

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 17 of the 22 NHS organisations. Work is ongoing with NHS 24, and the Scottish Ambulance Service. NHS Grampian do not wish to use the system.

NHS 24 have provided suggested amendments for an update to the System Security Policy and Privacy Impact Assessment. These have been included in the revision that will be issued for consultation in May.

Updated Services Agreements have been received from each of the 17 NHS Boards using the system.

Requests to confirm continued use of the system into 2019/20 were issued to all 17 NHS Boards in April. Responses are still awaited from:

- ▶ NHS Education for Scotland
- ▶ NHS Fife
- ▶ NHS Highland
- ▶ NHS Shetland
- ▶ NHS Tayside

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

The Volunteering Information System System Security Policy and Privacy Impact Assessment were due for review in March 2019. Suggestions from NHS 24's Information Security Officer have been reviewed and, where relevant, included in updated drafts of each document.

Both documents required to be converted to the new NHSScotland GDPR-compliant versions. We await input from Golden Jubilee in order to complete the redrafts and issue to NHS Boards.

The intention is to disseminate before the end of May 2019 with a closing date of 30 June for comments.

(c) User Group

The User Group met on 26 February and reviewed system enhancement requests.

Each NHS Board that uses the system is asked to nominate one user to contribute to the Group to ensure that ongoing system development is responsive to the needs of users.

There are a number of outstanding amendments currently sitting with the Volunteering Information System Support Partner. We continue to monitor this situation and will update User Group members on progress.

The next meeting will take place in June or July.

(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.

(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.

Dormant user accounts are reviewed and deactivated from the system on a quarterly basis. The next review will take place in June 2019.

(f) System development

The next system updates will include:

- ▶ A new search function to search through notes, interests and volunteer experience fields to support users in identifying volunteers with particular skillsets.
- ▶ Additional functionality to automatically populate the date a volunteer leaves when the volunteer has been marked as retired, withdrawn or signposted on. This will improve the quality of national and local reporting.
- ▶ Functionality to archive volunteer activity subjects. This will improve user experience and reduce risk of user error in attributing types of training that have expired to volunteer records.
- ▶ Functionality to archive volunteer roles. This will also improve user experience and reduce risk of user error selecting roles that are no longer active.

3. Volunteer Managers Network

(a) The Volunteer Managers National Network Meeting took place on 19 February in Edinburgh. 18 delegates from 14 organisations (NHS Boards and related third sector organisations) attended.



Eight delegates did not attend. **NHS Boards are asked to consider the cost implications of booking places and non-attendance.**

Content included a workshop on Communications to coproduce a Communications Strategy for Volunteering in NHSScotland, a workshop on Investing in Volunteers from Volunteer Scotland and a presentation from The Samaritans on their volunteer support model.



Spotlight sessions from NHS Boards included NHS Dumfries & Galloway, NHS Lothian and The State Hospital, each sharing practice with peers.

(b) Feedback from delegates (8 out of 18 attendees) included:

- ▶ 100% of respondees (n=8, 44.4%) confirmed that the event met their expectations
- ▶ 87.5% of respondees (n=7, 38.9%) rated the event 'Very good'
- ▶ 12.5% of respondees (n=1, 5.5%) rated the event 'Good'

What did you value most about this event?

- ▶ *“Networking with colleagues from other boards”*
- ▶ *“The opportunity to hear from colleagues in their 'spotlight session'”*
- ▶ *“Table work and networking opportunities”*
- ▶ *“Engaging with other peers and the workshops”*
- ▶ *“Networking and updates”*
- ▶ *“Networking, sharing good practice, lunch, peer support, information on what is happening in higher level.”*
- ▶ *“Spotlighting and speaking to other volunteer managers”*
- ▶ *“Finding out more about the National picture”*

Is there anything you'll do differently as a result of this network meeting?

