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## **FAO: Strategic Leads for Volunteering, NHS Boards**

Dear Strategic Lead for Volunteering

I am pleased to announce a partnership with Helpforce<sup>1</sup> that will share practice and learning in volunteering in health and social care across the UK.

The Volunteering in NHSScotland Programme<sup>2</sup> will partner with Helpforce and other UK regional partners in delivering projects that will support NHS Boards' and Trusts volunteering programmes. The collaboration will bring an additional resource into the Programme to carry out improvement projects and help to share and spread innovative practice.

The collaboration provides an opportunity to learn from the models in place in each country and to share the learning and achievements made in Scotland. Volunteering in the NHS in Scotland has been supported by Scottish Government and its predecessors since the 1970s – resulting in the ongoing engagement of over 6,000 volunteers across NHSScotland today. Professor Jason Leitch, National Clinical Director, Healthcare Quality and Improvement Directorate, The Scottish Government, confirms that *“Volunteers are very much part of the fabric of the NHS in Scotland and can make a real difference in patient experience. The partnership, supporting the current work of the Volunteering in NHSScotland Programme, is a welcomed opportunity to strengthen the enormous contribution volunteers make to the lives of individuals and communities across Scotland.”*

Sandra McDougall, Acting Director of the Scottish Health Council welcomed the partnership: *“Volunteering offers many creative and valuable ways for people to be involved in health and care services – it offers a range of benefits both for services and for volunteers themselves. We have lots of experience in Scotland of where volunteering is working very well, and it’s great to get the chance to share that experience and learn from others across the UK through this partnership with Helpforce.”*

The partnership is a welcomed move in Helpforce too. Maeve Hully, UK Development Director said *“This is an exciting time for volunteering in Scotland and Helpforce are delighted to be working with the Scottish Health Council, and the Volunteering in NHS Scotland Programme to build on everything that has already been achieved.”*

The additional resource comes from the National Lottery Community Fund who have awarded funding to Helpforce for partners in Scotland, Northern Ireland, England and Wales. The funding will increase the

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<sup>1</sup> <https://www.helpforce.community/>

<sup>2</sup> [www.scottishhealthcouncil.org/volunteering.aspx](http://www.scottishhealthcouncil.org/volunteering.aspx)

capacity of the existing Programme team and will support additional workstreams to take place over the next two years.

The projects below will be phased across the next two years, having been endorsed by the National Group for Volunteering in NHSScotland:

<b>Project</b>	<b>Description</b>
<b>HF1 Reducing the length of time for volunteer recruitment</b>	<p>Improvement project to tackle the length recruitment process which incurs high resource costs (staff time and financial cost).</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> <li>▶ A reduction the administrative burden on volunteer managers</li> <li>▶ A reduction in the length of the recruitment process – volunteers will begin volunteering more quickly</li> <li>▶ A reduction in the attrition rate of volunteer enquiries</li> <li>▶ The above will contribute to an increase in the number of volunteers in NHSScotland</li> </ul>
<b>HF2 Pilot of a volunteer supporter role</b>	<p>The pilot of a volunteer-led model for ad-hoc and day to day ‘check-in’ of placed volunteers could provide a solution to the sustainability and critical point of failure challenges that are experienced in larger programmes.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> <li>▶ Identify the challenges in volunteer placements before a volunteer leaves leading to an increased level of volunteer retention</li> <li>▶ Increase the capacity of NHS Boards using the model to place and manage and support greater numbers of volunteers</li> <li>▶ Provide a pathway into careers in volunteer management</li> </ul>
<b>HF3 Embedding of evaluation throughout volunteer engagement programmes</b>	<p>A series of interventions including an examination of frameworks in place, recommendations for best practice nationally, training and learning sets for volunteer managers.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> <li>▶ A strengthened business case for sustainable volunteer engagement locally and nationally</li> <li>▶ A bank of case studies, volunteer, staff and patient stories on the impact of volunteering that are used to demonstrate the value of volunteering</li> </ul>
<b>HF4 Develop and spread new and innovative volunteer roles</b>	<p>The Programme team will use the increase in capacity to gain a more in-depth understanding of the roles across NHSScotland, bringing together key players in the NHS to identify and demonstrate how volunteering can contribute to service outcomes.</p> <p><u>Predicted impact:</u></p> <ul style="list-style-type: none"> <li>▶ A range of impacts on patients, volunteers and staff depending on context</li> <li>▶ An increase in the number of roles in NHS Boards</li> </ul>

Project	Description
<b>HF5 National overview of volunteering across NHSScotland</b>	Culminating in a report on volunteering in NHSScotland, this will include examples of good and innovative practice, identifying the impact of volunteering on all stakeholders and a strong focus on building sustainable programmes and roles.  <u>Predicted impact:</u> <ul style="list-style-type: none"><li>▶ A strengthened business case for sustainable volunteer engagement locally and nationally</li><li>▶ A secondary impact of greater levels of volunteer engagement via the sharing and scaling of practice</li></ul>

There will also be opportunities to engage with additional pilots through the collaboration with Helpforce and the partners involved. I will share these opportunities in due course

If you would like to discuss this collaboration or anything in relation to the Volunteering in NHSScotland Programme please do not hesitate to contact me.

Yours sincerely



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