

## **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**

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

A risk assessment framework for the reintroduction of stood down volunteers has been published and is proving to be a very useful tool for volunteer managers.

### **(b) 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.

To date the Hub has deployed over 5000 volunteers across Scotland, translating to more than 40,000 volunteer hours.

In addition, the programme has recently begun reporting on the number of volunteers deployed into the vaccination programme, not through the hub by boards and up to end July 2021 have deployed 1470 volunteers, translating to 9213 hours.

This means that the total volunteers supporting the vaccination / testing programmes is 6470. This translates to more than 49,000 volunteering hours.

## **3. Volunteering Information System**

### **(a) Future of the Volunteering Information System (VIS)**

Our Scottish Government sponsors in the Participation Team have submitted a proposal for funding to replace the current VIS system. We are awaiting the outcome of this.

### **(b) Deployment**

The system is in use in 19 of 22 NHS organisations. The roll out of the new online Volunteer Application Form has not been able to progress as we are awaiting the IT team at the Golden Jubilee National Hospital (GJNH) reviewing the System Security Policy. The request was made in June 2021, however, the team at GJNH have

advised that capacity is currently an issue and we therefore have no date for completion of this work yet.

### **(c) User Group**

The user group was reconvened as a stakeholder group for the future of the VIS on 23<sup>rd</sup> June 2021, where the programme team provided a detailed update on the work on scoping a future system to date and to share with the group the results of the requirements scoring exercise.

### **(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, both are pre-recorded sessions.

The following have been delivered between June and August 2021:

<b>Webinar</b>	<b>Webinars</b>	<b>Users trained</b>
<b>Introductory</b>	3	9

Dates and links to online booking forms for future webinars are provided to volunteer managers via the Bulletin.

## **4. 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.

Volunteer Managers Network membership	87 members
Themed peer discussion session (x2)	41 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.

## **5. Support to NHS Boards**

The Programme team supports NHS Boards on volunteer management matters.

46 instances of support have been provided in June / July 2021.

## 6. Helpforce

The programme will produce an end of funding report by October 2021.

A paper tabled at today's meeting proposes a new opportunity to work in partnership with Helpforce, further developing their [Insight & Impact Service](#) to allow for evaluation of volunteering at health board and national level.

## 7. Other activity

### Staffing

The programme is now fully staffed, with 0.8 WTE Programme Manager, 0.6 WTE Project Officer, and admin support. In addition, we welcomed Sharon Bleakley, who took up post as an Engagement Programmes Manager on 3<sup>rd</sup> August. Sharon will provide strategic level support to the programme.

### Education & Training

A review of the national Volunteer Induction Module is underway, and the development group has reached agreement that the revised version can provide a national 'one for all' volunteering induction for all new NHS volunteers in future. This should be supplemented by locally developed training on board specific aspects of the volunteer role.

Recent discussions with NES have provided an opportunity to explore the creation of a volunteering mini site within TURAS which has scope to develop a range of education and training for both volunteers and staff in volunteer management roles. A paper will be brought to the NVG in future for consideration.

### Inclusive Volunteering

Janice continues to lead the national development of a 10 year action plan for Scotland to drive forward the Inclusive Volunteering Agenda, which will form part of the Scottish Government's [Volunteering for All](#) Action Plan, due for publication in March 2022.

The programme team are currently planning to undertake an Equality Impact Assessment (EQIA) for volunteering in NHSScotland. It is anticipated that the EQIA will form the basis for an action plan to improve the inclusiveness of volunteering across NHSScotland.

### Networking / connections

A number of opportunities for networking and developing strategic level relationships have been forthcoming in recent months:

#### Presentations:

NHSScotland staff event - mini session

Third Sector Interface, Volunteering Forum

#### New connections:

George Gillespie, Manager, Volunteer Now, Northern Ireland

Colin Lee, CEO, CEMVO, Scotland

Paddy Hanrahan, Director of Strategy & Innovation, Helpforce

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Alan Stevenson, CEO, Volunteer Scotland  
Jo Haddrick, Specialist Lead (Employability), NES  
Dawn Fisher, Volunteering Business Partner, Marie Curie  
Emma Easton, Head of Voluntary Partnerships, NHS England  
Chris Lau, Executive Officer, Borders Volunteer Centre

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