will writing company in the autumn for our second free wills campaign as part of Free Wills month in October 2022. 	30/09/2021	Fundraising Manager/Fundraising Officer	Complete
3.4	Develop and launch of a fundraising campaign for paediatric palliative care services.	Campaign materials for 'The Wish Fund' have been approved by the service. Fundraising campaign to be launched w/c 21st March 2022.	31/07/2021	Fundraising Manager/Fundraising Officer	Action on track to be completed by the end of Q4 2021/22

3.5	Develop and implement electronic charitable funds application process.	Due to the complexity of the automated process for expenditure authorisations, the development of the online application form has taken longer than expected. The Digital Improvement Team is undertaking further work on the approval workflow and it is likely that a move to an alternative online platform is required to ensure that the new application process is both user-friendly and meets audit requirements. A 'test' electronic application form will be piloted in March 2022, prior to launch during quarter 1 2022/23.	31/07/2021	Head of Hywel Dda Health Charities/Principal Project Manager/Senior Finance Business Partner & Informatics	Action to be completed during Q1 2022/23
3.6	Review of charitable funds expenditure guidance for staff and fund managers and promotion of guidance.	A review of the charitable funds expenditure guidance for staff and fund managers has been undertaken. New, user-friendly guidance documents will be launched at the same time as the new electronic application form to make it as easy as possible for staff to access our funds.	31/07/2021	Head of Hywel Dda Health Charities/Principal Project Manager/Senior Finance Business Partner	Action to be completed during Q1 2022/23
3.7	Delivery of training to Charitable Funds Sub-Committee members to ensure that the charity's grant-making and financial policies and procedures are understood.	Training took place at the first meeting of the new Sub-Committee membership in May 2021.	31/05/2021	Head of Hywel Dda Health Charities/Finance Business Partner	Complete
3.8	Attendance at Rest Recovery Reference Group meetings and regular communication with Organisational Development colleagues around the rest, recovery and recuperation of staff.	Rest Recovery Reference Group has been stood down. Working closely with Organisational Development colleagues to provide guidance and support on a of number initiatives relating to staff welfare and wellbeing planning objectives.	31/05/2021 and ongoing	Head of Hywel Dda Health Charities/Assistant Director of Organisational Development	Complete
3.9	Recruitment of Senior Marketing & Communications Officer.	Senior Communications Officer start date 22nd November 2021. Communications Assistant (fixed-term 18-month contract) start date 6th December 2021.	31/08/2021	Head of Hywel Dda Health Charities	Complete

3.10	Develop a marketing and	A marketing and communications plan for	30/10/2021	Head of Hywel Dda	Complete
	communications plan for the	2022/23 which delivers on the objectives		Health	
	charity.	identified in the 2020/23 three-year strategy		Charities/Assistant	
		has been developed, with key targets		Director of	
		identified for each quarter. A longer-term plan		Communications/	
		will be developed in line with the objectives of		Senior	
		the charity's subsequent three-year plan from		Communications	
		April 2023.		Officer	
3.11	Develop processes for	An evaluation framework has been developed	31/03/2022	Head of Hywel Dda	Complete
	evidencing the impact of our	to improve data capture processes to		Health Charities	
	charitable expenditure.	evidence the effectiveness and impact of our			
		charitable expenditure. To be implemented			
		during Q1 & Q2 2022/23 and aligned with the			
		launch of the electronic charitable funds			
		application process.			

SCOPE

PROJECT

RISKS

OD Golden

Thread / Cultural

From April 2022, continue to deliver the objectives of the charity's three-year plan (2020-2023) to further promote awareness of the Health Board's official charity and the opportunities available to raise and use funds to make a positive difference to the health, wellbeing and experience of patients, service users and staff across Hywel Dda University Health Board. As part of this, deliver the charity's marketing and communication plan from 1st April 2022 and undertake a review of the charity's strategic objectives, structure and resources to ensure effectiveness for Board assurance with the aim of developing the charity's longer-term strategy by February 2023.

Hywel Dda Health Charities is the official charity of Hywel Dda University Health Board.

This planning objective relates to the ongoing delivery of the charity's three-year plan, approved by the Charitable Funds Committee in March 2020, with the overall objectives of:

- 1. Income: Increasing our income levels by 10% on an annual basis from April 2020 to March 2023.
- 2. Expenditure: Increasing our charitable expenditure by 15% on an annual basis from April 2020 to March 2023.
- 3. Communications: Increasing our charity's profile and raise awareness of the positive difference we make.

