**National Group for Volunteering in NHSScotland**

**NG43-01**

**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**  
   1. **Guidance**

The new recommendations and guidance to support NHS boards in the remobilisation of their volunteering programmes was developed and published and will be updated as required.

A risk assessment framework for the reintroduction of stood down volunteers is in development.

* 1. **National Volunteering Hub – COVID-19 Vaccination Programme**

The hub continues to be a success, and has expanded its offer into community testing and schools testing in addition to the vaccination centre volunteering.

Data up to 18th May 2021 tells us the Hub has deployed 2849 volunteers across Scotland, translating to 22910 volunteer hours.

The programme has recently begun reporting on the number of volunteers deployed into the vaccination programme, not through the hub and up to end April 2021 have deployed 542 volunteers, translating to 4155 hours.

This means that the total volunteers supporting the vaccination / testing programmes is 3391. This translates to 27065 volunteering hours.

1. **Volunteering Information System**
   1. **Future of the Volunteering Information System**

Our current support partners (Factory 73) contract has been extended until 31 March 2022. Scottish Government have requested that we use this time to further research a new system in detail, building on what we have discovered already and continuing stakeholder engagement. As part of this work we will explore how any future system will support us to meet programme objectives.

* 1. **Deployment**

The system is in use in 19 of 22 NHS organisations. Since the last update Scottish Ambulance Service have begun discussions on utilising VIS to manage their volunteers. Some staff have been trained and discussions are underway around how to transfer the data securely.

* 1. **User Group**

The user group has been paused due to the pressures on NHS staff during the pandemic. This group will be reformed to take forward the detailed scoping work on a new system.

* 1. **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 between February – June 2021:

|  |  |  |  |
| --- | --- | --- | --- |
| **Webinar** | **Webinars** | **Users trained** |  |
| **Introductory** | 3 | 14 |  |

Dates and links to online booking forms for future webinars are available from the [Community of Practice website](http://www.knowledge.scot.nhs.uk/volunteering/vis.aspx).

* 1. **Development**  
     The online volunteer application form testing phase in NHS Lanarkshire has been evaluated, with very positive results. The main points to note are the reduction in errors and the burden on staff time who no longer need to manually enter data.

Next steps are an update to the DPIA and SSP which will be shared with all NHS boards for feedback. When this is in place we will begin the phased roll out of the new functionality across all boards, with ongoing feedback and evaluation built into the process.

1. **Volunteer Managers Network**The new format of bi-monthly peer support sessions and regular practice development sessions for Volunteer Managers are being well attended and positive feedback received.

To date we have engaged:

Peer Support Sessions x1 – 20 participants

Practice Development Session x1 – 25 participants

We communicate regularly with the network via a bulletin which has received positive feedback, we have tightened our processes to ensure all volunteer managers and strategic leads have been offered the chance to join the network and plan to develop a ‘welcome pack’ for new volunteer management staff to ensure they have the access to the support of the network.

1. **Support to NHS Boards**  
   The Programme team supports NHS Boards on volunteer management matters.  
     
   55 instances of support have been provided in the period between March – June 2021.
2. **Helpforce**

An activity report for Q1 2021 has been submitted to Helpforce, along with a proposal on using the remainder of the funds available to support the development of an evaluation framework for volunteering across NHSScotland.

Tom Steele, Valerie Breck and Janice Malone met with Maeve Hully, Director of Volunteering at Helpforce to discuss our future relationship following the end of the funding period. It was agreed that the programme will retain an informal relationship with Helpforce and act as a conduit for any new funding streams which may be available to NHS boards in future. The programme will continue to engage in relevant activity / conversations at UK level.

1. **Other activity**

**Staffing**

Valerie Breck will retire from her post on 11th June 2021 and Stuart Waugh has moved on to a secondment within the evidence directorate. Internal discussions are ongoing regarding the recruitment into Val’s post.

We are delighted to welcome Angela Hislop into the post of Project Officer from 7th June 2021. Angela joins us from the Evidence Directorate at HIS, but also bring with her volunteer management experience from her time working with Victim Support Scotland.

In addition we are very pleased to have admin support from Claire Henry. Claire is expanding her current admin support role to provide admin support to the programme.

**Volunteers Week**

Volunteers Week takes place during 1st – 7th June, we will be highlighting various case studies and saying thank you to Scotland’s NHS volunteers via social media platforms.

A special webinar title ‘Realising the Power of Volunteering in NHSScotland’, is planned for 2nd June.

Internally, the desktop background for all staff will raise awareness of volunteers week.

Janice Malone has participated in a short video created by Volunteer Scotland, and was part of the national working group for Volunteer’s Week.

**Volunteering for All**

Activity has begun to translate Volunteering for All into an action plan. A governance group and 5 working groups have been set up:

Group 1: **Lifelong engagement** - Volunteering and participation is valued, supported and enabled from the earliest possible age and throughout life.

Group 2: **Policy impact** - Volunteering in all its forms is integrated and recognised in our lives through national and local policy.

Group 3: **Recognition and celebration** - There is an environment and culture which celebrates volunteers and volunteering and all of its benefits.

Group 4: **Community development** - The places and spaces where we volunteer are developed, supported and sustained.

Group 5: **Inclusive volunteering** - There are diverse, quality and inclusive opportunities for everyone to get involved and stay involved.

Janice Malone has been invited to chair Group 5, inclusive volunteering.