

1. Introduction

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

2. COVID-19

(a) Guidance

'COVID-19: Shared practice and guidance for volunteer management in NHSScotland' was published on the Community Engagement website on 30 September 2020. The document draws from practice shared from health boards and is reviewed on an ongoing basis to ensure that it refers to Scottish Government, Health Protection Scotland and other national guidance. It was last updated on 9 October.

The document, and associated roles and risk assessments, can be found at www.hisengage.scot/COVID-volunteering.

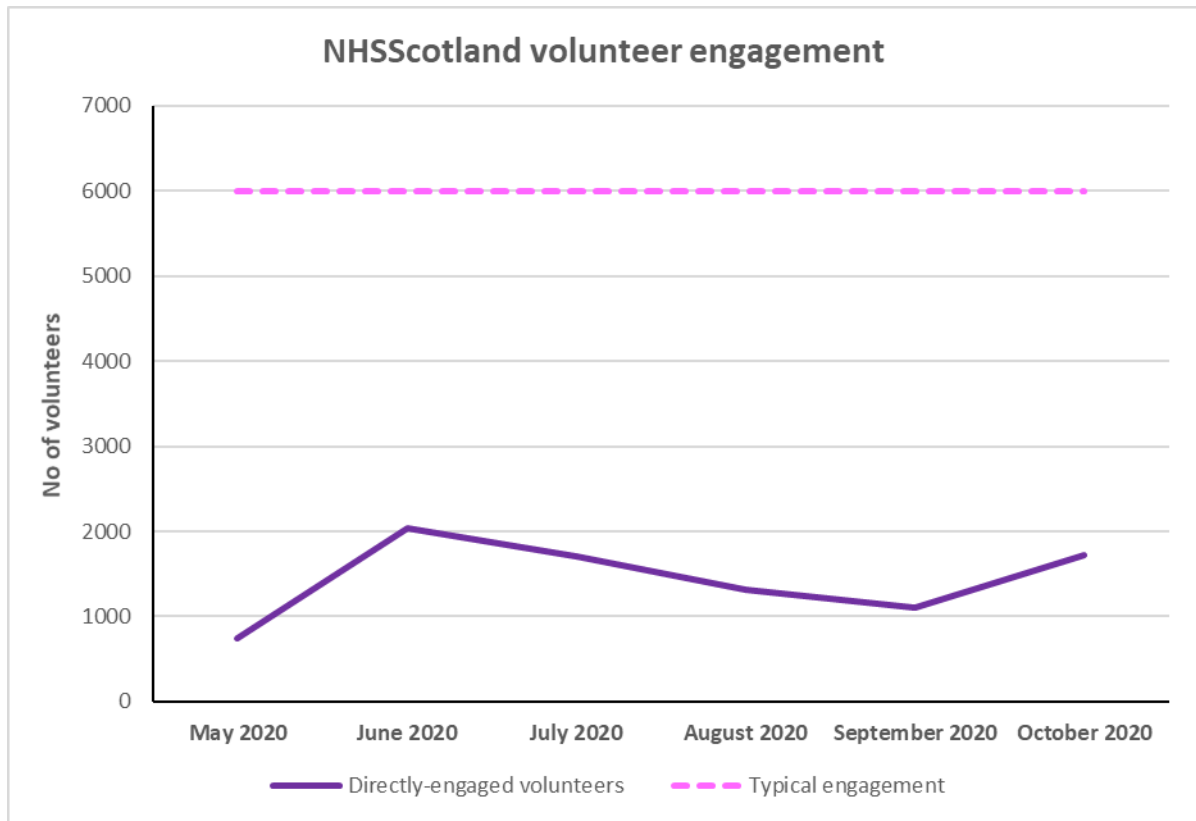
(b) Return of volunteers

Helpforce hosted a 'live chat' on 30 September with speakers from NHS Trusts in England and the Volunteering in NHSScotland Programme Manager sharing approaches to how volunteers have returned in a safe manner. A recording of the session can be found [here](#).

(c) Volunteering in NHSScotland

The latest report on volunteer numbers in NHSScotland was submitted to Scottish Government on 2 October 2020. There was a rise in the number actively volunteering, largely due to the remobilisation of 400 Community First Responders in the Scottish Ambulance Service who had been stood down from duties since March.

Returns in October confirmed that volunteer engagement rests below 2,000 and that a considerable number of existing volunteers remain stood down from duties (4,172 in October).



The reporting continues on a monthly basis to inform Scottish Government. The next return is due on 6 November.