From April 2022, the focus of our activities will be on:

- 1. Increasing our income from both new and existing opportunities and income streams.
- 2. Empowering Hywel Dda University Health Board staff to access our charitable funds and be innovative and proactive in their approaches to making a difference.
- 3. Maximising opportunities to extend our reach and become more visible internally and externally so that more people across our region are aware of the charity's existence, its purpose

- Increased income levels and increased levels of charitable funds available to support charitable expenditure that makes a positive difference to the health, wellbeing and experience of patients, service users and staff across Hywel Dda University Health Board.
- Increased levels of charitable expenditure due to staff being empowered to access our charitable funds to support their rest, recovery and recuperation and be proactive in their approaches to making a difference.
- More people across our region are aware of the charity's existence, its purpose and the importance of their support through maximising opportunities to extend our reach and become more visible internally and externally.

	KEY PHASE	BY WHOM	BY WHEN
le	1. Deliver a capital fundraising appeal to raise £0.5m to enable the development of a new Chemotherapy Day Unit at Bronglais General Hospital.	Fundraising Manager / Fundraising Officer	31/03/2023
	2. Access the JC Williams (Elizabeth Williams Endowment) fund to enable the construction of a hydrotherapy pool at Pentre Awel.	Head of Hywel Dda Health Charities / Finance Business Partner	30/06/2022
	3. Maximise opportunities from grant giving trusts and foundations.	Fundraising Manager / Fundraising Officer	From 01/04/2022 and ongoing
d)	4. Develop productive corporate partnerships that offer both financial and non-financial rewards.	Fundraising Manager / Fundraising Officer	From 01/07/2022 and ongoing
	5. Develop a 'Write your will' campaign in conjunction with local solicitors.	Fundraising Manager / Fundraising Officer	30/06/2022
n e	6. Introduce the Power BI financial reporting system and dashboard for all charitable funds cost centres.	Finance Business Partner	31/12/2022
	7. Integrate the Oracle accounting software with the Harlequin fundraising database.	Finance Business Partner / Fundraising Manager	31/03/2023
	8. Establish an Investment Sub-Committee to provide advice to the Charitable Funds Committee on the charity's investment portfolio.	Assistant Director of Finance (Financial Planning & Statutory Reporting)	30/06/2022
	9. Work with clinical and operational colleagues to ensure designated and restricted funds are being used to maximum effect to support the health and wellbeing of patients, service users and staff.	Head of Hywel Dda Health Charities / Finance Business Partner / Finance Business Partnering Teams	From 01/04/2022 and ongoing
	10. Implement improved processes to capture data to evidence the effectiveness and impact of our charitable expenditure.	Head of Hywel Dda Health Charities	30/09/2022
	11. Undertake a review of the charity's strategic objectives, structure and resources to develop the charity's longer-term strategy from 2023.	Head of Hywel Dda Health Charities	28/02/2023
	12. Implement the charity's 2022/23 marketing and communications plan.	Senior Communications Officer	From 01/04/2022 and ongoing
S	13. Develop a standalone website for the charity.	Senior Communications Officer	30/09/2022
	14. Increase and maintain the visibility of the charity across all UHB sites to ensure that we are the charity with the most prominent presence.	Senior Communications Officer	30/09/2022

	presence.					4
Description	Likelihood	Impact	Score	Mitigating Actions		
Income generation targets not being met.	3 – possible	3 – moderate	9	Comprehensive fundraising plans to be put in place		
				with regular review of income against targets		
Charitable expenditure targets not being met.	3 – possible	3 – moderate	9	Comprehensive work plans to	oe put in place wi	ith
				Finance colleagues to ensure k	ey actions, roles a	and
				responsibilities are clearly und	erstood. Regular	
				review of work plans.		

The charity will strive to actively demonstrate and apply the core values of Hywel Dda University Health Board in all aspects of our charity's operations and fundraising activities:

- Putting people at the heart of everything we do: improved patient and staff experiences are at the forefront of our work at all times.
- Working together to be the best we can be: we support Hywel Dda University Health Board to continually improve and enhance its services.
- Striving to deliver and develop excellent services: the allocation of our funds focuses on patients, service users and staff to deliver the very best healthcare we can.

