National Group for Volunteering in NHSScotland
Volunteering Information System: Board report

1. **Introduction**

This paper provides the National Group for Volunteering in NHSScotland a more detailed report from the 2018/19 data in the Volunteering Information System. At the October 2019 meeting the Group requested sight of data on a board by board basis. The national 2018/19 report can be found here.

All data in this report accurate as of **4 October 2019**.

The Volunteering Information System is used by 18 NHS Boards: Golden Jubilee Hospital (NWTC), Healthcare Improvement Scotland, NHS 24, NHS Ayrshire & Arran, NHS Borders, NHS Dumfries and Galloway, NHS Education for Scotland, NHS Fife, NHS Forth Valley, NHS Greater Glasgow & Clyde, NHS Health Scotland, NHS Highland, NHS Lanarkshire, NHS Lothian, NHS Shetland, NHS Tayside, NHS Western Isles, The State Hospitals Board for Scotland.

NHS Grampian, NHS National Services Scotland, NHS Orkney and the Scottish Ambulance Service do not currently use the system.

A number of caveats accompany the data in this report:

(a) Some national bodies, such as Healthcare Improvement Scotland do not undertake ongoing volunteer recruitment, rather, will have specific windows of opportunity resulting in sparse data for long periods of time.
(b) One part of NHS Fife (Victoria Hospice) does not use the Volunteering Information System.
(c) Some volunteer managers/Volunteering Information System users do not log all enquiries, instead undertaking an initial 'filtering' of enquiries that are often signposted on. As a result, real figures are expected to be far higher.
(d) Arrangements in some boards differ where there is a third sector organisation involved in day to day volunteer management. E.g. the children's hospital in NHS Lothian is included whilst the same in NHS Greater Glasgow & Clyde is not.

2. Enquiries and status of prospective volunteers who applied in 2018/19

NHS Board	Enquiry	Application in Progress	Undergoing Training / Induction	Awaiting Placement	Placed	Inactive	Retired	Signposted on (not placed)	Withdrawn	Total
Healthcare Improvement Scotland					1					1
NHS Ayrshire & Arran	6	16			33	1	7	18	96	177
NHS Borders					50		11		3	64
NHS Dumfries & Galloway	1	15			52	6	2		22	98
NHS Fife	35	9	5	5	20	5	3	30	98	210
NHS Forth Valley	2									2
NHS Greater Glasgow & Clyde	35	36	4	2	137	9	43	37	71	374
NHS Highland					56		25		5	86
NHS Lanarkshire		32		4	59	6	5	2	83	191
NHS Lothian	5	51	15	12	128	17	39	1	151	419
NHS Shetland					2					2
NHS Tayside	10	13		1	118	11	47	20	187	407
NHS Western Isles					1					1
National Waiting Times Centre	1	2	1		9			5	17	35
The State Hospital			1							1
Grand Total	**95**	**174**	**26**	**24**	**666**	**55**	**182**	**113**	**733**	**2068**

