

NHSScotland Volunteering Programme Annual Report 2021-22

This report sets out key activity undertaken by the NHSScotland Volunteering Programme in 2021-22.



Highlights of the support provided to 22 NHS boards on issues related to volunteering:

166 requests for 1:1 support

7 peer support / practice development sessions delivered, with **129** attendees

21 bulletins issued to the **89** members of the volunteer managers network

12 volunteer information system training sessions delivered to **35** volunteer managers

A thank you to all NHSScotland volunteers:

“

In a year like no other for the health and wellbeing of the people of Scotland, a huge thank you to all NHSScotland volunteers. We are so very grateful for all that you do, especially in such challenging times.

”

Tom Steele, Chair National Group for Volunteering in NHSScotland

Tom is also Chair of the Scottish Ambulance Service Board

National NHSScotland Volunteer Induction



In partnership with NHS Education Scotland and in collaboration with volunteer managers from across Scotland we revised the NHS Volunteer Induction Training which was developed in response to COVID-19, when face to face training was halted.

This renewed training course provides an introduction to volunteering within NHSScotland for all new volunteers.

The online course is available via the NHS TURAS platform and is the first of our 'Once for Scotland' approaches to training for volunteers, freeing up the capacity of volunteer teams and providing a consistent approach to volunteer induction across Scotland.

COVID-19 / Winter pressures



To support the remobilisation of volunteering across NHSScotland we developed national guidance to support boards to safely support the return of volunteers. This guidance was supplemented by a risk assessment framework.

The National Volunteer Co-ordination (NVC) Hub was created to support the supply of volunteers into the vaccination programme, community and schools testing programmes. We have supported this work through providing advice and guidance on volunteering practice within NHSScotland, stakeholder engagement and communications.

A short life group was established in late 2021 to develop the governance arrangements for the NVC Hub to supply volunteers into hospital settings during times of pressure and to consider the role that volunteering may play in future.

Patient discharge was identified as a key area where volunteering may add value in future. In partnership with NHS Tayside, NES, Dundee Volunteer & Voluntary Action and Helpforce a test of change project was established to find out of a discharge support volunteer role is effective.

The project is in its development phase and will begin delivery during 2022.

Volunteers' Week 2021

Volunteers' Week is the ideal opportunity to say thank you to the thousands of volunteers who generously give their time.

Each year we participate in the planning group for Volunteers' Week Scotland, supporting the planning for the national campaign.

In June 2021 to mark Volunteers' Week we hosted a webinar, taking an opportunity to consider the opportunities for volunteering in NHSScotland in the wake of pandemic, and heard directly from one of Healthcare Improvement Scotland's Public Partners about his experience of volunteering as part of the inspection team.

Thank you to the thousands of volunteers who choose to give their time to NHSScotland.





Community of practice

A Community of Practice is a group of people who share an interest in a topic. They learn how to improve their own practice as they interact regularly with their community.

Following the decision by NHS Education for Scotland to decommission the Knowledge Hub where our volunteering community of practice has been housed, we needed to find a new solution.

Using MS Teams we have been able to create a new community of practice which allows for conversation, peer support and sharing information and learning amongst our NHSScotland Volunteer Managers Network.

The community of practice features a sharepoint site where volunteer managers can find the most up to date information, resources, evidence, training and news relating to volunteering.



Evaluation & Measuring Impact

Effectively evaluating and measuring impact of volunteering continues to be a challenge for volunteer managers across all sectors.

Helpforce aims to support the growth of volunteering across health and care, through partnering with organisations to increase volunteering opportunities and accelerate their impact.

During 2021 we encouraged NHS boards to consider Helpforce's Insight & Impact Service to support them in evaluating their volunteering roles.

Helpforce's service supports staff to understand what it is they would like to measure and create outcomes, what data requires to be collected. When enough data has been collected the service produces an evaluation report, which can be used to evidence the impact that volunteering has on NHS services.



NHSScotland Volunteer Activity

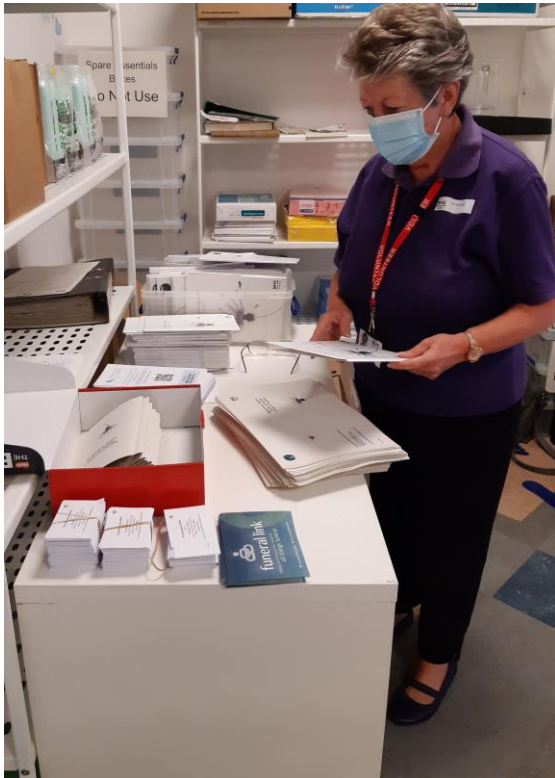
Reporting on volunteer activity was paused during the pandemic and restarted in October 2021.

