

## 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. COVID-19

An update to 'COVID-19: Shared practice and guidance for volunteer management in NHSScotland' was published on 24 July 2020. It is due for review on 24 August 2020. The National Group for Volunteering in NHSScotland has been asked to consider the occupational health risk assessment tool for use with returning volunteers.

## 3. Volunteering Information System

### (a) Deployment

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

We are working with NHS Grampian to deploy the system to their volunteer managers.

### (b) User Group

A Creative Thinking session will take place on 8 September. Users of the system are encouraged to engage with their User Group representative and contribute to how a future system might operate.

### (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 COVID-19 webinar to support users in actions relating to the coronavirus has been recorded and is available from the Community of Practice.

Advanced webinars are now available for download. These will no longer be delivered 'live' due to staff capacity.

The following have been delivered in 2020/21:

Webinar	Webinars	Users trained
Introductory	4	8
Advanced	1	1
COVID-19	1	2

No longer delivered 'live'

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

#### (d) System governance and administration

We continue to work with Golden Jubilee to finalise an upgrade to the Volunteering Information System server.

#### (e) Development

Recent changes to the system include improvements to reports and the user interface.

The Volunteering Information System User Manual was updated on 27 July and issued to users.

A dedicated page for the Volunteering Information System has been created on the [Community of Practice website](#).

The progress of an online application form for volunteers cannot be taken forward until the server upgrades have been completed.

#### (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.

### 4. Volunteer Managers Network

The Programme Team is reviewing how an online meeting can facilitate sharing and development of practice.

### 5. 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	Apr	May	Jun	Jul	Aug	Total
Golden Jubilee Hospital (NWTC)					1	1
Healthcare Improvement Scotland						0
NHS 24			4			4
NHS Ayrshire & Arran	1		1	2	2	6
NHS Borders		1	1	4		6
NHS Dumfries and Galloway	7	21	3	5	1	37
NHS Education for Scotland		2				2
NHS Fife	10	8	12	4		34
NHS Forth Valley			1	1		2
NHS Grampian	1	2	3	3		9
NHS Greater Glasgow & Clyde	2	5	3	4	2	16
NHS Highland	4	3			1	8
NHS Lanarkshire	2			4	2	8
NHS Lothian	3	2	1	3		9
NHS National Services Scotland			1	1		2
NHS Orkney						0
NHS Shetland	1					1
NHS Tayside	4			3		7
NHS Western Isles	2		1			3
Public Health Scotland (NHS Health Scotland)	1					1
Scottish Ambulance Service		1	2			3
The State Hospitals Board for Scotland						0
<b>Grand Total</b>	<b>38</b>	<b>45</b>	<b>33</b>	<b>34</b>	<b>9</b>	<b>159</b>

## 6. Helpforce

### (a) HF1: Streamlining the volunteer recruitment process

The improvement project will resume in late August 2020, with a review of the project parameters in light of COVID-19.

### (b) HF2: Volunteer peer support

A launch event planned for 18 March was postponed due to the coronavirus pandemic. The project will be remobilised in September 2020.

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

The project is due to resume in October 2020.

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

A new case study on the Connect Group, a community-based volunteer-led group in NHS Fife was published on 31 July 2020. A case study on gardening volunteering in NHS Greater Glasgow & Clyde is due to be published in August 2020.

#### **(e) End of Life Care**

NHS Borders is one of seven pilot sites for volunteers in palliative care. The board has reconfigured its project in light of the coronavirus pandemic and will focus on virtual visiting.

#### **(f) UK-wide COVID-19 webinar**

The Programme Manager provided input to a UK-wide webinar ('Reflections on the impact of Covid-19 across the UK and how to carry those lessons forward in preparation for winter pressures and the possibility of a second coronavirus wave') with other UK partners on 28 July.

There were consistencies across health boards and trusts in the UK in terms of challenges faced in managing and supporting volunteers during the pandemic, many noting reduction in bureaucracy of volunteer recruitment which will be taken forward in respective boards, trusts and national bodies.

The session is available from the [Helpforce Learning Zone](#).

### **7. Other activity**

**Programme evaluation** – An evaluation of the Programme response to COVID-19 and its activity since the Programme began in 2011 is underway. A survey has been sent to NHS Board staff and a separate survey to other stakeholders, including members of the National Group for Volunteering in NHSScotland. The first survey contains a section on the online induction module that was rapidly developed for use during the pandemic.

An internal After Action Review took place with the Programme Team in August.

The findings of each activity will be considered by Healthcare Improvement Scotland in determining the future direction of the Programme.

**Kindocoin, CAN DO Innovation Fund** – The Programme Team are supporting the development of this initiative aimed at 'Creating digitally connected communities focusing on avoiding delayed discharges from hospital'.