

# Volunteering in NHSScotland

## Volunteering Information System 2018/19 report

Data from 17 May 2019

### Introduction

The Volunteering Information System has been designed for, and with the involvement of, NHS Boards, to support them to manage their volunteering programmes and report on activity. This provides:

1. a system compliant with all data protection, information governance and data security policy and legislation,
2. a reduction in the administrative burden on staff who manage and support volunteers,
3. an improvement in the accuracy and efficiency of reporting on volunteer engagement, and
4. an accurate picture of volunteer engagement locally and nationally.

### What the system does

The Volunteering Information System allows NHS Boards to track the volunteer journey from point of contact through to their engagement in a volunteer role. This helps to ensure that the recruitment process is followed and provides Boards with a rich set of data on the path from that first contact through to the beginning of the volunteer 'placement'.

The system also provides a number of reports, allowing NHS Boards to identify trends and take proactive steps to improve their management processes and support a positive volunteering experience.

### Usage across NHSScotland

Seventeen NHS Boards currently use the system, with 116 active users. A total of 188 individuals have been trained to use the system. The difference related so staff moving on to other roles and changes to people's remit.

The following boards use the system: Golden Jubilee (National Waiting Times Centre), Healthcare Improvement Scotland, NHS Ayrshire and Arran, NHS Borders, NHS Dumfries & Galloway, NHS Education for Scotland, NHS Fife, NHS Forth Valley, NHS Greater Glasgow and Clyde, NHS Health Scotland, NHS Highland, NHS Lanarkshire, NHS Lothian, NHS Shetland, NHS Tayside, NHS Western Isles, The State Hospital.

This paper refers to data pertaining to 2018/19 and where noted quarter 1, 2, 3 or 4, e.g. Q4.

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## Volunteer applications and placements made per year

Year	Boards with new enquiries	Total volunteer enquiries received	Applications still in progress	Estimated total for 22 NHS Boards	Actual placements	Conversion of enquiry to placements *
2015/16	15	1689	35	2477	1075	63.6%
2016/17	15	1926	117	2825	1189	61.7%
2017/18	17	2160	221	2795	1268	58.7%
2018/19	15	1937	649	2841	720	37.2%
<b>Average</b>	-	<b>1928</b>	-	<b>2735</b>	<b>1063</b>	<b>55.3%</b>

\* excludes applications still in progress

### Notes:

1. Due to users updating their data the average conversion rate is lower in previous years that previously identified in the reporting carried out in 2018.
2. The NHSScotland estimate is based on an average number of enquiries per board using the system.
3. The conversion rate is an estimate as a number of volunteer applicants are still progressing through the recruitment process (649 in 201/19).
4. A number of volunteer managers report that they do not enter data for volunteers who do not progress to volunteer, therefore, the conversion rate in reality is expected to be lower.
5. The placements per year relate to the date of the volunteer's application (not the start date of the placement).

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## Current status of volunteers who registered in 2018/19

The table below lists the number of volunteer records opened in 2018/19, across the NHS Boards that used the system in that year and how many are at each stage in the recruitment process.

Status	Total no of volunteer records in 2018/19	% of volunteer applicants in 2018/19
Enquiry	205	10.6%
Application in Progress	339	17.5%
Undergoing Training / Induction	35	1.8%
Awaiting Placement	40	2.1%
Placed	605	31.2%
Inactive	40	2.1%
Retired	52	2.7%
Signposted on (not placed)	108	5.6%
Withdrawn	515	26.6%
<b>Total</b>	<b>1939</b>	<b>-</b>

### Key points

1. Almost half of applicants withdrew without volunteering.
2. Each NHS Board differs in size, level of volunteer engagement and recruitment windows.
3. This report is available within the system on an NHS Board level for users to interpret locally within their own NHS Board.
4. There remains a high number of prospective volunteers at the enquiry or later recruitment stages.

