

National Group for Volunteering in NHSScotland

Discussion paper on the impact of volunteering

1. Introduction

This paper provides a summary of some of the ways in which the impact of volunteering is being captured and communicated and makes recommendations for evidencing and communicating the impact of volunteering in NHSScotland.

An analysis of volunteer roles in NHSScotland in November 2018 identified over 600 volunteer roles across 41 categories (e.g. mealtimes support, patient interaction).

2. Evaluating volunteering training 2013/14

Training for volunteer managers took place in 2013 across three cohorts of learners. A two day model was delivered in Glasgow and Edinburgh and a one day version in Perth between August and November 2013. A total of 27 participants attended over the five days.

The sessions were designed to provide delegates with the knowledge and tools to implement evaluation of volunteering in their local contexts.

A delegate reported that in implementing the learning, in one setting, the Senior Charge Nurses had been encouraged to look at real time outcomes for the patients rather than just “taking a volunteer to help in the ward.” For example: Did the patient sleep better? Were they more settled? Did the patient go home earlier? With the volunteer there did it make a difference to the care other patients received?

Another example of good practice from the session was the NHS Tayside Volunteer Audit tool which captures the difference made for volunteers. This has recently been adopted in the redesigned national application form and the pilot of an online form for applicants, linked to the Volunteering Information System.

3. Case studies 2018-present

The Programme has produced a number of [case studies on volunteering](#). The format includes a dialogue with volunteers and staff on what impact volunteering and the roles involved has had on them and on patients and the community.



Fifteen case studies have been produced by the Programme and provide examples of how the roles have impacted on volunteers, staff and patients in film and written formats.

The case studies have been aligned to [Volunteering for All](#) – our national outcomes framework for volunteering.

A further six case studies are currently in the planning/development stage.

File name: NG36-06 Impact of volunteering discussion paper v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 1 of 4	Review date: None

4. Demonstrating the impact of volunteering workshops 2019/20

Two workshops were delivered in 2019 to 17 delegates from 10 NHS Boards, supporting them to utilise existing planning and evaluation tools and align activity to the national outcomes framework.

A third workshop will be held in February 2020 for staff who were unable to access the earlier sessions.

Further work will be carried out in 2020/21 in implementing the learning and applying it to specific volunteer roles.

5. Examples of impact from others parts of the UK

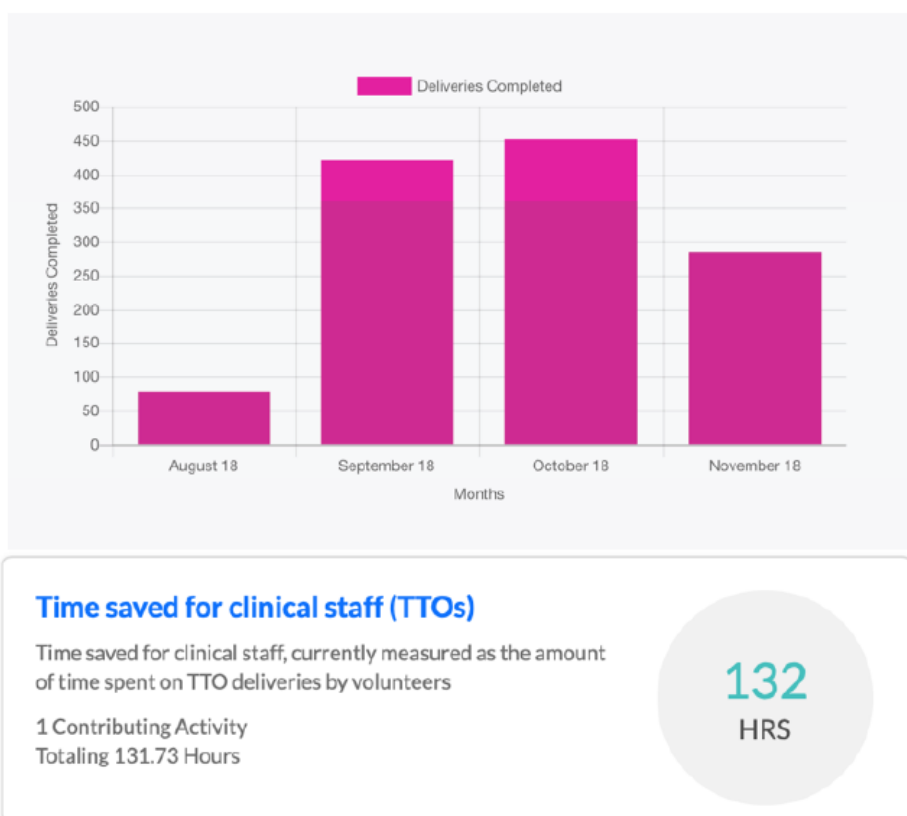
Helpforce utilises an Impact tool in the NHS Trusts that they work with to gather and report data on the projects they run in hospitals.

The tool allows projects to define metrics to capture including activities, stakeholders supported and report on and how these link to the impact on the service.

West Suffolk

Bleep Volunteers

Total of **1,235** volunteer TTO deliveries
(data collected since August 2018).



File name: NG36-06 Impact of volunteering discussion paper v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 2 of 4	Review date: None

In Northern Ireland, Volunteer Now has implemented the [Volunteering Impact Assessment Toolkit](#) in the six NHS Trusts.

Application of the framework involves engagement with volunteers, the organisations that engage them, service users (e.g. patients) and the wider community. It is built on assessing the impact on four domains:

- ▶ Human capital
- ▶ Economic capital
- ▶ Social capital
- ▶ Cultural capital

Examples of findings include:



INTERACTION

Out of 132 volunteers, the total number of patients they interact with or have had a patient interact with them in one shift, is on average 2,500 patients across all Trusts. Ratio: 19 patients to 1 volunteer.

2,066 VOLUNTEERS

291,306 HOURS



ESSENTIAL

Staff were unanimous in their belief that volunteers were essentials to service delivery.

EXPERIENCE

All patients and service users said volunteers had helped make their experience a better one when engaging with the Health Service.



2,066 VOLUNTEERS

**RETURN OF INVESTMENT
£2,309,843.60**



File name: NG36-06 Impact of volunteering discussion paper v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 3 of 4	Review date: None

6. Recommendations

The National Group is asked to:

- (a)** Consider what measures are in place to quantify the impact of volunteering on patients and NHS Services.
- (b)** Work with the Programme Manager to identify the service and patient outcomes that can be supported through the additionally that volunteering brings.
- (c)** Endorse and support the planned activity in 2020/21 for the Programme team to work with staff who accessed training in 2019/20 in order to evidence the impact of existing volunteer roles.

File name: NG36-06 Impact of volunteering discussion paper v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 4 of 4	Review date: None