

1. Introduction

This paper provides an update to the National Group for Volunteering on progress of the Volunteering in NHSScotland Programme.

2. Volunteering in NHSScotland Programme Strategy

A high-level strategy implementation plan is being developed, which takes into account existing commitments / business as usual activity and adopts a phased approach to new areas of development identified in the strategy. This plan will be shared with the group via email when it is ready.

3. National Volunteering Activity

In the period between January – March 2022 volunteering activity across NHSScotland was as follows:

	Total volunteers	Volunteer hours
Q3 (Oct – Dec 21)	5784	52,615
Q4 (Jan – Mar 22)	6519	56,083

4. Volunteering Information System

(a) New Volunteering Management System for NHSScotland

Scottish Government have agreed to fund a new volunteering management system for NHSScotland. An initial piece of scoping work carried out by the Digital Health and Care Innovation Centre (DHI) will provide a written report to the project board w/c 23rd May 2022. Decision on next steps will be taken at the next project board meeting. A stakeholder group has also been set up which replaces the previous VIS user group.

(b) Existing system 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 initial approach was made to review the policy in June 2021, we have not received the reviewed policy document despite considerable efforts. The cost of hosting the VIS on GJNH servers is £7,000 per year.

(c) Training and webinars

Introductory webinars continue to be delivered monthly by the programme team. New users must complete an introductory webinar prior to being issued with user accounts.

The following have been delivered between February 2022 – April 2022:

Webinar	Webinars	Users trained
Introductory	3	4

Dates and links to online booking forms for future webinars are provided to volunteer managers via the e-Bulletin and the Community of Practice.

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	87 members
Themed peer discussion session x2	23 participants

We communicate regularly with the network via a bulletin, which has received positive feedback.

6. Support to NHS Boards

The Programme team supports NHS Boards on volunteer management matters.

31 instances of support have been provided during February – April 2022.

7. Community of Practice

A new virtual Community of Practice (delivered via MS Teams) was launched on 4th May 2022, following the decommissioning of the previous Community of practice which was hosted on NHS Education for Scotland's knowledge Hub website. All members of the Volunteer Managers Network were invited to join the Community of Practice.

Two introductory sessions for members were held on 4th and 18th May 2022. We have developed a standard operating procedures which outlines how the community will be managed and an information sheet for users has been created.

This new facility will allow for easier peer networking between volunteer managers, sharing of good practice, learning and act as a place where the programme team can share information relevant to volunteering and reduce email traffic.

8. COVID-19

(a) Guidance to NHS boards

A new guidance document outlining the recent changes to COVID-19 restrictions for health and social care settings is in development and will replace the current guidance on remobilisation of volunteering in NHSScotland COVID-19.

(b) National Volunteering Hub

In recent times requests for, and supply of volunteers from the NVC hub, to operate in hospital settings, has been very low. Although great efforts by all involved were made to smooth the process as events have transpired the take up

has not been as great as was anticipated. Therefore there will be no requirement for any reporting in relation to this offer moving forward.

NVC Hub colleagues have advised that the NVC hub volunteers are currently available to TSI's and Local Authorities to assist in the Ukraine refugee arrivals, it is helpful to understand that this is now the focus of the NVC Hub and we have agreed communicate the same to our volunteering teams within NHSScotland.

The NVC Hub is currently funded until September 2022 to be able to respond to any future COVID-19 outbreaks or emergencies. A request has been made that the programme is kept briefed on the future of the NVC Hub past September 2022.

Should we experience a future emergency that may require the supply of volunteers via the NVC Hub, it has been communicated to the NVC Hub that we would expect that the foundations to support the swift and safe delivery of this in terms of governance and reporting arrangements as previously agreed would be remobilised.

2. Other activity

Staffing

The programme is now fully staffed, with 0.8 WTE Programme Manager, 0.6 WTE Project Officer, and 0.5 WTE admin support.

Discharge Support Volunteer test of change

Following a delay as a result of the workload of the clinical staff required to support the development of this work we are pleased to report that work has begun locally to develop the processes to support the test of change. There is a real appetite from clinical teams to support the test, and the project group will begin exploring the training and outcomes to support evaluation.

Networking / connections

In the period February – April 2022 the programme team were involved in:

- Inclusive Volunteering and Disability Roundtable
- National Inclusion Group quarterly meeting
- Volunteers' Week national planning group
- Scotland's Volunteering Action Plan governance group