## Volunteer applications 2018/19 national summary

2018/19	New enquiries	In progress		Awaiting placement, placed or inactive		Avg weeks from enquiry to placement	Withdrawn or signposted on		Retired		NHS Boards with data
Q1	433	52	12.0%	186	43.0%	14.4 weeks	160	37.0%	35	8.1%	12
Q2	481	78	16.2%	206	42.8%	13.9 weeks	184	38.3%	13	2.7%	11
Q3	515	172	33.4%	178	34.6%	12.9 weeks	162	31.5%	3	0.6%	10
Q4	510	277	54.3%	115	22.5%	12.9 weeks	117	22.9%	1	0.2%	11
<b>Total</b>	<b>1939</b>	<b>579</b>	<b>29.9%</b>	<b>685</b>	<b>35.3%</b>	<b>13.1 weeks</b>	<b>623</b>	<b>32.1%</b>	<b>52</b>	<b>2.7%</b>	<b>12</b>

### Notes

- ▶ In progress: any volunteer application still going through the recruitment process
- ▶ Awaiting placement, placed or inactive: volunteers who are ready to begin or currently volunteering, or who have been volunteering but are on a break
- ▶ Withdrawn: volunteer applicants who have not responded or who have withdrawn their application
- ▶ Signposted on: volunteer applicants who have been signposted elsewhere
- ▶ Retired: Volunteers who were placed volunteers but who have left their role permanently
- ▶ NHS Boards: the number of boards using the system with volunteer applicants in this quarter

### Key points

1. There remain a number of volunteer applications still in progress more than a year after the application has been made.
2. Volunteers, on average, can still face a long period of time between their initial contact and the beginning of their volunteering placement (13.1 weeks on average).
3. There is a relatively low retiral rate amongst volunteers of 2.7% across the year.

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## Process timescales

Element of the volunteer recruitment process	Average time in weeks				
	Q1	Q2	Q3	Q4	2018/19
<b>References</b>					
Reference return	2.0	2.0	2.1	1.6	<b>1.9</b>
<b>Occupational health</b>					
Volunteer's return of OHA form	0.7	1.2	0.7	0.2	<b>0.8</b>
Volunteer manager's processing of OHA form	0.2	0.2	0.1	0.1	<b>0.2</b>
OHA return from OH	2.9	2.6	2.6	2.0	<b>2.7</b>
<b>Disclosure</b>					
Volunteer's return of Disclosure form	0.9	0.4	0.6	0.3	<b>0.6</b>
Volunteer manager's processing of Disclosure form	0.5	0.1	0.6	0.3	<b>0.4</b>
HR processing of Disclosure	0.6	0.4	0.7	1.2	<b>0.6</b>
Disclosure Scotland return time	2.5	2.2	2.4	2.3	<b>2.3</b>
<b>Protection of Vulnerable Groups (PVG)</b>					
Volunteer's return of PVG application	0.5	0.5	0.3	0.3	<b>0.5</b>
Volunteer manager's processing of PVG application	0.3	0.6	0.4	0.3	<b>0.4</b>
HR processing of PVG application	0.5	0.4	1.2	0.4	<b>0.5</b>
Disclosure Scotland return time	2.0	1.8	1.4	0.7	<b>1.7</b>

### Key points

1. Volunteers on average will take around one week to return the above paperwork.
2. Processing of paperwork by volunteer managers and HR lasts around one additional week on average.
3. Disclosure Scotland return time is on average comparable to their two-week return time (subject to postage delays/weekends).

## Referral routes

Route into volunteering	Volunteer applicants in 2018/19		Placed volunteers in 2018/19		Conversion rate
	No	% of applicants	No	% of placements	
Another NHS Board	2	0.1%	1	0.1%	50.0%
Department of Work and Pensions (DWP)	5	0.3%	1	0.1%	20.0%
Faith group	8	0.4%	2	0.3%	25.0%
Helpforce	1	0.1%	0	0.0%	-
Higher or further education	58	3.0%	26	3.7%	44.8%
Local media	67	3.5%	29	4.1%	43.3%
Member of staff	118	6.1%	65	9.2%	55.1%
National media	5	0.3%	2	0.3%	40.0%
NHS Board website	191	9.9%	91	12.8%	47.6%
Other	360	18.6%	110	15.5%	30.6%
Transfer from a third sector organisation	19	1.0%	17	2.4%	89.5%
Undefined	9	0.5%	8	1.1%	88.9%
Volunteer Centre/Third Sector Interface	130	6.7%	45	6.3%	34.6%
volunteerscotland.org.uk	23	1.2%	5	0.7%	21.7%
Word of mouth	454	23.4%	210	29.6%	46.3%
(blank)	489	25.2%	97	13.7%	19.8%
<b>Total</b>	<b>1939</b>	<b>100%</b>		<b>100%</b>	<b>-</b>

### Key points

1. Word of mouth remains a popular referral route into volunteering.
2. The lower number of placed volunteers may suggest that closer working with the local Third Sector Interfaces may benefit NHS boards

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