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. Representatives from NHS Boards provided feedback on what they would like to see from the system in the future.

The feedback will be collated and a report shared with the User Group in due course.

(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 also now available for download from the Community of Practice website. These will no longer be delivered 'live'.

The following have been delivered in 2020/21:

Webinar	Webinars	Users trained
Introductory	6	15
Advanced	1	1
COVID-19	3	12

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

Upgrades to the Volunteering Information System server were completed on 7 September 2020.

(e) Development

The Volunteering Information System Support Partner has been commissioned to build equalities monitoring functionality into the system. This work builds on earlier engagement with volunteer managers and NHS Scotland equality leads. The work is due to be completed at the end of October with testing scheduled for November. The work also links to the proposed online application form. Further work on the form will take place in November.

(f) Support

The Support Partner contract went out to tender in September. An appointment was made on 30 September for the remainder of the 2020/21 year with the option of two further 12-month extensions.

4. Volunteer Managers Network

The next meeting of the Volunteer Managers Network is scheduled to take place on 22 October 2020. In a revised format, on account of being held virtually, we will hold shorter, more frequent meetings to facilitate the sharing of practice and provide a space for collaboration across health boards.

The session will include a discussion session on re-starting volunteering in health settings, and how to ensure volunteer recruitment is carried out safely. A summary of the meeting will be shared with the National Group at the next meeting.

5. Support to NHS Boards

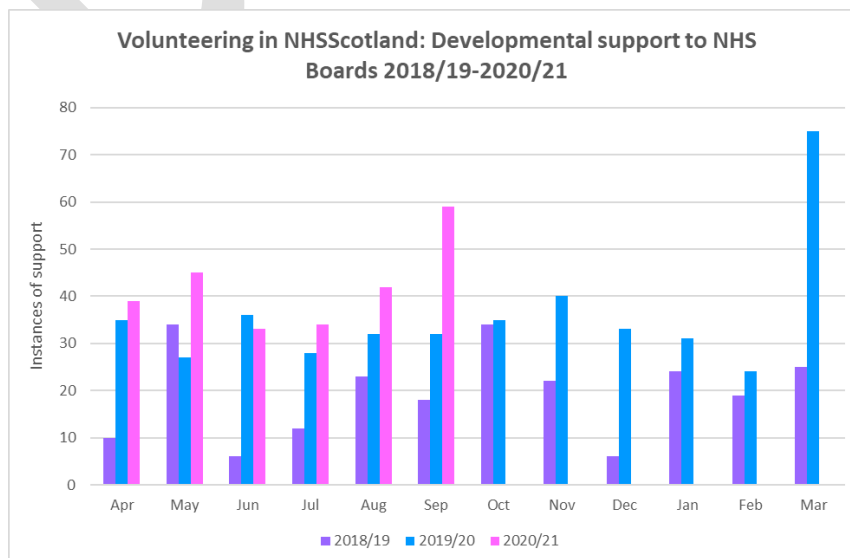
The Programme team supports NHS Boards on volunteer management matters.

Recent work has included updating user accounts for users of the Volunteering Information System who have migrated to Office 365. This work has been prioritised and is taking up a considerable amount of the Project Officer's workload.

A summary of support interventions in 2020/21 are shown in the table below:

NHS board	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Golden Jubilee Hospital (NWTC)	2					2		4
Healthcare Improvement Scotland						1		1
NHS 24	2			4			1	7
NHS Ayrshire & Arran	1	1		1	2	4	3	12
NHS Borders	5		1	1	4	1	1	13
NHS Dumfries and Galloway	16	8	21	3	5	5	8	66
NHS Education for Scotland			2					2
NHS Fife	10	10	8	12	4	11	4	59
NHS Forth Valley				1	1	3	2	7
NHS Grampian	1	1	2	2	3	2	10	21
NHS Greater Glasgow & Clyde	11	2	5	3	4	5	1	31
NHS Highland	2	4	3			1	3	13
NHS Lanarkshire	5	2			4	6	3	20
NHS Lothian	7	3	2	1	3	1	3	20
NHS National Services Scotland				1	1			2
NHS Shetland		1						1
NHS Tayside	6	4			3		20	33
NHS Western Isles	6	2		1				9
Public Health Scotland (NHS Health Scotland)		1						1
Scottish Ambulance Service	1		1	2				4
The State Hospitals Board for Scotland								0
Total	75	39	45	32	34	42	59	326

Support interactions with NHS Boards remain on an upwards trend in comparison to previous years:



6. Helpforce

(a) HF1: Streamlining the volunteer recruitment process

The improvement project resumed in August. A revision of recruitment process mapping took place and has been confirmed with the Project Group leads.