3. Conversion and attrition of prospective volunteers who applied in 2018/19
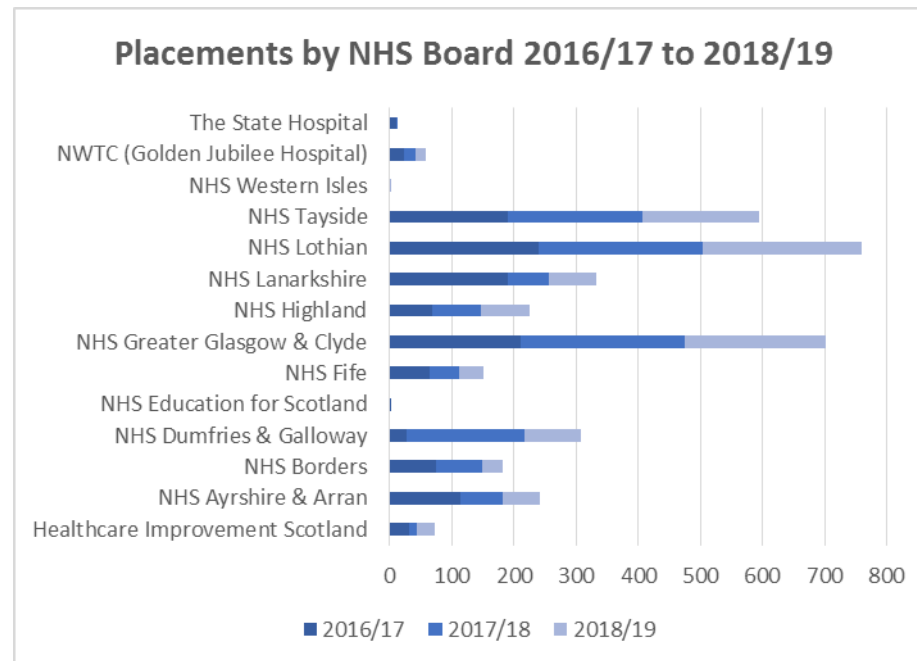
NHS Board	Enquiries	Still in progress	Placed	Inactive	Retired	Total conversion %	Signposted on (not placed)	Withdrawn	Pre-volunteer attrition rate	Post-volunteer attrition rate
Healthcare Improvement Scotland	1	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NHS Ayrshire & Arran	177	12.4%	18.6%	0.6%	4.0%	23.2%	10.2%	54.2%	64.4%	4.0%
NHS Borders	64	0.0%	78.1%	0.0%	17.2%	95.3%	0.0%	4.7%	4.7%	17.2%
NHS Dumfries & Galloway	98	16.3%	53.1%	6.1%	2.0%	61.2%	0.0%	22.4%	22.4%	2.0%
NHS Fife	210	25.7%	9.5%	2.4%	1.4%	13.3%	14.3%	46.7%	61.0%	1.4%
NHS Forth Valley	2	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NHS Greater Glasgow & Clyde	374	20.6%	36.6%	2.4%	11.5%	50.5%	9.9%	19.0%	28.9%	11.5%
NHS Highland	86	0.0%	65.1%	0.0%	29.1%	94.2%	0.0%	5.8%	5.8%	29.1%
NHS Lanarkshire	191	18.8%	30.9%	3.1%	2.6%	36.6%	1.0%	43.5%	44.5%	2.6%
NHS Lothian	419	19.8%	30.5%	4.1%	9.3%	43.9%	0.2%	36.0%	36.2%	9.3%
NHS Shetland	2	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NHS Tayside	407	5.9%	29.0%	2.7%	11.5%	43.2%	4.9%	45.9%	50.9%	11.5%
NHS Western Isles	1	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NWTC (Golden Jubilee Hospital)	35	11.4%	25.7%	0.0%	0.0%	25.7%	14.3%	48.6%	62.9%	0.0%
The State Hospital	1	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	**2068**	**15.4%**	**32.2%**	**2.7%**	**8.8%**	**43.7%**	**5.5%**	**35.4%**	**40.9%**	**8.8%**

Key points:
- A number of volunteer managers (Volunteering Information System users) report that they do not log every enquiry in the system due to an initial filtering process (often by telephone) which seeks to ascertain the applicant's viability to volunteer in the defined roles and their expectations from doing so. As a result the conversion rate (as of 4 Oct) of 43.7% is an **underestimation of the national picture**.
- Inactive volunteers are those who have begun a placement in 2018/19 but have taken time out from volunteering as of 4 October 2019.

4. Volunteer placements created 3-year overview

NHS Board	2016/17	2017/18	2018/19
Healthcare Improvement Scotland	30	13	30
NHS Ayrshire & Arran	114	68	59
NHS Borders	75	73	34
NHS Dumfries & Galloway	27	190	91
NHS Education for Scotland	2	0	0
NHS Fife	63	49	38
NHS Greater Glasgow & Clyde	210	265	228
NHS Highland	68	78	80
NHS Lanarkshire	190	67	75
NHS Lothian	240	263	257
NHS Tayside	190	216	189
NHS Western Isles	0	0	1
NWTC (Golden Jubilee Hospital)	23	18	17
The State Hospital	10	1	0
Total	**1242**	**1301**	**1099**

