

Chief Executives
NHS Boards

Volunteering Strategy
Nominated Leads

Person Centred Executive Leads

Volunteer Service Managers

11 April 2014

Dear Colleague

VOLUNTEERING PROGRAMME FOR NHSSCOTLAND – UPDATE

This letter provides an update on progress in relation to the volunteering programme and acts as a reminder of the contribution volunteers make to the NHS each year and also the support available from the National Volunteering Group and Alan Bigham, the National Volunteering Programme Manager.

First of all we are pleased to confirm the National Volunteering Programme Manager post, hosted by the Scottish Health Council (previously set to end on 31 March 2014) has been extended until 31 March 2015. The outcomes agreed by the National Group, which form the basis of the programme to develop sustainable volunteering, are shown in the attached paper together with an outline of the progress to date and the action plan for the extension of the programme until March 2015. An evaluation of the progress of the programme and an assessment of the requirement for possible continuing support will be undertaken in the autumn 2014. Further details of the evaluation will be provided in due course.

Key Outputs

The key outputs from the programme and the work of the National Volunteering Group and the Programme Manager shown in the attached paper include:

- ▶ A [Communications framework](#) (November 2012)
This is a working paper that sets out the key stakeholders, messages and methods in relation to communication in relation to the volunteering programme.
- ▶ [Community of practice for Volunteering in NHSScotland](#) (January 2013)
- ▶ [A Handbook for Volunteering in NHSScotland](#) (February 2014)
The handbook includes a **Developing Volunteering Checklist** (Appendix 5) to help ensure that the key stakeholders have been involved in developing volunteer roles and that the correct measures are in place to support the volunteers in the role. The checklist will help ensure that the boundaries of the volunteer role continue to be managed effectively and do not infringe upon salaried roles and that due

consideration has been given to the specific support and training needs of the volunteer.

- ▶ [A Starting Point for Engaging Young Volunteers](#) (February 2014)
- ▶ **Developing Volunteering Toolkit** – a suite of engagement tools to support the engagement of health and social care staff in the development of volunteering across a variety of settings. The Toolkit was been piloted in acute and community settings in 2013 and will be formally launched in April 2014.

Improvement Planning

NHS Boards have been encouraged and supported by the National Programme Manager through facilitated sessions with key staff to develop an improvement plan outlining the proposed activities for further development of volunteering within their local area. Twelve Boards now have improvement plans in place. Please contact Alan Bigham (see contact details at the end of this letter) directly if your Board would benefit from further support to assist in the development of an improvement plan for your area.

Investing in Volunteers (liV) Standard

It is acknowledged that liV has served to create a more consistent approach to managing and supporting volunteers to ensure that they have a positive experience wherever and in whatever role they volunteer. We recognise and appreciate the effort and hard work NHS Boards have made in relation to achieving and maintaining this standard and the sense of pride and achievement this has created. We will seek views on liV and the role it plays in maintaining standards as part of the evaluation mentioned previously and planned for later in the year.

Volunteering Information System

The Volunteering Information System has been developed as a national database and will be available to support NHS Boards manage the information requirements of their volunteering programmes. The system has been piloted in three board areas (National Waiting Times Centre, NHS Fife and NHS Lanarkshire) prior to its launch later this year. The system will operate from a server hosted by the National Waiting Times Centre (Golden Jubilee Hospital), within the N3 secure network (i.e. access to the data is only possible through NHS systems using individual passwords).

The costs of maintaining the system will be met by Scottish Government Health and Social Care Directorates and each Board is encouraged to use the system and will be required to sign a Data Hosting Agreement and Service Level Agreement. Alan Bigham will be in touch with regards to a deployment date for each board. Please contact Alan Bigham if you require any further information.

On-going projects

Two pilot projects, supported by the Scottish Government Health and Social Care Directorates, were established in 2013 to address some of the challenges identified in relation to developing new volunteering opportunities, the lengthy recruitment processes and the lack of capacity to train and support volunteers. The learning from the pilots, which are being conducted in NHS Greater Glasgow and Clyde in partnership with Voluntary Action East Renfrewshire and in NHS Tayside in partnership with Voluntary Action Angus, will be shared later this year.

Another project is being conducted by Volunteer Scotland in relation to GP referrals and volunteering and this is due to report by the end of March 2015.

Volunteer Mileage Allowances

We are aware of some enquiries being raised about volunteer expenses and confirm that the Guidance on the reimbursement of 'Out of Pocket' Expenses for volunteers within NHSScotland issued under [CEL23 \(2011\)](#) is still relevant. The guidance reflects the tax-free Approved Mileage Allowance Payments (AMAP) for Volunteers as set by HM Revenue and Customs (HMRC) in 2011.

We will continue to monitor the HMRC guidelines and will review the mileage rates reflected in CEL23 (2011) in line with any future revision of the AMAP. NHS Boards would be consulted as part of any review to ensure that the impact of revising the mileage allowances is understood and managed appropriately.

Action

Chief Executives are asked to arrange for this letter and the attached information to be brought to the attention of all relevant staff and for any comments on the content of the letter and proposed work plan to be submitted directly to Alan Bigham. It is also requested that Chief Executives arrange for Alan to be given details confirming:

- the Nominated Lead for the Volunteering information system; and where appropriate
- whether any support is required in the development of a Volunteering Improvement Plan.