The Project Group met on 6 October and confirmed changes required to the online application form for the Volunteering Information System. This work will be commissioned to the Support Partner.

Of note, the current recruitment processes are more 'streamlined' in nature and members reporting a two-week turnaround for placing volunteers.

(b) HF2: Volunteer peer support

A launch event planned for 18 March was postponed due to the coronavirus pandemic. The project is due to be remobilised in Q3 of 2020/21.

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

The project is due to resume in Q3 of 2020/21 and will focus on supporting members of the three cohorts of training to implement local evaluation plans.

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

A [new case study](#) on gardening volunteering in NHS Greater Glasgow & Clyde, part of 'Art in the Gart' was published on 28 August 2020.

Work is in progress to produce a discussion-based case study on volunteer management in Q3 of 2020/21.

(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.

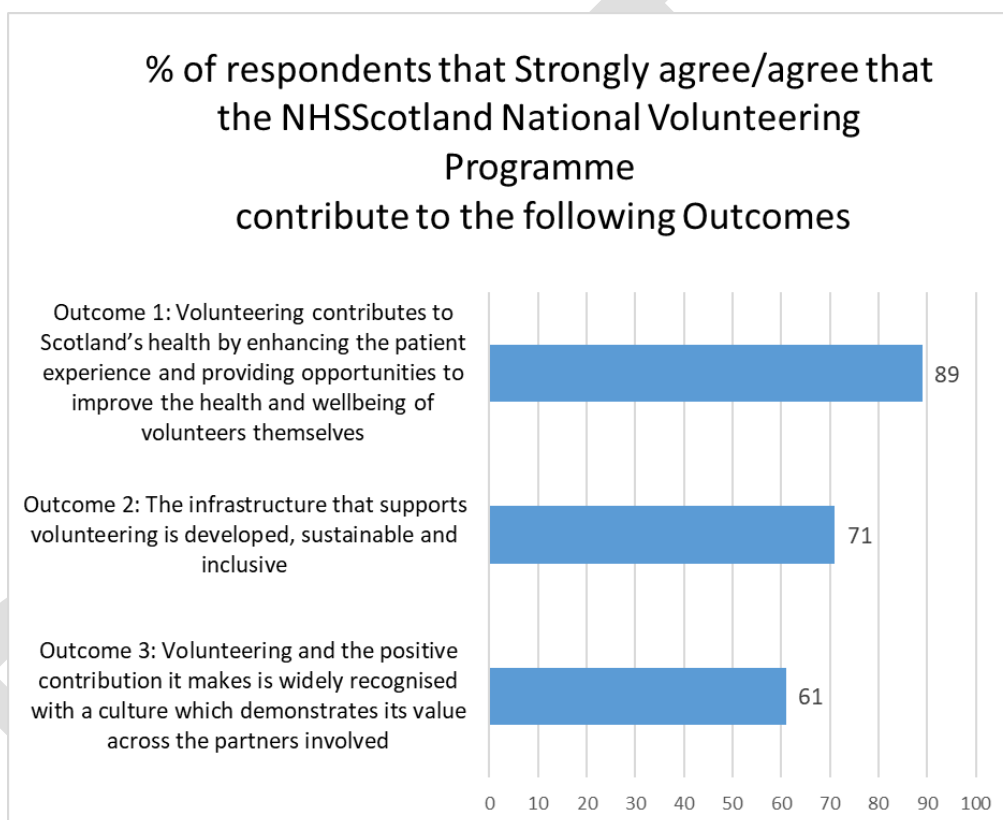
The project has resumed and awaiting final agreement of the evaluation framework with Helpforce colleagues.

7. Other activity

Programme evaluation – An evaluation of the Programme response to COVID-19 and its activity since the Programme began in 2011 was completed in October.

Surveys to NHS Board staff and other stakeholders, including members of the National Group for Volunteering in NHSScotland provided input to the evaluation. A draft report has been completed and an action plan (drawing also on the internal After Action Review of the Programme response to COVID-19) will be produced.

Feedback from stakeholders on the Volunteering in NHSScotland outcomes was largely positive:



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'.

Colleagues from the Community Engagement directorate have been supporting the work in developing a discussion paper on the merits of volunteer engagement in reciprocal exchange schemes.