KEY DATES & DELIVERABLES and the importance of their support. **Responsible Officers:** Executive Lead: Mandy Rayani, Director of Nursing, **Quality and Patient Experience** Strategic Lead: Nicola Llewelyn, Head of Hywel Dda **Health Charities** Delivery Lead: Tara Nickerson (Fundraising Manager), GOVERNANE Julie Bowen (Finance Business Partner), Matt Pearce (Senior Communications Officer) **Programme oversight through:** Charitable Funds Committee **Governance through: PROJECT Charitable Funds Committee Delivery through:** Collaboration with colleagues across fundraising, finance, procurement, communications, organisational development and patient experience and other services where necessary. presence

9/17 1/1





Hywel Dda Health Charities

Marketing and Communications
Priorities 2022-23



Marketing and Communications plan 2022-23

1. Implement
the plan for
2022-23

Area of work	Jamesary - Miserchy				_
Website		April - June			
_			Indy - Suptember		
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decision on NWTs decision	net on Review content of web pages Add most over one of web pages	NWIS Down		Colobar December	
	Add event pages - see events below MURA training fast confirm	Develop now website (dependent on MWS deskion)? Or resident			January - March
	 MURA training (not confirmed) 	 Or review content of current web pages 			
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supporters.		Chartedy report on hit rates, also review accordingly.	including regular stories	including regular stories Operated.	
	Develop new template for external newdy Develop new template for external newdy	review accordingly	Quarterly report on hit rates, etc., review accordingly		 Website updated as required including transfer
	Overlop new temptate for external newski issue (ap/lise temptate for e-Cards		and an arrangly	review accordingly	including regular stories Outstand
	izzue Jan/Veh/March e-newsletters	Itour April/May/Artis o- Newdomen			 Quarterly report on hit rates, review accordingly
	issue o-Carde Valentine's Day	Mendan inner	 Istue tuby/hug/hopt a-newdatters 		and the state of t
		Review impact of reescletters: size of making list, number of people opting out			1
internal commis including staff newsle Left ambassadors		continue our a recorder of people		Review in pact of newsletters Issue December	
Leff ambassadors	Her:	State of the control of		issue December message and round up, sessent	 Issue tary/seb/htarch e-newslets
		10 th Birthday (see below)		round up, season's greetings	
Note that staff neuraletter is depender DNB Corress Team plans	2-3 weekly messages in Global email/notice/security			Tissue e-card: Happy New Year, Opportunities for	
		 Develop new staff section on website — this 		opportunities for 2023	
Staff ambassador plan to be discussed	Myseel's ware in Staff Facebook group	guidance on h	 Develop staff guidance on becoming 		
plan to be discussed	Discours of the state of the st	function have been to apply for	becoming an Ambassacius inclusius a cambassacius	Launch-staff Ambassador Trong Trong	
	Petro year con-	studies, links to key forms, etc.	including a pack, online guidance for website, information		
\$	develop format as appropriate*		intrange, any sa	noticeboard, e-bulletin, press	 Update stuff section as necessary (case studies, etc.)
keting/branding/signage	The shade		• Arrhamadou I	release, digital screens, intranet, website, etc.	• Canada and and
	Audit of marketing materials Wrates for marketing materials	nowdetter or update in main staff newdetter)		website, etc.	 Review intranet page
			Review intranet page	Consider staff Ambassador updata may not need communicate	and page
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	and one expendance story per week; acheduled weekly	• Minim		1	
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	an quater developed		New Twitter and Facebook headers Monthly report circulates	close one of the capacitate	Minimum one post per day; one fundraising and series
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	Deput on the Control of Page 188 P	Mr. Permitter, overtr.	Press releases issued for		to be contained to became
	Monethic and Contract of the Contract	Proper conservation	fundrations, expenditure, events,	Press releases knowld for	
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то Арреаі			Annehly column submitted to	personal with media as	Develop steries was
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	icuse e-newcletter Jan, Feb, March	Produce tiper for malkut; (19	e videos produced with AEP C) & other videos		
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		ie.		Private web pages as necessary. The	ank you video
					Heity around total. TRC late web pages as necessary (e.g., training total?)

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2. Enhance our web presence and create a standalone website



Bronglais Chemo Appeal



Click here to donate ♂

Help us raise £500,000 to make our dream of providing a purpose-built chemotherapy day unit for Bronglais General Hospital a reality.



About our appeal

Become a fundraiser

Further chemo appeal information



Ways to donate

Click here for information about

Click here for information about becoming a fundraiser

Click here for further chemo appeal information

Click here for information about donating



3. Strengthen our social media, including launch of standalone Instagram page





4. Improve our internal communication via new and existing channels





5. Maintain regular contact with our key audiences





6. Increase our visibility across all Hywel Dda University Health Board (HDdUHB) sites





7. Maintain a high profile in the media

Apêl Cemo Bronglais Chemo Appeal Chemotherapy care staff have been 'amazing' Your chance

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to win a hair makeover



Get on your bikes to boost funds for future-fit day unit BRONGLAIS Chemo Appeal has been cheene as the official cheene pattern of as the official cheene pattern of the street popular Area for the street of the str

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