Contact details

To discuss any part of the programme and to confirm details of Nominated Leads; staff involved in managing volunteers; and support to develop improvement plans please contact Alan Bigham, Programme Manager, alan.bigham@nhs.net, 0141 227 3266. If you wish to discuss the work of the National Group please contact Sandy Watson, Chairman, NHS Tayside, sandywatson@nhs.net, 01382 740708. Thank you in advance for your support.

Yours sincerely



RHONA DUBERY

SANDY WATSON

Volunteering in NHSScotland

Developing and Sustaining Volunteering in NHSScotland



The National Group for Volunteering in NHS Scotland agreed the outcomes below which formed the basis of the programme to develop sustainable volunteering from October 2011 until March 2014.

The work programme which follows outlines a continuation of the Programme until March 2015 against these Programme outcomes:

Outcome 1

Volunteering contributes to Scotland's health by

- (a) enhancing the quality of the patient experience, and*
- (b) providing opportunities to improve the health and wellbeing of volunteers themselves.*

Outcome 2

The infrastructure that supports volunteering is developed, sustainable and inclusive.

Outcome 3

Volunteering, and the positive contribution it makes, is widely recognised, with a culture which demonstrates its value across the partners involved.

Progress made to date

Outputs from the Programme include:

- ▶ **Engagement with stakeholders** – National event held in February 2012 to engage with key stakeholders on the Programme outcomes and content.
- ▶ **E-newsletter** – a periodic electronic newsletter that informs stakeholders of progress made in the programme and opportunities for involvement.
- ▶ **Communications framework** – a strategy developed in 2012 for communicating the important messages around volunteering to the appropriate stakeholders.
- ▶ **Needs Analysis** – research undertaken in 2013 which informed the training programme (below) and identified the key challenges staff face.
- ▶ **Influencing Skills training** – Twelve people took part in the sessions delivered in 2013.
- ▶ **Evaluating Volunteering training** – a total of 25 delegates took part in the sessions. Further guidance will be produced in 2014 to supplement the training.
- ▶ The establishment of the **Community of Practice for Volunteer Managers** – an online portal which includes a resource library and discussion forum.
- ▶ **Improvement Planning** – NHS Boards have been supported to develop improvement plans through facilitated session with key staff. Twelve NHS Boards have plans in place.
- ▶ **Regional and national networking meetings** - opportunities for staff who manage or support volunteers to seek peer support and identify solutions to challenges. Eight regional and two national networking meetings have taken place.

- ▶ **Developing Volunteering Checklist** – guidance to help ensure that the key stakeholders have been involved in developing volunteer roles and that the correct measures are in place to support the volunteers in the role.
- ▶ **Developing Volunteering Toolkit** – a suite of engagement tools to support the engagement of health and social care staff in the development of volunteering across a variety of settings. The Toolkit was been piloted in acute and community settings in 2013 and will be published in 2014.
- ▶ **Volunteering Information System** – a national database for NHS Boards to manage their volunteering programme information. The system is currently being piloted and will be launched in early 2014.

The National Group for Volunteering also published two documents:

- ▶ A Handbook for Volunteering in NHSScotland
- ▶ A Starting Point for Engaging Young Volunteers

Both documents were published in February 2014 and are available from the Scottish Health Council website at www.scottishhealthcouncil.org/volunteering.aspx.

The Programme Manager continues to support the work of the National Group for Volunteering.

2014-15 Work programme

Outcome 1	<i>Volunteering contributes to Scotland's health by (a) enhancing the quality of the patient experience, and (b) providing opportunities to improve the health and wellbeing of volunteers themselves.</i>
1.1	Deliver development sessions in health and social care settings using the Developing Volunteering Toolkit
1.2	Share learning from the Volunteer Scotland pilot project involving GP services

Outcome 2	<i>The infrastructure that supports volunteering is developed, sustainable and inclusive</i>
2.1	Support the development of agreements with third sector organisations who engage with volunteers on behalf of NHS Boards
2.2	Deploy Volunteering Information System across NHS Scotland
2.3	Deliver training on use of Volunteering Information System
2.4	Oversee the implementation, ongoing maintenance and development of the Volunteering Information System and support users
2.5	Explore the opportunities to enable NHS staff access to volunteer management training
2.6	Support members of the Volunteer Managers Network to provide mentoring roles to new members
2.7	Develop standardised practices for volunteer recruitment
2.8	Deliver Improvement Planning Sessions to NHS Boards, supporting the creation of Volunteering Improvement Plans
2.9	Map the resourcing of volunteering support across NHS Boards
2.10	Share learning with NHS Boards from Government funded projects in East Renfrewshire and Angus upon completion of both projects
2.11	Facilitate regional and national meetings of the network of volunteer managers
2.12	Produce a national overview of volunteer demographics and work with NHS Boards to support inclusive volunteering opportunities at all levels
2.13	Produce regular newsletter for dissemination amongst key stakeholders

Outcome 3	<i>Volunteering, and the positive contribution it makes, is widely recognised, with a culture which demonstrates its value across the partners involved.</i>
3.1	Publish the Developing Volunteering Toolkit
3.2	Map the involvement of volunteer roles in the hospital discharge process and share learning with NHS Boards
3.3	Produce briefing notes using the data available through the national Volunteering Information System
3.4	Review Communications Framework and NHS Boards use of the framework, sharing findings
3.5	Provide guidance to NHS boards on demonstrating the economic and other impacts of volunteering
3.6	Evaluate the progress made through the Volunteering in NHSScotland Programme including feedback on Investing in Volunteers