

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.

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 and NHS Orkney do not wish to use the system.

(b) User Group

The User Group was scheduled to meet on 26 November for a 'visioning' exercise but the session was postponed due to staff absence. A new date will be issued to members of the User Group in due course.

(c) 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.

A total of 208 individuals have been trained to use the system since its inception. Webinars have been scheduled for December to February as follows:

- ▶ [Introduction: Wed 04 Dec 12.00-13.00](#)
- ▶ [Advanced: Mon 16 Jan 15.15-16.15](#)
- ▶ [Introduction: Wed 15 Jan 14.30-15.30](#)
- ▶ [Introduction: Tue 4 Feb 14.00-15.00](#)

(d) System governance and administration

An update to the server and database operating systems will be implemented by Golden

(e) Development

A number of system enhancements are scheduled for deployment in December. These include:

- ▶ **Training reminders** – Users will be able to set ‘refresh periods’ for when volunteers will need to refresh their training. A report will provide users with a list of training accessed, due and overdue.
- ▶ **Addition of date of birth to key screens** – To support greater functionality for those managing young people the volunteer date of birth field will be added to key queries.
- ▶ **Automatic updates of fields when volunteers leave** – To improve data quality.
- ▶ **Expanded batch actions** – The ability to reallocate volunteers and placements to another Volunteering Information System User (Volunteer Manager)
- ▶ **Application completed** – A visual indicator that the recruitment process has been completed for a volunteer.
- ▶ **Data exceptions** – Addition of the Volunteer Manager field to the report to improve data quality.
- ▶ **Volunteer Referees report** – A report that will show what references require to be followed-up on by volunteer managers.

3. Leadership 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.

All NHS Boards have confirmed the Executive and Strategic Leads. Communication to both groups will follow from the Programme Manager.

The Programme Manager attended at the Scottish Executive Nurse Directors meeting on 22 November and presented a paper outlining the systems and structures in place with regards to role development, governance of volunteering and the recent communication from the National Clinical Director. The group noted the position and agreed that a meeting of Executive/Strategic Leads would be a suitable next step.

4. Volunteer Managers Network

- (a) A workshop was held on 7 November on the impending changes to the Disclosure and Protection of Vulnerable Groups Scheme.

Key changes include:

- ▶ Simplification of Disclosure products (Level 1 and Level 2)
- ▶ A digital (online) process
- ▶ 5-year membership scheme
- ▶ Cost borne at first registration followed by free update checks
- ▶ Minimum age of 16

- ▶ Reduced disclosure period for certain convictions
- ▶ Applicants given the right to appeal to content under ‘any other relevant information’

Implementation is likely to take place in late 2020.

8 responses to evaluation were received from delegates:

- ▶ 100% said the event met their expectations
- ▶ 89% rated event Very good
- ▶ 11% rated event Good

Qualitative feedback:

- ▶ *“Excellent workshop, delivered in a very engaging way and providing us with all the information we needed.”*
- ▶ *“Thought the format and formality of the event was excellent. The speaker was very personable and clearly very knowledgeable. Able to answer any questions asked and delivered the event in a very relaxed, informal but professional manner.”*
- ▶ *“It was good, enough time focussing on the changes coming in. Perhaps a little more of it could have been focussed on volunteers in the NHS, as it was a little more generic than I had thought it would be.”*
- ▶ *“Just right given the topic....speaker covered everything really well and allowed for questions. Speaker very knowledgeable on subject.”*

When asked what they would do differently:

- ▶ *“I will share the Disclosure and PVG information with colleagues in my board.”*
- ▶ *“Will be able to inform volunteers of the potential change in PVG legislation as well as spreading the information gained on this to the wider team. Will arrange a meeting with HR personnel to find out what implications this change may bring to their role and to find out if it would be feasible to bring PVG clearance paperwork back under the volunteering role rather than send it to HR for processing.”*
- ▶ *“Feed back to the board. Future planning for introduction of new Disclosure Bill...seems a far way off but actually think we need to think about preparing and thinking about resources required, particularly around the digital stuff.”*

