

1. Introduction

This paper provides the National Group for Volunteering with a summary of the planned activities for the 2019/20 Programme year.

2. Programme outcomes

The Programme outcomes were coproduced with NHS Boards in 2012, engaging volunteer managers, Scottish Government and the National Group for Volunteering.

Outcome 1: Volunteering contributes to Scotland's health by:
(a) enhancing the quality of the patient experience, and
(b) providing opportunities to improve the health and wellbeing of volunteers themselves

Outcome 2: The infrastructure that supports volunteering is developed, sustainable and inclusive.

Outcome 3: Volunteering, and the positive contribution it makes, is widely recognised, with a culture which demonstrates its value across the partners involved.

3. Responsiveness of Programme to adapt to emerging need

It should be noted that at times there will be emerging work that will affect the scheduled timescales and a need to reprioritise work on an ongoing basis.

This can include but is not limited to, requirement to engage with or deliver projects with external stakeholders on common areas of interest, carry out small-scale studies to quantify or validate anecdotal evidence, concentrated pieces of work stemming from engagement with NHS Boards, e.g. a request to address governance or safeguarding issues relating to volunteering.

4. Implementation of the Scottish Health Council Review

The Scottish Health Council, a directorate of Healthcare Improvement Scotland has entered the implementation phase of the internal review of its structure and form. Whilst the Volunteering in NHSScotland Programme was not the focus of the review there are elements of the Programme, and the teams expertise, that will be utilised during this period. At present this includes input to the application of the findings in the Healthcare Improvement Scotland Engaging People Review and the Directorate Development Plan.

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5. Evaluation

The workplan is underpinned by an evaluation framework that links activities to the agreed national outcomes that were co-produced with NHS Boards. This itself is not directly linked to the recently published national outcomes for *volunteering*, as the Programme has a defined focus and locus beyond just volunteering.

However, work has already been undertaken to map the new national outcomes to the Volunteering in NHSScotland Programme outcomes. This work will supplement the gathering of case studies and spread of volunteering roles across Scotland.

Some specific projects are evaluated on an ongoing basis:

- (a) Volunteer Managers Network** – Online survey, includes question on what will be done differently
- (b) Volunteering Information System training and webinars** – Online survey (either individually or periodically, depending on number of participants)
- (c) Development and planning sessions** – Online survey

An 'impact story' is planned in 2019/20 for the evaluation of the developmental/responsive support delivered to NHS Boards, likely consisting of an online survey.

6. Reporting on progress

Progress on the Programme workplan is reported to the Scottish Health Council Directorate Management Team Operational Plan on a monthly basis, the Scottish Health Council Committee five times per year, the Healthcare Improvement Scotland Quality Committee three times a year and Healthcare Improvement Scotland Board twice per year.

Programme and project management is conducted by the Programme Manager.

Both staff members have their own specific annual objectives which are recorded in the NHS TURAS system. These are linked to Programme activity and are reviewed monthly in line management meetings.

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