Volunteering in NHSScotland
Volunteering Information System 2018/19 report
Data from 04 Oct 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
Eighteen NHS Boards currently use the system, with 120 active users. A total of 207 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 24, 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. Data accurate as of 4 October 2019.

Volunteer applications and placements made per year

Year	Boards with new enquiries	Total volunteer enquiries received	Applications still in progress	Actual placements	Conversion of enquiry to placements *	Estimated enquiries for 22 NHS Boards
2015/16	15	1961	43	1024	53.4%	2876
2016/17	15	2133	110	1108	54.8%	3128
2017/18	17	2282	195	1112	53.3%	2953
2018/19	15	2068	319	848	48.5%	3033
Average	**-**	**2111**	**-**	**1063**	**52.5%**	**2735**

* 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 (319 in year 2018/19).
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).

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	95	4.6%
Application in Progress	174	8.4%
Undergoing Training / Induction	26	1.3%
Awaiting Placement	24	1.2%
Placed	666	32.2%
Inactive	55	2.7%
Retired	182	8.8%
Signposted on (not placed)	113	5.5%
Withdrawn	733	35.4%
Total	**2068**	**-**

Key points
1. A large proportion of applications are still being processed in NHS Boards.
2. More than 40% of applications are not progressed (withdrawn/signposted on).

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	459	34	7.4%	168	36.6%	14.7 weeks	181	39.4%	76	16.6%	13
Q2	518	38	7.3%	199	38.4%	14.4 weeks	230	44.4%	51	9.8%	10
Q3	541	71	13.1%	184	34.0%	15.8 weeks	252	46.6%	34	6.3%	11
Q4	550	152	27.6%	194	35.3%	13.6 weeks	183	33.3%	21	3.8%	11
Total	2068	295	14.2%	745	36.0%	14.6 weeks	846	40.9%	182	8.8%	14

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. Not all NHS Boards that use the Volunteering Information System logged applications in 2018/19.
2. Not all users log every enquiry in the system resulting in an underreporting of volunteer applicants that have been signposted on.
3. The percentage of volunteers that withdraw or are signposted on has increased from 18.7% in 2017/18 to 41% in 2018/19.

Process timescales

Element of the volunteer recruitment process	Average time in weeks				
	Q1	Q2	Q3	Q4	2018/19
References					
Reference return	2.1	2.1	2.2	2.0	**2.1**
Occupational health					
Volunteer's return of OHA form	0.7	1.6	1.0	0.6	**1.0**
Volunteer manager's processing of OHA form	0.3	0.4	0.1	0.2	**0.2**
OHA return from OH	3.0	2.6	3.3	2.9	**3.0**
Disclosure					
Volunteer's return of Disclosure form	0.9	0.5	0.7	0.4	**0.6**
Volunteer manager's processing of Disclosure form	0.5	0.2	0.7	0.3	**0.4**
HR processing of Disclosure	0.6	0.3	0.4	1.2	**0.6**
Disclosure Scotland return time	2.6	2.1	2.4	2.7	**2.4**
Protection of Vulnerable Groups (PVG)					
Volunteer's return of PVG application	0.4	0.4	0.4	0.5	**0.4**
Volunteer manager's processing of PVG application	0.4	0.6	0.5	0.9	**0.6**
HR processing of PVG application	0.5	0.4	2.7	3.5	**1.8**
Disclosure Scotland return time	2.0	1.7	1.8	3.8	**2.3**

Key points

1. Disclosure Scotland has a target of two weeks for Disclosure and Protection of Vulnerable Groups applications. Delays can be caused by errors in forms submitted and delivery via post.
2. The most significant delay is the length of time for Occupational Health clearance.

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%	2	0.2%	100%
Department of Work and Pensions (DWP)	5	0.2%	1	0.1%	20%
Faith group	8	0.4%	8	0.9%	100%
Helpforce	1	0.0%			
Higher or further education	58	2.8%	32	3.5%	55%
Local media	66	3.2%	43	4.6%	65%
Member of staff	151	7.3%	94	10.1%	62%
National media	5	0.2%	3	0.3%	60%
NHS Board website	213	10.3%	114	12.3%	54%
Other	372	18.0%	143	15.4%	38%
Transfer from a third sector organisation	19	0.9%	18	1.9%	95%
Undefined	10	0.5%	8	0.9%	80%
Volunteer Centre/Third Sector Interface	133	6.4%	56	6.0%	42%
volunteerscotland.org.uk	23	1.1%	7	0.8%	30%
Word of mouth	494	23.9%	270	29.1%	55%
(blank)	508	24.6%	128	13.8%	25%
Total	**2068**		**927**		

Key points
1. Total placements less than reported earlier due to inconsistencies in how users enter data.