

1. Introduction

This paper provides an update to the National Group for Volunteering on progress of the Volunteering in NHSScotland Programme.

The Programme is staffed by a Programme Manager (1.0 whole time equivalent) and Project Officer (0.75 whole time equivalent). The Programme resides in the Community Engagement directorate of Healthcare Improvement Scotland.

2. Volunteering Information System

(a) Deployment

The system is in use in 18 of the 22 NHS organisations.

The Programme Manager continues to await responses from NHS National Services Scotland and the Scottish Ambulance Service on the next stage of deployment to those boards. NHS Grampian and NHS Orkney do not wish to use the system.

(b) User Group

A Creative Thinking session scheduled for 19 April has since been postponed in light of pressures relating to the coronavirus pandemic.

(c) Training and webinars

Introductory and Advanced webinars are delivered monthly by the Project Officer. NHS Boards are reminded once more than new users must complete an introductory webinar prior to being issued with user accounts. A special webinar to support users in actions relating to the coronavirus has been recorded and is available from the Community of Practice.

To reduce the number of enquiries landing with the Programme Team, boards are asked to recommend that their users who have not yet done so, book onto Advanced Webinars.

The following have been delivered in 2019/20:

Webinar	Webinars	Users trained
Introductory	11	33
Advanced	3	4
COVID-19	3	10

The following have been delivered in 2020/21:

Webinar	Webinars	Users trained
Introductory	3	4
Advanced	1	1
COVID-19	1	2

Dates and links to online booking forms for future webinars are available from the [Community of Practice](#).

(d) System governance and administration

Golden Jubilee are progressing an upgrade to the Volunteering Information System server.

(e) Development

Recent changes to the system include tweaks to reporting based on user feedback. The Volunteering Information System reporting suite has been reviewed and the support partner tasked with progressing amendments to this.

(f) Support

An extension to the current support contract is in place for six months of 2020/21. A procurement exercise will be carried out for support following September 2020.

3. Volunteer Managers Network

A webinar for volunteer managers to share practice during the coronavirus pandemic took place on 8 April. The recording was made available through the Community of Practice.

A webinar for Strategic Leads for Volunteering took place on 14 April.

Both sessions helped to inform the guidance later issued to NHS Boards.

4. Support to NHS Boards

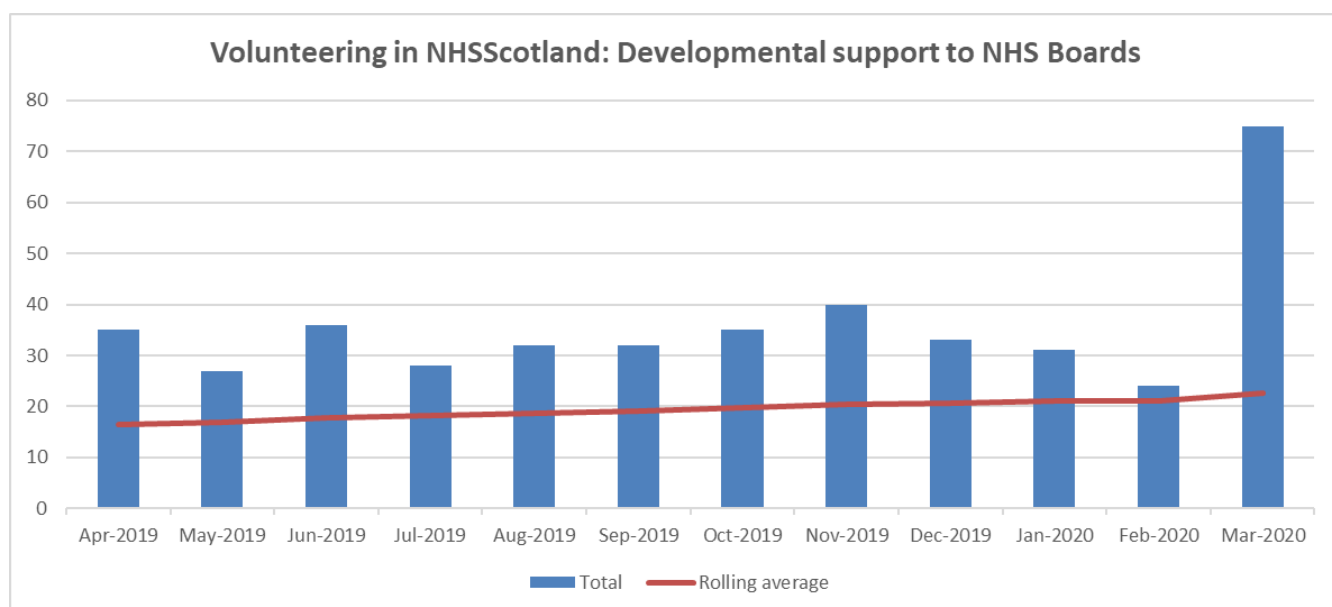
The Programme team supports NHS Boards on volunteer management matters. The support often consists of project work, advice on application of policy or legislation (e.g. screening requirements), reviewing documents such as strategic plans and policies but can also be as straightforward as signposting to existing policy and guidance.

