National Group for Volunteering in NHSScotland Programme Update

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 22nd January 2021.

(b) National Volunteering Hub – COVID-19 Vaccination Programme
The Volunteering in NHScotland Programme is a member of a national liaison group set up by the Scottish Government to support the delivery of the National Volunteering Hub managed by the British Red Cross. The group meets on a weekly basis.

To date the plan created by the British Red Cross has been shared across our NHSScotland volunteering network for feedback and comment, resulting in the creation of an FAQ document and guidance for staff who do not routinely plan for volunteer involvement or manage volunteers. All of which will be published on our website.

We have also collated information and website links to all NHS board's volunteering information (for prospective volunteers) and put this on our website - Community Engagement – Supporting Communities. This provides a link for Scottish Government to direct people to who offer to volunteer, even though many boards are not recruiting at this stage.

3. Volunteering Information System

(a) Future of the Volunteering Information System
The programme has been advised by the support partner that the current system is approaching the end of its life, it will not be able to support many more developments or changes to functionality.

At the request of the Scottish Government, we have been developing an options appraisal considering 3 potential options:

- Status quo

- An off the shelf volunteering management system
- A new bespoke system

The current system relies heavily on the programme team to support the development, management and delivery of the system and for those boards who have significant volunteering numbers is labour intensive to use. As a result, due to the pressures as a result of the pandemic, some boards have stopped using the system on a temporary basis.

(b) Deployment
The system is in use in 19 of 22 NHS organisations. Since the last update NHS Grampian have signed the agreement and all staff have been trained and issued with their login details.

(c) User Group
The user group has been paused due to the pressures on NHS staff during the pandemic.

(d) Training and webinars
Introductory webinars continue to be delivered monthly by the programme team. 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 are pre-recorded sessions.

The following have been delivered in 2020/21:

Webinar	Webinars	Users trained	
Introductory	10	32	
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](#).

(e) Development
The online volunteer application form is currently being piloted by NHS Lanarkshire, who are recruiting significant volunteer numbers to support the covid-19 Vaccination Programme. The programme is keeping this under review and will roll out this new functionality when the testing has demonstrated that the application is working as it should.

4. Volunteer Managers Network
The programme continues to support peer support and sharing of best practice across NHS

Scotland. Given current circumstances, we have agreed to provide bi-monthly themed discussion spaces for volunteer managers to come together and discuss relevant topics. A survey of volunteer managers was conducted in January 2021 and a programme of themed discussions is being developed. The first session took place on 16.02.21 and was attended by 12 volunteer managers who discussed Covid-19 Vaccination Programme Volunteering.

5. Support to NHS Boards
The Programme team supports NHS Boards on volunteer management matters.

The programme staff have provided NHS boards with 45 instances of support from 1st January 2021 until 18th February 2021.

6. Helpforce

Work on the online volunteer application form as part of HF1: Streamlining of volunteering recruitment processes, has been completed. The piloting phase is now underway with NHS Lanarkshire with a view to being rolled out across NHSScotland in the coming months.

Work continues as planned in HF4: Spreading innovative practice through case studies. The latest case study The Role of the Volunteer Manager was published in December 2020. The programme is currently working on a further 2 case studies:

- Covid-19 response volunteers
- Royal Edinburgh Hospital, Mental Health Inpatient Facility volunteering

These will be published by end of March 2021.

End of Life Care Project – NHS Borders. The Programme Manager is providing support to the project, which to date has not been able to progress due to the pandemic.

7. Other activity

Flu Clinic Evaluation
The evaluation report looking at the Impact of involving volunteering in the delivery of flu clinics has been published on our website. It has been shared with Scottish Government, the National Volunteering Group, the volunteer manager's network and publicised through our social media channels.

Staffing
Project Officer Lisa Taylor left the programme this month to take up a new post within Healthcare Improvement Scotland. Some interim support is being provided to the programme by Linda Young, Events and Publicity Officer – primarily around managing queries and support requests from boards and is leading on the development of new case studies. We are currently reviewing the Project Officer role before recruiting.

Alan Bigham's secondment is due to finish at the end of March 2021, however there is a possibility that this may be extended.

Blog
We are writing a blog on the work of the Programme with the National Volunteering Hub which will be published on Healthcare Improvement Scotland's website.