

Volunteer Management System - update

We're delighted to share that, following a robust procurement process, TeamKinetic has been awarded the contract to supply and customise the new Volunteer Management System (VMS) for NHS Scotland Volunteering. Work starts immediately, with TeamKinetic joining Healthcare Improvement Scotland (HIS) and NHS boards to deliver this key national programme.

This marks a major milestone and a strategic investment by the Scottish Government in the transformation and growth of NHS Scotland's Volunteering Programme. The new VMS will enable more flexible, inclusive and person-centred volunteering, simplify processes for staff, and support high-quality, safe care for patients and families.

We'd like to thank the Digital Health & Care Innovation Centre (DHI) for their vital support in shaping the vision that's brought us to this point. Since 2022, NHS board volunteering teams have helped shape a transformation programme that will:

- Free up capacity to redesign and improve volunteering models;
- Support better use of data to evidence impact;
- Simplify and streamline processes for volunteering staff; and
- Improve the volunteer experience through self-service functionality.

All of this means more patients and families supported by volunteers, and better experiences of care and compassion across our health system.

What's next?

We now move into the implementation phase. Over the coming months, we'll work closely with NHS board volunteering teams to:

- Customise the TeamKinetic system to NHS Scotland's needs;
- Improve the quality of existing volunteer data;
- Agree a national approach to data validation and migration;
- Migrate cleaned data to the new system; and
- Participate in TeamKinetic-led training sessions.

The HIS Volunteering team will be on hand to support each NHS board through the transition from the current platform to the new VMS.

High-level timeline

Date	Activity
March – June 2025	Implementation planning, data quality work, system customisation, training
April 2025	System testing, existing platform renewal letters issued
April – May 2025	Migration #1 (x1 NHS board)
May - August 2025	Migration #2 (2 mid-sized/large boards)
September 2025 - January 2026	Migration #3 (All remaining boards)

We'll be issuing more detailed guidance shortly, including data quality actions for all NHS boards and confirmation of the pilot sites.

This is a significant and ambitious step forward, but it's also the result of the dedication, collaboration and shared ambition shown by volunteering teams across NHS Scotland. We're confident in our collective ability to make this a success, and grateful for your continued support and participation.

If you have any questions, please don't hesitate to get in touch.

With thanks and best wishes,

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