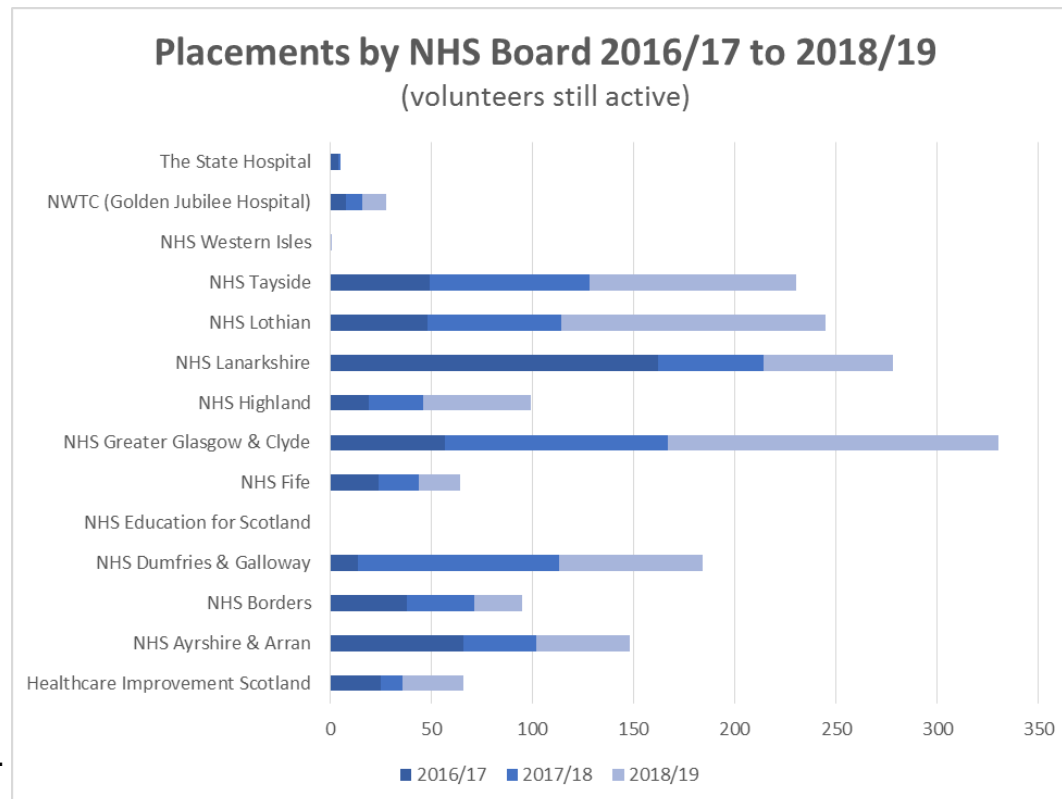Placements by NHS Board 2016/17 to 2018/19

Key points:
‣ Data above relates to the date that placements were created in the corresponding year.

5. Volunteer placements (volunteer still active)

NHS Board	2016/17	2017/18	2018/19
Healthcare Improvement Scotland	25	11	30
NHS Ayrshire & Arran	66	36	46
NHS Borders	38	33	24
NHS Dumfries & Galloway	14	99	71
NHS Education for Scotland	0	0	0
NHS Fife	24	20	20
NHS Greater Glasgow & Clyde	57	110	163
NHS Highland	19	27	53
NHS Lanarkshire	162	52	64
NHS Lothian	48	66	131
NHS Tayside	49	79	102
NHS Western Isles	0	0	1
NWTC (Golden Jubilee Hospital)	8	8	12
The State Hospital	4	1	0
Total	**514**	**542**	**717**

Placements by NHS Board 2016/17 to 2018/19 (volunteers still active)

Key points:
- Data above relates to the date that placements were created.
- Data relates to volunteers who are still active (may be in the same or another role with the NHS Board).

6. Recruitment processes

NHS Board	From enquiry to placement	Occupational Health			Disclosure application			
		Volunteer	Volunteer Manager	OH Dept	Volunteer	Volunteer Manager	HR Dept	Disclosure Scotland
NHS Ayrshire & Arran	13.4	0.7	0.5	1.6	3.0	1.3		
NHS Borders	9.6				5.5	0.4	0.7	1.7
NHS Dumfries & Galloway	18.6				0.1	0.0	0.0	3.3
NHS Fife	27.4	2.3	0.1	4.5	0.7	0.0	1.6	3.8
NHS Greater Glasgow & Clyde	10.6	1.3	0.4	2.2	0.1	0.4		2.7
NHS Highland	10.0			2.1				2.3
NHS Lanarkshire	16.8	1.2	0.5	3.1	0.3	0.9	0.5	2.0
NHS Lothian	16.9	0.3	0.0	4.7	0.1	0.6	0.7	0.9
NHS Tayside	15.6	1.3	0.1	1.5	1.1	0.3	0.1	
NHS Western Isles								
NWTC (Golden Jubilee Hospital)	12.0	0.7	0.8	2.3	0.1	0.0		
National average	**14.6**	**1.0**	**0.3**	**2.9**	**0.6**	**0.4**	**0.6**	**2.4**

Key points:

‣ All data above in weeks and averaged annually.
‣ Any recruitment process lasting less than two weeks or more than one year has been excluded from the report as it is not considered viable.
‣ Data on the length of time references take is not available for this version of the report but will be included in future.

7. Recommendations for the National Group for Volunteering in NHSScotland

The Group is asked to:

(a) Consider the data contained in the report and make recommendations accordingly (noting that a report on the improvement project aimed at reducing the length of recruitment will be tabled in 2020).
(b) Specify any other areas of reporting they wish to see.