- ▶ *“Planning a review meeting with colleague to talk through topics covered throughout the day, particularly helpful to discuss volunteers week ideas!”*
- ▶ *“I am hoping to develop roles in maternity as suggested by Diane - this is not an area that we have explored before”*
- ▶ *“Try to more proactive in sending volunteering info to our communications team. Maybe look further at my volunteer retention and obtain feedback.”*
- ▶ *“Following up with other Boards as a result of this event regarding their volunteering. Eg Breastfeeding Support and Mealtime volunteers, how can we improve our practice in our region.”*
- ▶ *“Yes, I really liked the outputs from the Dumfries and Galloway -emotional touch point- sessions and may use this in my area - a great idea. Also useful to have materials from NHS Lothian - see if we can develop some roles for people wanting to go into midwifery as a career. Also, though about combining some events during National Volunteers' Week with the What Matters to you programme.”*
- ▶ *“Use NHS Dumfries & Galloway Emotional touchpoint card guidance to evaluate own volunteers experience. Look into how GP can refer patients to Volunteer Centre and there on to health service volunteering. It is very rare a GP refers patient to volunteering.”*

Other feedback

- ▶ *“Thanks you to both of you for all the hard work that goes into making these sessions interesting - it is very much appreciated!”*
- ▶ *“Content was very good as always. The venue was good as well.”*
- ▶ *“Think these events are a life-line to those who are working on their own. Could there be 3 per year instead of only two? Really enjoyed the opportunity to discuss PEST and look forward to see how that will effect change and develop volunteering in NHS in Scotland. Also, Lunch was great.”*
- ▶ *“I think a lot of thought and skill are put into making people feel welcomed and at ease at these events and I really appreciate that. I think that the event is a really good investment of my time as I always learn a lot and go away with ideas. Thank you very much Alan and Lisa”*

Other feedback
▶ <i>“The spot light session was good which provides opportunity share success stories as well as learn in depth of other volunteering programmes and initiatives.”</i>
▶ <i>“Really valuable event.”</i>
▶ <i>“Well done - engaging event”</i>

4. 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.

Support activities 2018/19													
NHS Board	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Golden Jubilee Hospital		2	1		1	2	1	4		3		2	16
HIS		2									1	2	5
NHS 24				1									1
NHS Ayrshire & Arran	1	5		1	1	3	4	3				1	19
NHS Borders	1			4		4	6	2	2	2	3		24
NHS D&G		1	1		1	2	9	2		4	6	5	31
NHS Education for Scotland			1	2	1								4
NHS Fife		6			3	3	5	3		4	3	3	30
NHS Forth Valley	1	1	1							1	2	4	10
NHS Grampian				1								1	2
NHS GG&C	3	7		1	5	2	1	3	2	4	2	1	31
NHS Highland	1	1	1		2				1				6
NHS Lanarkshire					4		1		1	1			7
NHS Lothian	1	2					3			1	1	2	10
NHS NSS		1											1
NHS Shetland	1	3	1	1				4		1	1	1	13
NHS Tayside	1			1	3	2	4	1		2		3	17
NHS Western Isles		1			1								2
State Hospital		2			1					1			4
Total	10	34	6	12	23	18	34	22	6	24	19	25	233

Support activities 2019/20			
NHS Board	Apr	May	Total
Golden Jubilee	3		3
HIS	1		1
NHS Ayrshire & Arran	2		2
NHS D&G	2	3	5
NHS Fife	7	1	8
NHS Forth Valley	3		3
NHS Grampian	1	3	4
NHS GG&C	4	1	5

Support activities 2019/20			
NHS Board	Apr	May	Total
NHS Highland		1	1
NHS Lothian	2		2
NHS Tayside	3	1	4
NHS Western Isles	1		1
Total	29	10	39

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. Case studies are conducted by the Project Officer with support from the Scottish Health Council Events Officer for film case studies.

Specific pieces of work include since the last Programme update include:

- ▶ NHS Borders: Mealtime Volunteer film case study ([YouTube link](#))
- ▶ NHS Borders: Breastfeeding Support Volunteer film case study ([YouTube link](#))
- ▶ NHS Dumfries and Galloway: advice and custom Volunteering Information System reporting
- ▶ NHS Fife: case studies (Kelty Allotment Volunteer, Victoria Hospice Volunteer)
- ▶ NHS Forth Valley: film case study (health and wellbeing volunteers)
- ▶ NHS Grampian: visit to Chaplaincy team to discuss volunteering and volunteer engagement with follow-up support on Clear Pathway
- ▶ NHS Tayside: presentation and engagement in business planning session
- ▶ Healthcare Improvement Scotland: Public Partner film case study

5. Volunteer retention

A small-scale study into how organisations examine and report on volunteer retention was undertaken in early 2019. Feedback was received from Aberlour, CHAS, Chest Heart and Stroke Scotland, Macmillan, Quarriers, Shelter and Volunteer Edinburgh.



