

National Group for Volunteering in NHSScotland

Engagement of volunteers in the National Group

1. Introduction

At the October 2019 meeting the National Group for Volunteering in NHSScotland considered a paper on inclusion of a public and/or volunteer voice on the Group.

The Group agreed that regular involvement, through the creation of standing membership place would be tokenistic and unrepresentative of a wider voice of volunteers.

The Group agreed to consider the ways in which their own individual membership roles can ensure that the voice of volunteers is heard at relevant times, in a meaningful way and in a manner more representative of the body of some 6,000 volunteers in NHSScotland.

2. National Group member roles

The National Group Terms of Reference contains a specific membership requirement. The intention is to ensure that the relevant stakeholder groups are represented, rather than an expectation that all NHS Boards and/or disciplines would be amongst the membership.

Terms are for three years, with an option to continue, and is quorate when one third of the stakeholder groups participate in meetings.

Stakeholder/member	Expectation
Territorial NHS Boards	To provide a strategic and operational (volunteer management) perspective to the work of the Group, to guide the development of Programme activities and to act as champions for volunteering within their respective networks.
Special health boards (and health bodies)	As above and also to reflect the unique nature of special health boards.
Third sector agencies with a responsibility for volunteering (e.g. Third Sector Interfaces/Volunteer Centre network)	To provide a conduit for national and network-specific policy drivers and to ensure that the Group and Programme are appraised of developments in good time.
National agencies with a role in engagement in health and social care with a volunteering locus	
Representative(s) from the integration/social care arena	To provide input to and output from the Group in relation to volunteering in integrated health and/or social care settings.
Other relevant specialist advisory roles where deemed relevant by the Group	Dependent on the specific requirements at that time.

Stakeholder/member	Expectation
Scottish Government representation	To provide a Governmental steer to the work of the Group and the Programme, linking to the development and implementation of national policy where required.
Union representation	To ensure that volunteering is supported to, and remains, distinct from the role of paid staff.
A nominee from the NHSScotland HR Deputy Directors Group	To ensure that volunteering policy and the development of volunteering is not compromised by national HR policy and that volunteering remains distinct from the role of paid staff.
Volunteering in NHSScotland Programme Manager	To report on Programme activity and to reflect the strategic steer of the Group in the work of the Programme.
Other programme staff from the Volunteering in NHSScotland Programme	To support the work of the Group and report on Programme activity.

3. Engagement with volunteers

The group members each have a locus for engagement in their respective arenas. The table in Appendix A outlines the number of directly-engaged volunteers in each organisation (as known to the Programme at time to writing) totalling in excess of 4,500.

The National Group is therefore well-positioned to ask of its members to engage with volunteers in their respective localities and to bring back the 'volunteer voice' to the operations of the group.

Each member may wish to consider what mechanisms it has for engagement at present, e.g.:

- ▶ Volunteer surveys
- ▶ Volunteer engagement meetings
- ▶ Volunteer feedback
- ▶ Care Opinion
- ▶ Exit interviews

4. Recommendations for National Group for Volunteering in NHSScotland

The National Group members are asked to consider this paper in light of the previous discussion and to:

- (a) Address any gaps or inaccuracies in the detail of Appendix A with the Programme team.
- (b) Confirm with the Programme team which methods of engagement are operative in their respective organisations.
- (c) Consider on an ongoing basis, what items of business merit engagement with volunteers and in what proportionate manner.

File name: NG36-07 Engagement of volunteers in the NG v1.0	Version 1.0	16-Dec-2019
Produced by: A.Bigham	Page 2 of 4	Review date: 03-Dec-2019

Appendix A: Volunteer engagement matrix

Stakeholder/member	Expectation	Member organisation(s)	Opportunity to engage with volunteers ¹
Territorial NHS Boards	To provide a strategic and operational (volunteer management) perspective to the work of the Group, to guide the development of Programme activities and to act as champions for volunteering within their respective networks.	NHS Forth Valley NHS Greater Glasgow & Clyde NHS Lothian NHS Tayside	62 placed volunteers 530 placed volunteers 480 placed volunteers 639 placed volunteers
Special health boards (and health bodies)	As above and also to reflect the unique nature of special health boards.	NHS Education for Scotland NHS National Services Scotland Scottish Ambulance Service The State Hospital	8 placed volunteers Estimated 300 placed volunteers Estimated 1270 placed volunteers 11 placed volunteers
Third sector agencies with a responsibility for volunteering (e.g. Third Sector Interfaces/Volunteer Centre network)	To provide a conduit for national and network-specific policy drivers and to ensure that the Group and Programme are appraised of developments in good time.	Volunteer Centre Edinburgh	Directly engage over 100 volunteers
National agencies with a role in engagement in health and social care with a volunteering locus		Voluntary Health Scotland	171 member organisations
Representative(s) from the integration/social care arena	To provide input to and output from the Group in relation to volunteering in integrated health and/or social care settings.	<i>[vacant]</i>	
Other relevant specialist advisory roles where deemed relevant by the Group	Dependent on the specific requirements at that time.	<i>[vacant]</i>	

¹ *Volunteering Information System data accessed 4 October 2019*

Stakeholder/member	Expectation	Member organisation(s)	Opportunity to engage with volunteers ¹
Scottish Government representation	To provide a Governmental steer to the work of the Group and the Programme, linking to the development and implementation of national policy where required.	Scottish Government	
Union representation	To ensure that volunteering is supported to, and remains, distinct from the role of paid staff.	NHS Lanarkshire	750 placed volunteers
A nominee from the NHSScotland HR Deputy Directors Group	To ensure that volunteering policy and the development of volunteering is not compromised by national HR policy and that volunteering remains distinct from the role of paid staff.	NHS Grampian	Estimated 482 placed volunteers
Volunteering in NHSScotland Programme Manager	To report on Programme activity and to reflect the strategic steer of the Group in the work of the Programme.	Healthcare Improvement Scotland	31 placed volunteers
Other programme staff from the Volunteering in NHSScotland Programme	To support the work of the Group and report on Programme activity.	Healthcare Improvement Scotland	31 placed volunteers