

1. Introduction

This paper provides an update to the National Group for Volunteering on progress of the Volunteering in NHSScotland Programme.

The Programme is staffed by a Programme Manager (1.0 whole time equivalent) and Project Officer (0.75 whole time equivalent). The Programme resides in the Scottish Health Council, a directorate of Healthcare Improvement Scotland.

2. Volunteering Information System

(a) Deployment

The system is in use in 18 of the 22 NHS organisations. NHS24 began using the system on 10 July.

The Programme Manager awaits feedback from NHS National Services Scotland and the Scottish Ambulance Service on the next stage of deployment to those boards. NHS Grampian do not wish to use the system.

All NHS Boards using the system have now responded to the request to confirm usage in 2019/20.

(b) Updates to System Security Policy and Privacy Impact Assessment

The Volunteering Information System System Security Policy and Data Protection Impact Assessment have been circulated to NHS Scotland Information Governance Leads. Amendments have been made on the basis of feedback received from NHS24 and NHS Fife. Final sign off is in progress and updated documentation will be issued to NHS Boards in August.

(c) User Group

The User Group met on 29 July and reviewed system enhancement requests.

A number of new requests were made and a prioritised list will be issued to the Support Partner as soon as practically possible.

The Group will meet for a 'visioning' exercise to draw out a wishlist of developments which will be appraised at a later date.

(d) Training and webinars

Introductory and Advanced webinars are delivered monthly by the Project Officer. NHS Boards are reminded once more than new users must complete an introductory webinar prior to being issued with user accounts.

There are no exceptions to this and the Programme Team would appreciate if this message can be cascaded to volunteer management teams once more.

An introductory and an advanced webinar is scheduled for each calendar month of the year. **It is the responsibility of staff in NHS Boards to book a place on these via the links on the [Community of Practice](#).**

The team repeatedly encounter complaints from staff who have not booked and/or who have not read the joining instructions and tested their systems.

Additionally, staff who book and are unable to attend only contributes to delays and takes up valuable time of the Programme Team that would be better spent elsewhere in a full and busy programme of work.

A total of 198 individuals have been trained to use the system since its inception. Three webinar sessions and one face to face training session has been delivered in 2019/20.

(e) System governance and administration

The current support partner contract is in place until March 2020. A procurement exercise will be undertaken in late 2019 to secure a supplier beyond this date.

2019 will see an update to the back-end systems behind the Volunteering Information System. An update to the server and database operating systems will be implemented by Golden Jubilee in quarter 2 or quarter 3 of 2019/20. The service specification, sizing requirements and costing of the work has been completed and due to increased licencing costs will result in an increase in 2019/20 and beyond. Scottish Government have confirmed continued support for the system. We await confirmation from Golden Jubilee as to when these upgrades will take place.

3. Volunteer Managers Network

(a) The next Volunteer Managers National Network Meeting will take place on 24 September in Dundee. NHS Boards are reminded that these meetings serve as CPD for volunteer managers and are not simply information meetings for one member of staff at a time.

Content will include Youththink Scotland on the #iwill campaign, Scottish Government on Volunteering for All, our national outcomes framework and NHS Board spotlight sessions – an opportunity for volunteer managers to share practice with peers across Scotland.

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(b) Support to NHS Boards

The Programme team supports NHS Boards on volunteer management matters. The support often consists of advice on application of policy or legislation (e.g. screening requirements), reviewing documents such as strategic plans and policies but can also be as straightforward as signposting to existing policy and guidance.

The Programme Team share the workload of providing responsive support to NHS Boards. Across the 22 Boards the Programme Manager (13) and Project Officer (9) each take a lead role with their respective number of boards, attending steering groups where possible.