In the period between 1 October 2021 and 31 March 2022 volunteers across NHSScotland gifted a total of **109,010** hours of their precious time to support others.

The thousands of volunteers are supported by Volunteering Teams based within NHS boards.

Volunteers are involved in a huge range of activity to provide added value to existing services.

Some examples of volunteer roles are volunteer drivers, ward volunteers, meet and greet volunteer and vaccination centre volunteers, to name but a few!



Feedback on Volunteer Managers Peer Networking sessions from the 2021-22 survey:

Very helpful in navigating the returning volunteers to our hospital. Clear guidance and support and a forum to share ideas and best practise. Only Volunteer Managers really understand the challenges on the ground of volunteering so very useful to have that peer support.



NHS Volunteer Manager

NHSScotland Volunteer Managers Network



The NHSScotland Volunteer Managers Network has 89 members (staff working in volunteer management in health settings). Through the network members have access to support, information and opportunities to share examples of good practice.

We hosted five peer support networking sessions providing the opportunity for network members to share learning and gain support from their peers. Two practice development sessions took place looking at managing risk in volunteering and a presentation from colleagues in Northern Ireland on their innovative new Bereavement Comfort Call service.

Volunteer Information System

The Volunteer Information System (VIS) is used by 19 out of 22 NHS boards in Scotland, to safely record volunteer information.

Our programme is the administrator of the system and provides training and support to all users.

During 2021-22 we provided VIS support on 56 different occasions and delivered 12 training sessions to 36 volunteer managers.

56 instances
of support for
VIS users



Feedback from NHS boards

We value the feedback from Volunteering Teams in NHS boards on the support that the Volunteering in NHSScotland provides.

To that end we have implemented a new annual survey which will provide an opportunity for volunteer managers to reflect on the support they have received over the past year and to provide a steer to us on the support they feel is required in the year ahead.

The survey results are analysed and reported, with the findings contributing significantly to the operational plans for the Volunteering in NHSScotland Programme for the coming year.



Volunteering For All



Volunteering Action Plan (VAP) for Scotland

The plan is the response to Volunteering For All: National Outcomes Framework published by Scottish Government in 2019, and aims to improve volunteering in Scotland through the five volunteering outcomes:

- **Policy Impact**
- **Recognition and celebration**
- **Places and spaces**
- **Lifelong engagement**
- **Inclusive Volunteering**

NHSScotland Volunteering Programme Manager, Janice Malone was invited to chair the working group on Inclusive Volunteering.

The group, made up of a wide range of representatives from organisations committed to improving the inclusivity of volunteering have scoped and mapped the current landscape, reviewed the evidence and have developed its recommended actions to improve inclusive volunteering for Scotland over the next decade.

The Volunteering Action Plan will be launched in June 2022.

Feedback on the programme's involvement in the development of the Volunteering Action Plan:

“ NHS Scotland through Janice Malone have been integral to the development of the Volunteering Action Plan. The VAP was created in large part through working groups, which met regularly over the period of a year. Janice chaired the group on Inclusive Volunteering. We're very grateful for the (enormous) time, energy, insights and outputs provided by Janice and everyone else on the working group! ”

Alan Stevenson, CEO, Volunteer Scotland



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Volunteer
Scotland





Reflecting on the Strategy 2022-26:



Volunteering is a crucial part of NHSScotland and this strategy has the potential to transform volunteering in health for the better. We are proud to be leading the delivery of the strategy and look forward to a future where the benefits of volunteering are more widely understood and recognised.



Ruth Jays, Director
Community Engagement,
Healthcare Improvement Scotland

Strategy 2022-2026



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.

The impact of volunteering in health settings is evidenced through robust evaluation and impact assessment and leads to more investment and resourcing for volunteering in health.

Volunteers and staff working in volunteer management in NHSScotland have access to education and training, and documentation relevant to their role.

Staff and volunteers across health and the third sector are aware of and, where appropriate, are connected to the national programme for volunteering in NHSScotland.

Effective, consistent gathering / reporting of data on volunteering activity across health settings to ensure compliance with all relevant policy and legislation.

Volunteering in NHSScotland Programme provides the infrastructure for inclusive and accessible volunteering across NHSScotland.

Volunteering in is an integral part of health service planning and delivery.

Volunteering in NHSScotland Programme provides NHSScotland with the infrastructure to deliver high quality volunteering activities.