(b) Support to NHS Boards

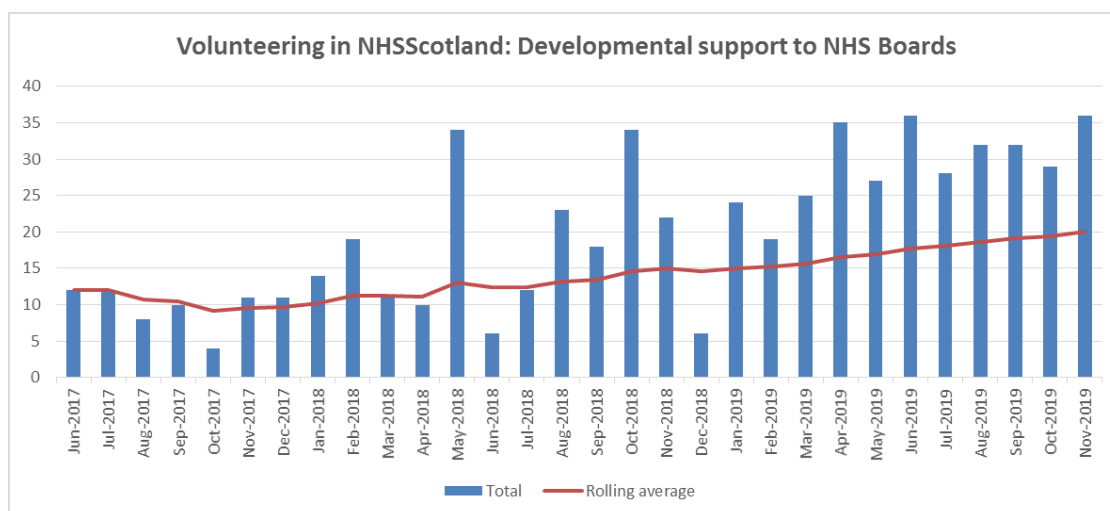
The Programme team supports NHS Boards on volunteer management matters. The support often consists of project work, advice on application of policy or legislation (e.g. screening requirements), reviewing documents such as strategic plans and policies but can also be as straightforward as signposting 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	Sep	Oct	Nov	Total	
Golden Jubilee Hospital (NWTC)	3	2	3	2		1		1	12	
Healthcare Improvement Scotland	2		1	2					5	
NHS 24			1	1			1	1	4	
NHS Ayrshire & Arran	3		1	1	2	3	2	1	13	
NHS Borders		2	2			2	2	6	14	
NHS Dumfries and Galloway	3	4	1	1	4	3	4	3	23	
NHS Education for Scotland				1			1		2	
NHS Fife	7	4	1	3	4	2	7	2	30	
NHS Forth Valley	5	5	6		6	1	2	2	27	
NHS Grampian	1	3	2			1	1		8	
NHS Greater Glasgow & Clyde	4	4	4	4		3	1	7	27	
NHS Highland		1	3	1	1	2	1		9	
NHS Lanarkshire		1		3	2	3	1		10	
NHS Lothian	2		7	4	3	7		4	27	
NHS National Services Scotland									0	
NHS Shetland				1					1	
NHS Tayside	4	1	4	4	8	4	3		28	
NHS Western Isles	1				1		2	1	5	
Scottish Ambulance Service					1			1	2	
The State Hospitals Board for Scotland							1		1	
Total	35	27	36	28	32	32	29	36	248	

Recent work has included:

- ▶ Use of the Volunteering Information System
- ▶ Review of End of Life Care applications
- ▶ Liaison with boards on Executive and Strategic Leads
- ▶ Attendance and presentation at Volunteering Steering Groups
- ▶ Advice on local arrangements with third sector organisations (use of Clear Pathway guidance)
- ▶ Advice on use of Volunteering for All
- ▶ A workshop on key performance indicators
- ▶ Project work with individual NHS boards



5. Helpforce

(a) HF1: Streamlining the volunteer recruitment process

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

The project steering group met on 17 September and 5 November. Ideas for improvement have been generated and scored, followed by a prioritisation exercise. Four change ideas will be fast-tracked and a further two planned. Ideas include changes to website information and how training is arranged. The last workshop identified scope to explore new ways of collecting references.

The online application form work has been completed by the Volunteering Information System Support Partner and testing will take place before access is extended to the participating volunteer managers.

The next meeting will take place on 14 January.

(b) HF2: Volunteer peer support

This improvement project seeks to test out a new volunteer-led support model that seeks to provide ad-hoc, light-touch support to volunteers leading to greater retention and capacity to engage more volunteers.

A workshop was held at the Volunteer Managers Network on 24 September. Delegates were asked to consider the merits of such a role, identify challenges and provide suggestions for what such a role should include and be named.

An inception meeting for the project took place on 27 November with 12 representatives from eight NHS Boards present (NHS 24, NHS Ayrshire & Arran, NHS Borders, NHS Dumfries & Galloway, NHS Greater Glasgow & Clyde, NHS Fife, NHS Lothian and NHS Tayside).

The group shared examples of existing peer support roles and the learning attained in their development. Through discussion a number of themes were identified and explored in more depth: title, role boundaries, support, training and volunteer motivations.

The Programme Manager will draft outcomes, indicators and a risk log for the project before NHS Boards are asked to consider hosting a pilot.

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

Sessions delivered on 31 July (8 delegates from 7 NHS Boards) and 30 August (11 delegates from 7 NHS Boards). Feedback from both sessions was positive with

File name: NG36-04 Programme update v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 5 of 6	Review date: 22-Oct-2019

delegates reporting an increased in understanding of:

- ▶ Learning, Evaluation and Planning (LEAP) outcome focussed planning tool
- ▶ Volunteering for All national outcomes framework
- ▶ Scottish Volunteering Forum So What? guide to impact
- ▶ NHS Tayside volunteer audit tool
- ▶ Volunteering Impact Assessment Toolkit

Delegates also reported an increase in readiness to apply the learning gained.

In light of a number of staff who were unable to attend, a third workshop is planned for 14 February 2020 (venue Glasgow/Edinburgh - to be confirmed).

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

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
- ▶ Play Volunteers
- ▶ Volunteering in NHS Western Isles

(e) End of Life Care

NHS Borders is being supported to deliver a pilot in End of Live Care through Companionship Volunteers through a partnership between Helpforce and Marie Curie.

The Project Steering Group met on 14 November. Additional support in agreeing outcomes will be delivered in a workshop on 9 December. The Programme Manager met with Kim Bonnar, Marie Curie Monitoring and Evaluation Officer on 28 November to plan the workshop.

(f) General

The 6-month report on National Lottery Community Fund-resourced activity was submitted to Helpforce in November and has been accepted by the funder.