Support activities 2019/20					
NHS Board	Apr	May	Jun	Jul	Aug
Golden Jubilee Hospital	3	2	3	2	
Healthcare Improvement Scotland	2		1	2	
NHS 24			1	1	
NHS Ayrshire & Arran	3		1		
NHS Borders		2	2		
NHS D&G	3	4	1	1	1
NHS Education for Scotland				1	
NHS Fife	7	4	1	2	1
NHS Forth Valley	5	5	6		
NHS Grampian	1	3	2		
NHS GG&C	4	4	4	4	
NHS Highland		1	3		
NHS Lanarkshire		1		3	
NHS Lothian	2		7	4	
NHS National Services Scotland					
NHS Shetland				1	
NHS Tayside	4	1	4	3	
NHS Western Isles	1				
State Hospital					1
Total	35	27	26	24	3

Some of the recent work has included:

- ▶ Supporting the recruitment of a Voluntary Service Manager through interview participation in (NHS Tayside)
- ▶ Advice on GDPR requirements for volunteering (NHS Fife)
- ▶ Advising on the changes to Disclosure/Protection of Vulnerable Groups (NHS Greater Glasgow & Clyde)
- ▶ Advising on a volunteer peer support role (Golden Jubilee)
- ▶ Advising on inclusive volunteering practice (NHS24)
- ▶ Advising on insurance cover for volunteers (Healthcare Improvement Scotland)
- ▶ Signposting to guidance on volunteering and benefits (NHS Forth Valley)

- ▶ Accompanying Volunteer Coordinator and volunteers to Parliamentary Reception for Volunteering (NHS Borders)
- ▶ Review of service specification for peer support service in Alcohol and Drug Partnership (NHS Grampian)

(c) Changes to Disclosure and the Protection of Vulnerable Groups Scheme

The Programme Team is appraising itself of the impending changes to Disclosure and Protection of Vulnerable Groups Scheme membership. The Programme Manager will attend a workshop in August and the Project Officer is arranging an information session from Disclosure Scotland in November for Volunteer Managers in NHSScotland to hear how the changes will affect them.

4. Helpforce

(a) Organisational

The Programme Manager attended the Helpforce Full Team Meeting and Regional Meeting in on 6 August, presenting an update to the full team on activity to date in Scotland.

(b) HF1: Streamlining the volunteer recruitment process

NHS Fife, NHS Greater Glasgow & Clyde and NHS Lanarkshire have signed up to this improvement project. Meetings and phone calls have taken place with the three Voluntary Services Managers involved and their recruitment processes mapped and agreed (with amendments to be confirmed with NHS Lanarkshire).

The Information Governance Lead of NHS Fife has agreed to join the Project Steering Group and will offer insight to the work from a data protection and information governance perspective in addition to a 'fresh pair of eyes' to the challenges incurred in volunteer recruitment.

The Steering Group met on 5 August to agree the Project Initiation Document, Project Charter and to review the process maps. The Group was tasked with identifying the problems incurred at each stage and explored what the root issues might be. A further ideas generation session is being arranged.

(c) HF3: Embedding of evaluation throughout volunteer engagement programmes

Work to date has included the mapping of existing case studies against the Volunteering for All national outcomes, the framing of case study requests against this framework and a consideration of how each can demonstrate inclusive practice.

The first of two workshops on evaluating the impact of volunteering was delivered on 31 July to representatives from 7 NHS Boards. The sessions are based on the Learning, Evaluating and Planning (LEAP) framework of the Scottish Community Development

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Centre, taking into account our national outcomes framework, the Scottish Volunteering Forum So What guide to impact evaluation, the Volunteering Impact Assessment Toolkit and the NHS Tayside Volunteer Audit Tool.

The second session is scheduled for 30 August. Feedback from the first session identified that delegates required more time to test and apply the LEAP approach to their area of work. This will be considered in the planning of the second workshop.

(d) HF4: Develop and spread new and innovative volunteer roles

The Project Officer has led on this project, engaging with NHS Board staff and volunteers to identify and produce written case studies of volunteering and collaborating with the Events Officer to produce film case studies.