A paper outlining the key findings was shared with the Scottish Volunteering Forum at the 13 March meeting. The paper prompted a wide-ranging discussion on the topic and resulted in the programme team hosting two discussion groups to examine the topic further.

The discussion groups included representatives from Beatson Cancer Charity, Edinburgh Volunteer Centre, Glasgow Life, Homestart UK, NHS Fife, NHS Fife, NHS Greater Glasgow & Clyde, NHS Lanarkshire, NHS Tayside and Quarriers. Key messages from the discussion were included in the presentation at the Voluntary Health Scotland 'Valuing and sustaining volunteering in health conference on 14 May.

Volunteer Edinburgh has suggested including the topic in their [volunteer wiki](#). The team will follow up on this offer in due course.

6. Helpforce

Healthcare Improvement Scotland, Helpforce and the National Lottery Community Fund agreed to the proposal to create a partnership, as outlined in the Feb 2019 National Group meeting, to provide the Volunteering in NHSScotland Programme with additional resource in order to carry out the five identified projects over the next two Programme years.

The funding provides an increase in capacity for the Programme team, bringing the Programme Manager post to full time and the Project Officer to 0.75 whole time equivalent. The Team would like to express thanks to the National Group for Volunteering in NHSScotland and Scottish Government for supporting the proposal.

The Programme Manager attended the Helpforce Full Team Meeting and Regional Meeting in on 2 April. In England, Helpforce have collaborated with Unison to agree a [charter](#) for volunteering in the NHS in England. This is distinct from the [charter](#) that Volunteer Scotland and the Scottish Trades Union Congress launched on 20 February 2019.

Helpforce is seeking to make available grant funding to NHS Trusts and NHS Boards for volunteer engagement in end of life care, with a focus on supporting families and carers. We await further detail on this and will communicate it to Strategic Leads when available.

A further strand of work is ongoing with the [Burdett Trust for Nursing](#). The work will be led by Kay Fawcett, OBE, Education Lead & Clinical Advisor and seeks to create a network of nursing leaders, engaging the right people and sharing practice across the UK. Kay has been in touch with the Chief Nursing Officers of each country to discuss the project.

The Programme Manager visited the Northern Ireland partner, George Gillespie of Volunteer Now on 17 April, presenting on the Volunteering in NHSScotland Programme and Volunteering Information System. A further meeting was held with the regional lead for Wales, Fiona Liddell, seconded via Wales Council for Voluntary Action. There will be scope for learning and sharing practice across the four nations throughout the duration of the collaboration with Helpforce.

7. Other external work

(a) Valuing and Sustaining Volunteering in Health: The Programme team have been supporting Voluntary Health Scotland with the planning, marketing and content of the 'Valuing and Sustaining Volunteering in health' conference that took place on 14 May 2019.

NHS Boards were reflected in the attendance and in the speakers and workshops. The Programme team received a number of enquiries from third sector organisations with regards to signposting to volunteer managers and strategic leads in NHS Boards which have been followed up.

(b) Volunteering for All - Scottish Government National Outcomes Framework for Volunteering – The Programme Manager has provided input to the External Reference Group that fed into the development of the Framework.



The [Framework](#) was launched by Aileen Campbell MSP on 25 April 2019 at Maslow's Community Shop in Govan.

The Programme Team has mapped the national outcomes to our existing bank of case studies and has designed key questions to include in future case studies that will support an ongoing evidence base for the impact of volunteering and progress towards our national outcomes.

The Team is looking forward to working with NHS Boards in the coming months via evaluation workshops that will support Boards to align their workplans and evaluation to the national outcomes.

(c) Study visit from Adelaide volunteer managers: The Programme had signposted two volunteer managers from Australia to a number of third sector organisations as part of their study visit to examine health and hospital volunteer engagement programmes.

Via webinar prior to their visit and a face to face meeting when in Scotland, the scope and activities undertaken were outlined and discussed, noting the Developing Volunteering Toolkit which was updated in April 2018.

There may be scope for collaboration on a development framework for volunteer managers in terms of benchmarking or testing their designs with volunteer managers in Scotland. The Programme team will keep stakeholders informed if this progresses.