

Volunteering in NHSScotland Programme status

Volunteering in NHSScotland Programme outcomes

1. Volunteering contributes to Scotland's health by
 - a. Enhancing the patient experience
 - b. Providing opportunities to improve the health and wellbeing of volunteers themselves
2. The infrastructure that supports volunteering is developed, sustainable and inclusive.
3. Volunteering and the positive contribution it makes is widely recognised with a culture which demonstrates its value across the partners involved.

Project	Summary	Start	End	SG/HF	Programme outcome(s)	Status
Developmental support to NHS Boards	Supporting the development of sustainable volunteering in NHS Boards. Interventions typically include advice and guidance on policy, specific incidents or issues, design of roles, processes and volunteer management models.	April 2019	March 2020	Scottish Government	2	Green
Volunteer Managers Network	Brings together volunteer management staff from across Scotland to develop and share practice, network and identify and address common challenges. Consists of: <ul style="list-style-type: none"> ▶ Two national meetings per programme year (Sep and Feb) ▶ Ad-hoc thematic discussion groups as and when required <ul style="list-style-type: none"> ○ Vol Retention, Apr ○ Inclusive volunteering, TBC ▶ Online community of practice – sharing research and publications 	April 2019	March 2020	Scottish Government	2	Green
Standardisation of volunteer training and recruitment processes	Design of a national application form, mapping of volunteer recruitment and training in NHSScotland followed by recommendations to NHS Boards.	April 2019	March 2020	Scottish Government	2	Amber Form pilot delayed

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Volunteering Information System	<p>Suite of related activity relating to the deployment and development of the Volunteering Information System for NHSScotland. Includes:</p> <ul style="list-style-type: none"> ▶ System management (procurement, hosting, support partner Information Governance and Information Security policies, risk management) ▶ Training for new and existing users (two webinars per month) ▶ Volunteering Information System User Group (two meetings per year) ▶ Interim and final annual report 	April 2019	March 2020	Scottish Government	2	Green
Support inclusive volunteering practice through the development of equalities monitoring	National survey issued to NHS Boards to capture the demographics of their volunteer pool. Will be followed up with a national report.	September 2019	November 2019	Scottish Government	2	Green Not yet active
Develop and publish guidance for the engagement of volunteers in health and social care	Update to the NHSScotland Handbook for Volunteering	TBC	TBC	Scottish Government	1, 2, 3	TBC – propose postponing until improvement projects have been completed
Communications	<p>Publish a Communications strategy for the Programme and its stakeholders.</p> <p>Publish an e-newsletter to Programme stakeholders six times per year</p>	April 2019	March 2020	Scottish Government	3	Amber Publication delayed
Volunteers Week	Promote the benefits of volunteering during Volunteers' Week. Links to e-newsletter and case studies with additional in-house promotion within Healthcare Improvement Scotland.	June 2019	June 2019	Scottish Government	1, 3	Green Complete
National Group for Volunteering in NHSScotland	Support and develop the National Group for Volunteering in NHSScotland to provide leadership for volunteering in NHSScotland, ensuring that group processes are robust and that membership accurately reflects the stakeholders served by the Programme.	April 2019	March 2020	Scottish Government	1, 2, 3	Green

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External stakeholder engagement	<ul style="list-style-type: none"> ▶ Scottish Volunteering Forum ▶ Scottish Government External Reference Group for national outcomes framework ▶ Clear Pathway Evaluation Group ▶ Helpforce Advisory Council 	April 2019	March 2020	Scottish Government	1, 2, 3	<p>Green</p> <p>AB to step down from Adv Council Sep 2019</p>
HF1: Streamlining the volunteer recruitment process	<p>Improvement project to tackle the length recruitment process which incurs high resource costs (staff time and financial cost).</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> ▶ A reduction the administrative burden on volunteer managers ▶ A reduction in the length of the recruitment process – volunteers will begin volunteering more quickly ▶ A reduction in the attrition rate of volunteer enquiries ▶ The above will contribute to an increase in the number of volunteers in NHSScotland 	May 2019	Feb 2020	Helpforce	2	<p>Amber</p> <p>1. Project Steering Group require additional design meeting</p> <p>2. Awaiting Procurement authorisation to commission work</p>
HF2: Pilot of a volunteer supporter role	<p>The pilot of a volunteer-led model for ad-hoc and day to day 'check-in' of placed volunteers could provide a solution to the sustainability and critical point of failure challenges that are experienced in larger programmes.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> ▶ Identify the challenges in volunteer placements before a volunteer leaves leading to an increased level of volunteer retention ▶ Increase the capacity of NHS Boards using the model to place and manage and support greater numbers of volunteers ▶ Provide a pathway into careers in volunteer management 	October 2019	March 2020	Helpforce	1, 2	<p>Green</p> <p>Not yet active</p>

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HF3: Embedding of evaluation throughout volunteer engagement programmes	<p>A series of interventions including an examination of frameworks in place, recommendations for best practice nationally, training and learning sets for volunteer managers.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> ▶ A strengthened contribution to the business case for sustainable volunteer engagement locally and nationally ▶ A bank of case studies, volunteer, staff and patient stories on the impact of volunteering that are used to demonstrate the value of volunteering 	April 2019	March 2020	Helpforce	3	Green
HF4: Develop and spread new and innovative volunteer roles	<p>Gain a more in-depth understanding of the roles across NHSScotland, bringing together key players in the NHS to identify and demonstrate how volunteering can contribute to service outcomes.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> ▶ A range of impacts on patients, volunteers and staff depending on context ▶ An increase in the number of roles in NHS Boards ▶ A bank of case studies, volunteer, staff and patient stories on the impact of volunteering that are used to demonstrate the value of volunteering 	April 2019	March 2020	Helpforce	3	Green
HF5: National overview of volunteering across NHSScotland	<p>Culminating in a report on volunteering in NHSScotland, this will include examples of good and innovative practice, identifying the impact of volunteering on all stakeholders and a strong focus on building sustainable programmes and roles.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> ▶ A strengthened business case for sustainable volunteer engagement locally and nationally ▶ A secondary impact of greater levels of volunteer engagement via the sharing and scaling of practice 	October 2020	March 2021	Helpforce	3	Green Not yet active