

## Links between EESS & NHSS Volunteering Information System

### 1 Background

EESS has the capacity to hold data not just relating to an employee, but also for an individual with whom a Board has a relationship, albeit not necessarily an employment relationship. Examples of this type of individual include an external interview panellist; a volunteer; or someone with whom the Board holds an SLA.

Under the auspices of Healthcare Improvement Scotland (HIS), work began in 2012 to develop and roll out a volunteer information system (VIS) to support the management of volunteering information across NHSS. Among other things, this system:

- ▶ provides tracking information on all aspects of the volunteer journey;
- ▶ reports on the status of volunteers, including equalities monitoring; and
- ▶ reports on retention/attrition across volunteer roles locally and nationally.

### 2 Issue and proposed solution

Given that there is scope for data relating to be volunteers to be held in both EESS and VIS, colleagues in NHS Boards have asked for advice as to where data relating to volunteers should be held. Having compared both systems, **the EESS and VIS team recommend that most volunteer data is held within VIS rather than EESS.** NB: Boards do ask volunteers to undergo mandatory training, some of which might be completed via LearnPro. Boards may therefore wish to continue to host a limited dataset relating to volunteers through EESS in order to capture this mandatory training as part of the volunteers' learning history.

This recommendation is made on the basis that VIS is able to track volunteer activity in addition to personal data. As local volunteer managers in NHS Boards predominantly sit outwith HR departments (and are therefore unlikely to access EESS), it is likely to be more efficient for these managers to use a single system (i.e. VIS) in order to manage and report on all aspects of the volunteer journey and activity.

### 3 Recommendation

EESS teams and volunteer managers across NHSS are asked to note this position.

**EESS team**  
**August 2014**

**VIS team**  
**August 2014**