Volunteering in NHSScotland
Impact story: Volunteering Information System

The Scottish Health Council leads the Volunteering in NHSScotland programme which supports NHS Boards to develop sustainable volunteering programmes. The Volunteering Information System[1] is a bespoke system provided to NHS Boards to administer their volunteering programmes. The system is one of the key outputs from the Volunteering in NHSScotland Programme and is offered to NHS Boards to provide:

VIS users discuss the impact of the system (link to video)

(a) compliance with all data protection, information governance and data security policy and legislation,
(b) a reduction in the administrative burden on staff who manage and support volunteers,
(c) an improvement in the accuracy and efficiency of reporting on volunteer engagement, and
(d) an accurate picture of volunteer engagement locally and nationally.

The system is in use in 17 of the 22 NHS Boards and enables them to report accurately on volunteer engagement at any moment in time. This also contributes to the safety of volunteers, patients and staff in keeping with the themes of the Lampard Report[2] and the Scottish Government letter (DL (2017) 07[3]).

IMPACT

A survey of users (33 of 96 responded) found that:

▸ 84% of users confirmed that system aim (a), compliance, is now fully met. A further 13% confirmed partial compliance.
▸ 74% of users said that the system has reduced their administrative burden.
▸ 84% of users reported that reporting on volunteer engagement has improved in terms of efficiency and accuracy.
▸ Functionality provided by the system frees up volunteer managers to spend time on their core activities of managing and developing programmes.
▸ Users also noted the ability to work on the system from multiple sites, at the same time as other users, being able to respond to Freedom of Information Requests more efficiently and that they have been able to share and develop volunteer roles more easily through the NHSScotland Roles Library
▸ The system has provided the National Group for Volunteering, Scottish Government and the Scottish Volunteering Forum with invaluable information on volunteer engagement, retention, demographics and recruitment process timescales
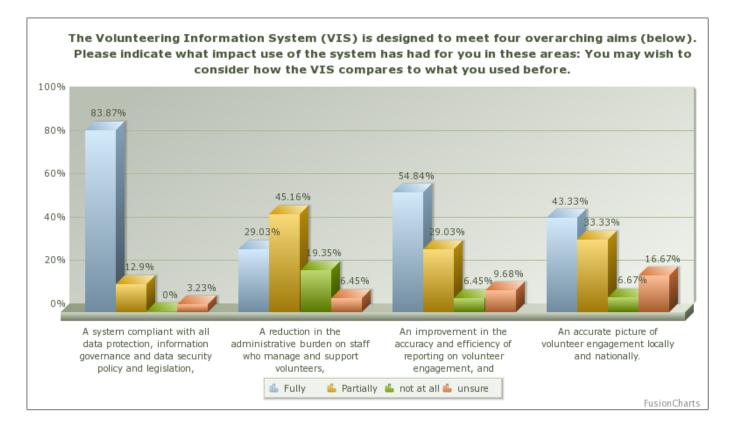
See overleaf for feedback on system aims.

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[1] Volunteering Information System: www.scottishhealthcouncil.org/vis.aspx
[2] Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile, 2015: https://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned
[3] Safety and protection of patients, staff and volunteers in NHSScotland: www.sehd.scot.nhs.uk/dl/DL(2017)07.pdf

User feedback on system aims:

The Volunteering Information System (VIS) is designed to meet four overarching aims (below). Please indicate what impact use of the system has had for you in these areas: You may wish to consider how the VIS compares to what you used before.

	A system compliant with all data protection, information governance and data security policy and legislation,	A reduction in the administrative burden on staff who manage and support volunteers,	An improvement in the accuracy and efficiency of reporting on volunteer engagement, and	An accurate picture of volunteer engagement locally and nationally.
Fully	83.87%	29.03%	54.84%	43.33%
Partially	12.9%	45.16%	29.03%	33.33%
not at all	0%	19.35%	6.45%	6.67%
unsure	3.23%	6.45%	9.68%	16.67%

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