The Team share the workload of providing responsive support to NHS Boards. Across the 22 Boards the Programme Manager (13) and Project Officer (9) each take a lead role with their respective number of boards, attending steering groups where possible.

Support interventions in 2019/20:

NHS Board	2019												2020			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Golden Jubilee Hospital (NWTC)	3	2	3	2		1			2	1		1	2	17		
Healthcare Improvement Scotland	2		1	2								1		6		
NHS 24			1	1			1	1		1	2	2		9		
NHS Ayrshire & Arran	3		1	1	2	3	4	1	4	1			1	21		
NHS Borders		2	2			2	2	8	2				5	23		
NHS Dumfries and Galloway	3	4	1	1	4	3	4	7	6	9	2	16		60		
NHS Education for Scotland				1			1	1		3	1			7		
NHS Fife	7	4	1	3	4	2	7	2	3	2		10		45		
NHS Forth Valley	5	5	6		6	1	2	2		1				28		
NHS Grampian	1	3	2			1	1						1	9		
NHS Greater Glasgow & Clyde	4	4	4	4		3	1	8	5	1	4	11		49		
NHS Highland		1	3	1	1	2	3		4	2	2	2		21		
NHS Lanarkshire		1		3	2	3	2		2	3	1	5		22		
NHS Lothian	2		7	4	3	7		6	2	4			7	42		
NHS National Services Scotland														0		
NHS Orkney														0		
NHS Shetland				1							1			2		
NHS Tayside	4	1	4	4	8	4	4		1	2	4	6		42		
NHS Western Isles	1				1		2	1	2	2	5	6		20		
Public Health Scotland (NHS HS)														0		
Scottish Ambulance Service					1			1					1	3		
The State Hospitals Board for Scotland								1		1				2		
Total	35	27	36	28	32	32	35	40	33	31	24	75	822			

Due to the impact of the coronavirus on volunteering there was an unrepresented increase in demands on the support workstream in March 2020:



5. Helpforce

(a) HF1: Streamlining the volunteer recruitment process

We have been working with NHS Greater Glasgow and Clyde and NHS Lanarkshire to improve the volunteer recruitment process. A number of improvement ideas are in operation:

- ▶ Online application form
- ▶ Online booking for training
- ▶ Online references

An online application form for the Volunteering Information System was piloted between 13 January and 13 March. Preliminary data is encouraging but it should be noted that figures below only relate to applications returned (i.e. the average time is likely to increase).

Year (13 Jan – 13 Mar)	Average days to return form	Notes
2017	24.5 days	
2018	28.3 days	
2019	29.0 days	
2020	6.7 days	Only includes forms returned, data will change
2020 online form	6.2 days	Only includes forms returned, data will change

Upon closure of the testing phase, a number of changes will be made to the form and the system before a more extensive pilot is undertaken later in 2020.

Due to the impact of the coronavirus it will not be possible to robustly evaluate the impact of the form as the end result (placement of volunteers) will not have taken place within the same environment.

(b) HF2: Volunteer peer support

Volunteer managers from NHS Boards attended workshops on 24 September and 27 November, sharing practice and examples of volunteer peer support. Draft guidance has been developed and test sites are sought from NHS Boards wishing to pilot the guidance within agreed evaluation frameworks. The project aims to achieve the following outcomes:

Short-term
<ul style="list-style-type: none"> ▶ Volunteers feel valued ▶ Volunteers raise concerns when they occur ▶ Volunteers are more informed and confident in their roles
Medium-term
<ul style="list-style-type: none"> ▶ Volunteers stay longer (increased volunteer retention) ▶ Volunteer programmes can support volunteers when staff are unavailable
Long-term
<ul style="list-style-type: none"> ▶ Volunteer managers have increased capacity and can recruit and place greater numbers of volunteers ▶ Improved end outcomes for beneficiaries ▶ The Volunteer Supporter role offers a pathway into volunteer management

A launch event planned for 18 March was postponed due to the coronavirus.

(c) HF3: Embedding of evaluation throughout volunteer engagement programmes

A third cohort of delegates took part in a half-day workshop to develop understanding and practice in measuring and communicating the impact of volunteering.

Six staff from four NHS Boards/organisations attended.

Individual support will be delivered in 2020/21 to those who attended to develop local evaluation measures for volunteer roles.

(d) HF4: Develop and spread new and innovative volunteer roles

A new case study on Volunteering in an NHS Care Home (NHS Highland) was published in February. Two case studies from NHS Western Isles (Spiritual Care Volunteers and Health Walk Leaders) were developed in Q4 of 2019/20.

Changes will be made to the planning process for case studies in 2020/21 due to a number of cancellations and postponements.

(e) End of Life Care

NHS Borders is one of seven pilot sites for volunteers in palliative care. The Programme Manager has been providing advice and working with Helpforce and Marie Curie colleagues to develop evaluation systems.

All End of Life Care pilots across the UK are impacted by the coronavirus and have been paused.