National Group for Volunteering in NHSScotland Programme Update

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.

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

Version 4.0 of the Volunteering Information System Security Policy and Data Protection Impact Assessment were issued to NHS Board Information Governance Leads on 6 September.

(c) User Group

The User Group met on 29 July to review system enhancement requests. A prioritised list has been issued to the Support Partner. Due to constraints in Programme capacity this was delayed and has resulted in the accrual of support time. The User Group will be kept informed of progress.

Additional work to redevelop an online application form has been commissioned. This work will be undertaken in October.

The Group will meet for a 'visioning' exercise to draw out a wish list of developments, this will be held on 26 November.

(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 207 individuals have been trained to use the system since its inception.

(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.

2019/20 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 4 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. Leaderships of Volunteering in NHSScotland

Jason Leitch CBE, National Clinical Director wrote to NHS Board Chief Executives on 15 August endorsing the National Group recommendation for NHS Boards to identify an Executive Lead for Volunteering and a Strategic Lead for Volunteering.

At time of writing 11 NHS Boards have confirmed their leads.

4. Volunteer Managers Network

(a) The Volunteer Managers National Network Meeting took place on 24 September in Dundee.

Speakers included Scottish Government Third Sector Unit (Volunteering for All), Youthlink Scotland (#iwill), Spotlight session from NHS Boards (NHS Lothian, NHS Tayside). A focus on the case study work was led by the Project Officer followed by a short engagement exercise. Feedback was also taken from delegates on volunteer peer support and potential recording of indirect volunteering arrangements on the Volunteering Information System.

18 delegates from 11 NHS Boards attended, sharing practice and participating in engagement workshops.

4 responses to evaluation received to date:
- 100% report expectations met
- 75% rated event Very good
- 25% rated event Good

Qualitative feedback:
- *"I'm going to look at the #iwill and speak to our communication team - an opportunity to highlight younger volunteers. Look at sharing the National Framework, particularly the outcomes, wider within my remit."*
- *"I am very new into post and have taken a lot from this event."*
- *"Looking a different ways of accommodating young people so will be liaising with NHS Lothian"*

(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 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.
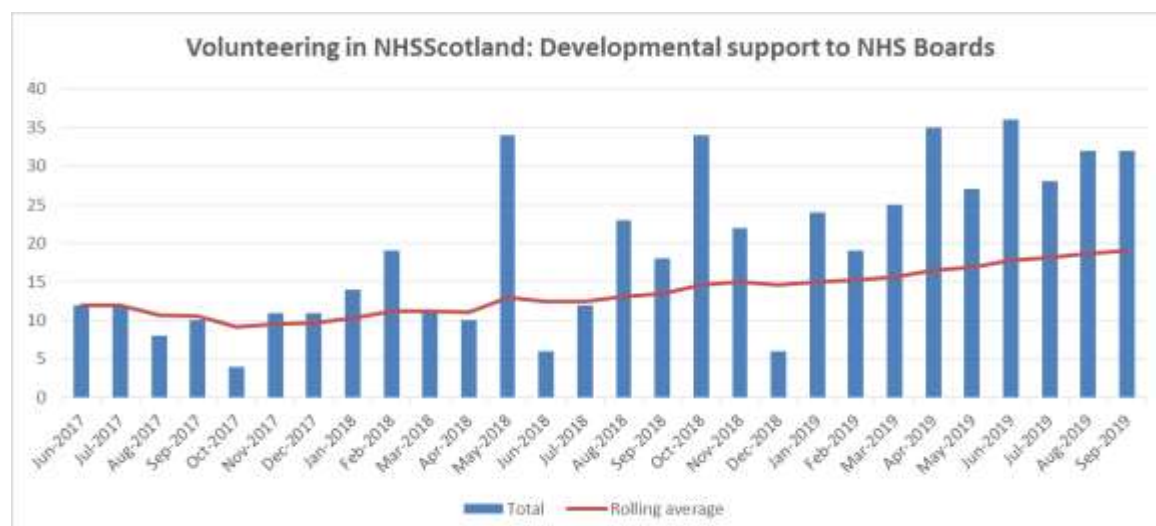
Support interactions 2019/20							
NHS Board	Apr	May	Jun	Jul	Aug	Oct	Total
Golden Jubilee Hospital (NWTC)	3	2	3	2		1	**11**
Healthcare Improvement Scotland	2		1	2			**5**
NHS 24			1	1			**2**
NHS Ayrshire & Arran	3		1	1	2	3	**10**

Support interactions 2019/20							
NHS Board	Apr	May	Jun	Jul	Aug	Oct	Total
NHS Borders		2	2			2	**6**
NHS Dumfries and Galloway	3	4	1	1	4	3	**16**
NHS Education for Scotland				1			**1**
NHS Fife	7	4	1	3	4	2	**21**
NHS Forth Valley	5	5	6		6	1	**23**
NHS Grampian	1	3	2			1	**7**
NHS Greater Glasgow & Clyde	4	4	4	4		3	**19**
NHS Highland		1	3	1	1	2	**8**
NHS Lanarkshire		1		3	2	3	**9**
NHS Lothian	2		7	4	3	7	**23**
NHS National Services Scotland							**0**
NHS Shetland				1			**1**
NHS Tayside	4	1	4	4	8	4	**25**
NHS Western Isles	1				1		**2**
Scottish Ambulance Service					1		**1**
The State Hospitals Board for Scotland							**11**
Total	**35**	**27**	**36**	**28**	**32**	**32**	**190**

Some of the recent work has included:

▸ Review and feedback of implementation of evaluation planning tools
▸ Advice on the application of the Leadership of Volunteering letter from Scottish Government
▸ Induction meetings for new staff
▸ Attendance and participation in board strategy/steering groups
▸ Advice on safeguarding responsibilities in relation to indirectly engaged volunteers
▸ Volunteering Information System administration
▸ Signposting to information and individuals
▸ Advice on volunteering policy

Since the Team implemented a tracking system we have noted an increasing level of reliance on the programme for advice and support.

(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.

A workshop has been arranged for 7 November at Scottish Health Services Centre in Edinburgh.

5. Helpforce

(a) HF1: Streamlining the volunteer recruitment process

NHS Fife, NHS Greater Glasgow & Clyde and NHS Lanarkshire are participating in this improvement project.

Process mapping has been completed and an assessment of challenges undertaken. The Steering Group has generated a number of improvement ideas which will be assessed and prioritised before being taken forward.

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

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

A second session took place on 30 August including refinements based on the feedback from the July workshop. 11 delegates from seven NHS Boards attended.

Feedback from both sessions will be considered in the arrangement of a third cohort of delegates.

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

The Project Officer leads 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
‣ October 2019: Therapeutic Touch Volunteering, Community Chaplaincy Listening

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

- Ward volunteering
- Stroke Lifestyle Group
- Community Care home volunteering
- Community First Responders

(d) 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 were offered support from the Programme Manager and the Helpforce EOL Project Manager.

Two NHS Boards applied and were invited to interview on 3rd and 4th October. Two NHS Trusts in England, one in Wales and one in Northern Ireland were also invited to interview.

(e) Learning and development

Helpforce have been working on standards for volunteer induction and training and continuing professional development (CPD) for volunteer managers.

A meeting took place on 19 August for key stakeholders to input directly to the planned work. Delegates included:

- Helpforce leads (Kay Fawcett and Kim Liggins)
- Volunteering in NHSScotland Programme Manager, Healthcare Improvement Scotland
- Rob Coward, NHS Education for Scotland
- 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