Case studies published so far include:

- ▶ April 2019: Mealtime, Breastfeeding support, Allotment volunteer
- ▶ June 2019: Mental health peer support, Hospice, Public Partners

The Project Officer is working with volunteer managers in NHS Boards to firm up case studies on:

- ▶ Community Chaplaincy Listening
- ▶ Ward volunteering
- ▶ Therapeutic touch volunteering
- ▶ Stroke Lifestyle Group
- ▶ Community Care home volunteering
- ▶ Community First Responders

(e) End of Life Care

Helpforce has secured funding for end of life care (EOL) pilots across the UK. Details were shared with NHSScotland Strategic Leads for Volunteering.

Five NHS Boards have expressed an interest in Scotland and will be supported by the Programme Manager and the Helpforce EOL Project Manager to shape up their applications.

(f) Learning and development

Helpforce have been working on standards for volunteer induction and training and continuing professional development (CPD) for volunteer managers. The Programme Manager liaised with a handful of NHSScotland volunteer managers to input to their mapping of a draft standard against existing measures and processes, noting that mapping of training was already in the Programme Workplan for 2019/20.

We have arranged a meeting on 19 August for key stakeholders to input directly to this

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work in order to ensure there is adequate engagement. The meeting should not be viewed as one of the Volunteering in NHSScotland Programme, rather an opportunity for each stakeholder to engage with a UK initiative led by Helpforce.

Confirmed attendees include:

- ▶ Helpforce leads (Kay Fawcett and Kim Liggins)
- ▶ Volunteering in NHSScotland Programme Manager, Healthcare Improvement Scotland
- ▶ Rob Coward, NHS Education for Scotland
- ▶ Allana Fotheringham and Adrian Murtagh, Volunteer Scotland
- ▶ Harry Balch, Voluntary Services Manager, NHS Greater Glasgow & Clyde
- ▶ Katrina Murray, Voluntary Services Manager, NHS Lanarkshire
- ▶ Kirsten Law, Youth Voluntary Services Manager, NHS Lothian
- ▶ William Murray, Relationship Account Executive, Skills Development Scotland

A representative from Edinburgh College will not be able to attend. A phone call with the Programme Manager has been arranged prior to the meeting on the 19th. A request has been made to the Third Sector Interfaces regarding representation from training providers.

5. Other external work

- (a) NHSScotland event** – The Programme team attended the event on 30 May and presented a workshop at the Healthcare Improvement Scotland stand on the myths of volunteering.
- (b) Scottish Volunteering Forum** – The Programme Manager took part in the Scottish Volunteering Forum Development Day in June where the members reflected on progress made and the future direction of the forum. It was acknowledged that the previous form and function has achieved what it set out to do, culminating in the Scottish Government publication of Volunteering for All, and that the form and function of the Forum should evolve. There will be less thematic subgroup activity going forward, less publications and more of a focus on thematic discussion and input to the implementation of the outcomes framework.
- (c) Napier University** – The Programme Manager met with the Employer Engagement Partner (School of Applied Sciences + School of Health & Social Care) to discuss opportunities for volunteering in health and social care, exploration of small-scale research projects and has agreed to speak at an event on 23 October at the university on the impact volunteer has had.
- (d) Learning from the North East England Experience & Scottish Research Forum** – The Programme Manager attended the event held by Volunteer Scotland where presentations from a leadership network on volunteering from the north east of England were delivered and explored. The second part of the meeting focussed on the research programme of Volunteer Scotland and a discussion on how a joined up approach could

be achieved across Scotland, keying on input from key stakeholders. The Programme Manager outlined the need to 'legitimise' the evidence routinely collected by volunteer engaging organisations in the eyes of research peers.

(e) Response to whistleblowing consultation – A submission was made to the Healthcare Improvement Scotland consultation lead outlining a number of issues in the draft policies, including but not limited to: a lack of clarity on directly and indirectly engaged volunteers, misinterpretation of the term 'charity' and the need to be clearer in the distinction of what locus the legislation/policy would have for arms-length organisations.

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