

## **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**

The hub continues to be a successful partnership approach to filling gaps in volunteer deployment during emergency periods. In addition to the covid-19 vaccination programme, community and schools testing the hub expanded its offer to support COP26, SAS & A&E winter pressures.

To date the Hub has deployed over 6000 volunteers across Scotland, translating to more than 45,000 volunteer hours.

In addition, we have recently begun reporting on the number of volunteers deployed into the vaccination programme, not through the hub by boards and up to end September 2021 have deployed 1732 volunteers, translating to 12,116 hours.

This means that the total volunteers supporting the vaccination / testing programmes is 7732. This translates to more than 57,000 volunteering hours.

## **3. Volunteering Information System**

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

Our Scottish Government sponsors in the Participation Team have submitted two proposals for funding to replace the current VIS system. The funding proposals were unfortunately not approved; however other alternatives are being explored.

### **(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.

Tom Steele made contact with senior leadership at GJNH in August 2021, to ask for support in expediting. A copy of the SSP requested and provided to the Information Governance Lead and to Digital Services Director in August 2021. Despite two follow up emails we have not yet received the reviewed document.

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

The user group was advised that the most recent funding application has been unsuccessful, and that they will be reconvened at such times as other funding opportunities present themselves.

NHS Lothian advised that they will be implementing their own volunteer management system imminently, and therefore have withdrawn from the user group.

### **(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 September - November 2021:

<b>Webinar</b>	<b>Webinars</b>	<b>Users trained</b>
<b>Introductory</b>	3	14

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

## **4. Volunteering in NHSScotland Programme Strategy**

Following the national group meeting in August 2021, the development of new programme outcomes for the new strategy have been drafted. Stakeholder engagement with members of the national group and strategic leads for volunteering in the NHS boards took place on the 7<sup>th</sup> October.

The revised vision and strategy paper is being tabled for final comment at the November 2021 national group meeting.

## **5. Volunteer Managers Network**

The 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	88 members
Themed peer discussion session (x2)	30 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.

## 6. Support to NHS Boards

The Programme team supports NHS Boards on volunteer management matters.

54 instances of support have been provided in August / September / October 2021.

## 7. Helpforce

The programme produced an end of funding report and returned the remaining funds to Helpforce.

We have had ongoing discussions with Helpforce to support their preparations to attend the November National Group meeting, including the provision of some case studies to support the demonstration of the Insight & Impact Service.

## 8. Other activity

### Staffing

The programme is now fully staffed, with 0.8 WTE Programme Manager, 0.6 WTE Project Officer, and admin support. We have experienced staff shortages due to sickness / carers leave which have seen some short delays in planned activity over the past 8 weeks.

### Education & Training

The digital build for the new 'once for Scotland' volunteer induction for new NHSScotland volunteers is underway, with the first draft due to be available by 1<sup>st</sup> December 2021. We will plan some communication activity around this when it launches formally.

When complete, a working group tasked with the development of new education and training modules and courses for volunteers and volunteer management staff will be set up. A paper will be submitted to this group in due course.

### 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 June 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.

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A project group is being established to take forward this work, the inception meeting for this work was delayed due to staff shortages but will be progressed in advance the of next national group meeting.

### **National Care Service Consultation**

A national group for volunteering response to the consultation was submitted in October 2021.

Similar views were also expressed through the formal response from Healthcare Improvement Scotland.

### **Networking / connections**

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

#### Presentations:

Helpforce celebration event

Volunteering Programme - outcomes development session

Scottish Health Council Committee

#### Conferences and events:

Integrating volunteering into NHS winter pressures strategy – Helpforce event

Volunteer Management Conference - Diversity, Equity & Inclusion: Real Impact for the Real World (livestreamed from USA)

Association of Volunteer Managers Annual Conference

#### New connections:

Elizabeth Smith, Breastfeeding Advocacy and Culture Lead for Scotland

Elizabeth Wigglesworth, Head of Volunteering at Chest, Heart & Stroke Scotland