

Volunteering in NHSScotland Programme

A new vision and strategy for Volunteering in NHSScotland

Context

The publication of <u>Volunteering for All: National Outcomes Framework</u> in 2019 and the impact of COVID-19 on volunteering provides an ideal opportunity to reflect on the huge success of the programme over the past decade, and the impact it's had on volunteering practice in NHSScotland.

The Volunteering in NHSScotland Programme has been in existence since 2011, providing support to NHS boards on issues relating to the safe and sustainable delivery of volunteering. It has had several successes, such as the development, implementation and management of the Volunteer Information System (VIS), the creation of the National Group for Volunteering in NHSScotland and the mandate for NHS Boards to nominate both and executive level and strategic level lead for volunteering in every NHS Board.

The focus of the programme to date has been on providing support and guidance to NHS boards on volunteering practice. This includes activity like the creation of a volunteer manager's network for peer support and practice development, training and managing users of the VIS, facilitating the sharing of good practice and resources.

Vision

The Volunteering in NHSScotland Programme drives forward the volunteering agenda in NHSScotland through effective leadership, governance, consultancy and expert advice for volunteering across NHSScotland.

Through our work, the quality, effectiveness and impact of volunteering on both NHSScotland and on volunteers themselves will be evidenced through robust gathering of data, evaluation, impact assessment and a commitment to continuous improvement and learning.

We will contribute to the development of volunteering in Scotland through collaboration and partnership working, fostering cross sector relationships to achieve our common goals.

Programme (Improvement / Quality)

Primary Drivers Current Activity Aim **New Activity** Outcome Effective, consistent A volunteering management system for gathering / reporting of data NHSScotland which will allow for more on volunteering activity effective data gathering and reporting and across health settings to reduce the administrative burden on ensure compliance with all relevant policy and volunteering teams within NHS boards. legislation. Deliver 2 face to face peer support / practice development sessions per year National 'Once for Scotland' approach to Volunteers and staff education and training, recruitment and Deliver 4 virtual practice development working in volunteer volunteer management, which will provide sessions per year management in consistency, increase visibility and trust in Effective NHSScotland have access to Improvement volunteering and release capacity within NHS Integrate the work of the volunteering education and training, and leadership. boards who all design and deliver their own programme into the Community documentation relevant to consultancy, training, recruitment and volunteer **Engagement Directorate** their role. management documentation. expert advice, Online volunteer application roll out and Improvement in the diversity and accessibility of volunteering opportunities within HIS-CE Volunteering in governance NHSScotland, which is part of public bodies NHSScotland Programme responsibilities statutory responsibilities. This is an issue in all provides the infrastructure for sectors who involve volunteers and forms a for inclusive and accessible key strand of Scottish Government's volunteering across volunteering Volunteering for All: National Outcomes NHSScotland. across the Framework. health service provided by Volunteer Managers Network / Community HIS-CE of practice Volunteering in NHSScotland Inform policy and practice on volunteering Programme Development of quality measures for Develop and publish new guidance and volunteering in NHSScotland to drive HIS-CE Volunteering in resources for volunteering in NHSScotland, consistency and quality in volunteering NHSScotland Programme Quality review and update existing resources practice. Potential to explore the Community provides NHSScotland with Engagement Directorate's 'Quality the infrastructure to deliver Volunteering Helpdesk provision Framework for Community Engagement' high quality volunteering when it is published and 'investors in activities. Deliver 6 virtual peer support sessions per volunteers'. VIS - Information governance, training, user accounts, 1:1 support, webinars, agreement renewals, contract management

