

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’](#) is checked weekly against any changes in Scottish Government, Health Protection Scotland and other national guidance and updated accordingly. It was last updated on 8 December 2020. It was last updated on 7 December 2020.

(b) Volunteering in NHSScotland

The latest report on volunteer numbers in NHS Scotland was submitted to Scottish Government on Friday 4 December.

Returns in December confirmed that volunteer engagement sits slightly above 2,000 and that a considerable number of existing volunteers remain stood down from duties (just under 4,000 in December).

The reporting continues on a monthly basis to inform Scottish Government and the next return date for boards will 8 January 2021, but due to HIS closing between Christmas and New Year this may be extended to 15 January 2021.

3. Volunteering Information System

(a) Deployment

The system is in use in 18 of 22 NHS organisations. As per the last update, NHS Grampian are still not formally on the system. There are 12 trained staff with accounts that are not yet active for use, staff and management are aware of this. Until the board agreement is signed off by NHS Grampian, there can be no access to the system.

(b) User Group

Feedback from the creative thinking session held in October has been themed in a paper and this has been used for further discussion around the future development options for the system.

(c) Training and webinars

Introductory webinars continue to be delivered monthly by Lisa. NHS Boards are reminded once more than new users must complete an introductory webinar prior to being issued with user accounts.

The advanced webinar and COVID specific webinar are both available on the Community of Practice website, these have been pre-recorded by Lisa.

The following have been delivered in 2020/21:

Webinar	Webinars	Users trained	
Introductory	8	25	
Advanced	1	1	No longer delivered 'live'
COVID-19	3	12	Delivered live during April

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

(d) Development

The Volunteering Information System Support Partner has completed the work on the equalities monitoring which was tested successfully late November and is ready to use. This work builds on earlier engagement with volunteer managers and NHS Scotland equality leads.

This will be part of the process of the new application form which is being developed. The support partner is working on the first stage of the development and plans to have it ready for testing by mid-January. We hope that the application form will be ready to pilot by the end of January 2021.

Due to the age of the system, we are putting together an options appraisal for future developments which should be available by March 2021.

4. Volunteer Managers Network

The Volunteer Manager Network Meeting was held on 22 October and was comprised of two parts, the first of which was an opportunity for a peer to peer discussion around exploring the safe return of volunteering to NHS Scotland. The second part of the event was a workshop and discussion on safe volunteer recruitment during a pandemic. The event was well attended and received with positive feedback. In 2021 the programme is looking to hold shorter

networking events for staff managing volunteers with themed discussions, these will further support sharing practice, peer support and professional development for staff managing volunteers in NHS Scotland. The first of these will take place on 16 February 2021.

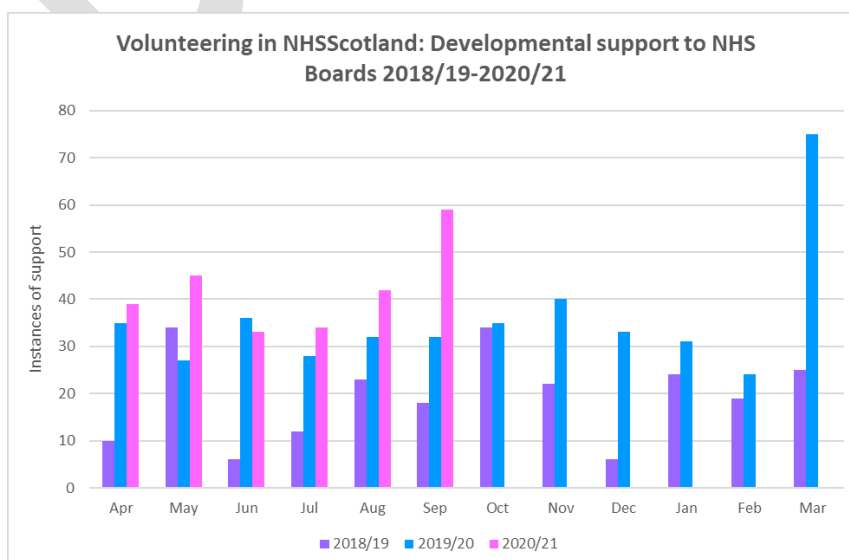
5. Support to NHS Boards

The Programme team supports NHS Boards on volunteer management matters.

A summary of support interventions in 2020 are shown in the table below: The programme staff have provided NHS boards with 428 instances of support in 2020 thus far.

2020 Instances of support to boards	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Golden Jubilee Hospital (NWTTC)			1	2				2		1	1
Healthcare Improvement Scotland			1					1	1		1
NHS 24	1	2	2			4			1	1	
NHS Ayrshire & Arran	1		1	1		1	2	4	3		1
NHS Borders			5		1	1	4	1	1		2
NHS Dumfries and Galloway	9	2	16	8	21	3	5	5	8	5	6
NHS Education for Scotland	3	1			2						
NHS Fife	2		10	10	8	12	4	11	4	5	1
NHS Forth Valley	1					1	1	3	2	1	2
NHS Grampian			1	1	2	2	3	2	10	2	2
NHS Greater Glasgow & Clyde	1	4	11	2	5	3	4	5	1	3	2
NHS Highland	2	2	2	4	3			1	3		1
NHS Lanarkshire	3	1	5	2			4	6	3	2	1
NHS Lothian	4		7	3	2	1	3	1	3		
NHS National Services Scotland							1	1			
NHS Shetland		1		1							
NHS Tayside	2	4	6	4			3		20	1	4
NHS Western Isles	2	5	6	2		1					
Public Health Scotland (NHS Health Scotland)				1							
Scottish Ambulance Service			1		1	2					
The State Hospitals Board for Scotland											1
	31	24	75	39	45	32	34	42	60	21	25

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



6. Helpforce

Helpforce have confirmed a continuation of funding to 31 July and a report update is being finalised for submission. Work on the application form as part of HF1: Streamlining of volunteering recruitment processes, will be completed by the end of January. Following this, testing the process through the pilot process will commence as soon as possible.

It is hoped that we can pick up the other areas of Helpforce activity and make plans for progression early in January 2021.

As part of HF4: Develop and spread new and innovative volunteer roles, the latest [case study](#) on flu clinic volunteers in NHS Dumfries & Galloway was published on 23 November.

A filmed case study looking at the role of the Voluntary Services Manager will be published in the coming weeks following final edit and sign off.

7. Other activity

Programme evaluation – The final [evaluation](#) is on the Healthcare Improvement Scotland – Community Engagement website and the action plan is currently being finalised for the work to be taken forward in 2021.

Flu Clinic Evaluation Project –

An evaluation is underway to review the roles volunteers can have in vaccine clinics and consider the impact on volunteers, clinical staff, patients and volunteer managers. This evaluation will support the development of guidelines for involving volunteers in COVID-19 vaccine clinics.

Semi-structured interviews with Volunteer Managers, Volunteers, Clinical Staff (decision makers and staff delivering clinics) and patients will take place during December 2020 and January 2021. Draft evaluation report and draft guidelines for involving volunteering in COVID-19 vaccine clinics will be ready by 29th January 2021, with final sign off planned for mid-February 2021.