Volunteering in NHSScotland

Alan Bigham

Programme Manager (Volunteering)

NHS SCOTLAND

scottish health council

making sure your voice counts

Context and background

scottish health council

making sure your voice counts

- 1.2million people in Scotland regularly volunteer
- 6,000 volunteers **directly engaged** by NHS Boards across Scotland at any given time
- Estimated **3,500 enquiries per year** to NHS Boards
- Variety of volunteer roles:
  - Large proportion still hospital based (41%)
  - Mix of others including engagement, community based, health promotion, transport

Volunteer roles

scottish health council

making sure your voice counts

Art Group Volunteer	Music Therapy Volunteer
Breastfeeding Peer Supporter	Music/Reminiscence Volunteer
Community Chaplaincy Listener	Palliative Care
Community Tea Dance Meet and Greet Volunteer	Play Helper
Digital Stories Volunteer	Playlist for Life Volunteer
Exercise Helper	Public partner
Gardener	Stroke Lifestyle Group volunteer
Health Improvement Volunteer	Volunteer Driver
Hub Singers Volunteer	Walk Group Volunteer
Library Assistant	Ward mealtime volunteer
Meeters & Greeters	Ward Volunteer

History of volunteering development in NHSScotland

scottish health council
making sure your voice counts

- Government direction dating back to Scottish Health Memorandum in 1970
- 2000: NHS Trusts asked to adopt a volunteering policy
- 2008: Launch of the Refreshed Strategy, delivered by Volunteer Development Scotland, Investing in Volunteers was key, Employer Supported Volunteering less so
- 2009: National policy on volunteer expenses (updated in 2011)
- 2011: Volunteering in NHSScotland Programme begins

Structures in NHS Boards

scottish health council
making sure your voice counts

- 22 organisations: 14 regional health boards, 7 special health boards, 1 health body
- Strategic Lead for Volunteering identified in each
  - Often Nursing Director in regional boards
  - Varies considerably in special boards
- Mix of 'volunteer manager' roles
  - Voluntary Services Manager (bands 5-6)
  - Volunteer Coordinators (band 4)
  - Other staff (Patient Focus/Involvement, Chaplaincy, Breastfeeding support etc)

Volunteering in NHSScotland Programme

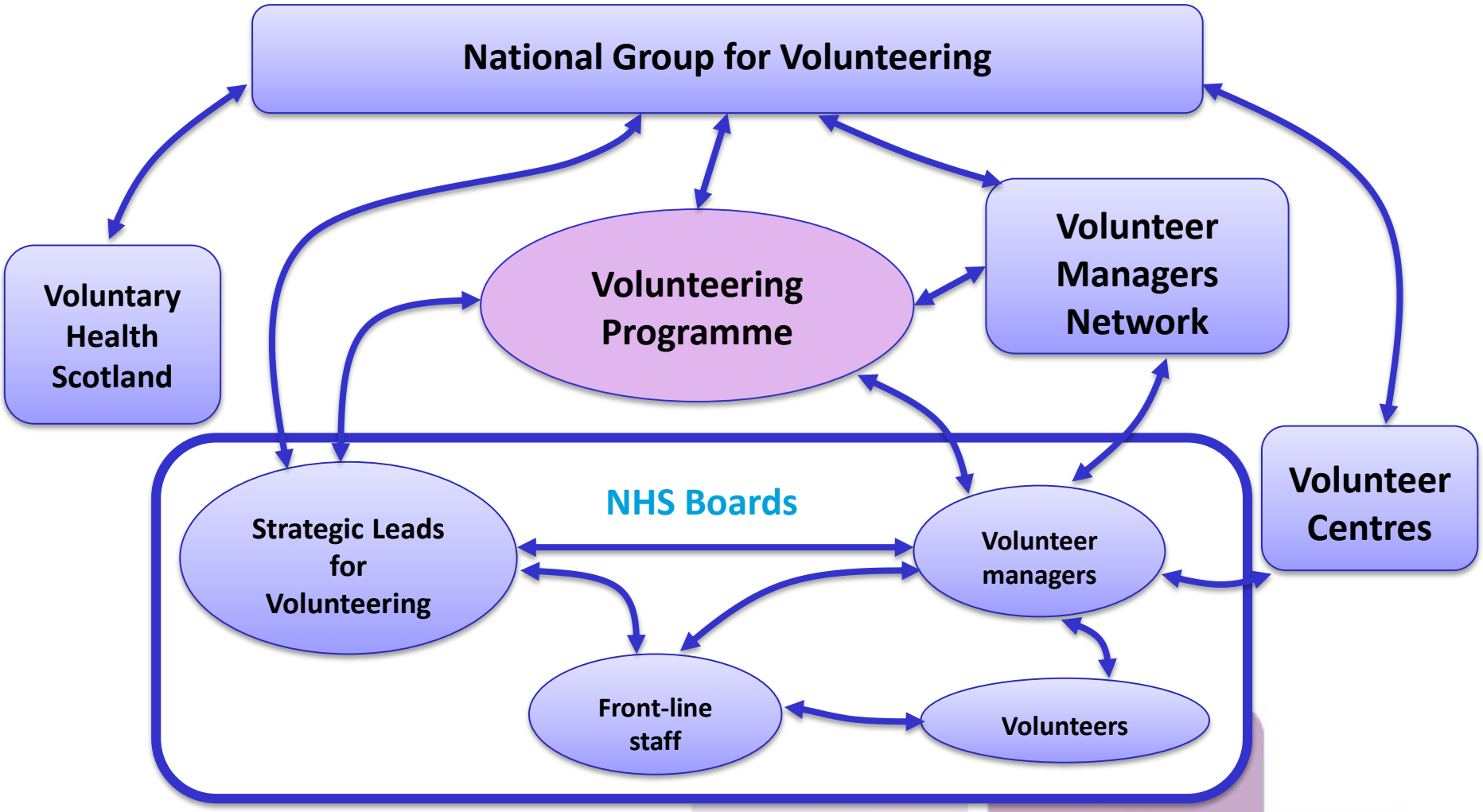
scottish health council
making sure your voice counts

- Programme in place from Oct 2011 to present
- 1 x 0.85 WTE Programme Manager
- 1 x 0.5 WTE Project Officer (since Oct 2016)

Stakeholders and communication

scottish health council

making sure your voice counts



Programme outputs

- National Group for Volunteering
- Volunteer Managers Network meetings
- Training on evaluation and influencing skills
- Online Community of Practice
- Research
- Volunteering Information System
- Publications, including:
  - Developing Volunteering Toolkit
  - Handbook for Volunteering for NHS Boards

NEEDS ANALYSIS

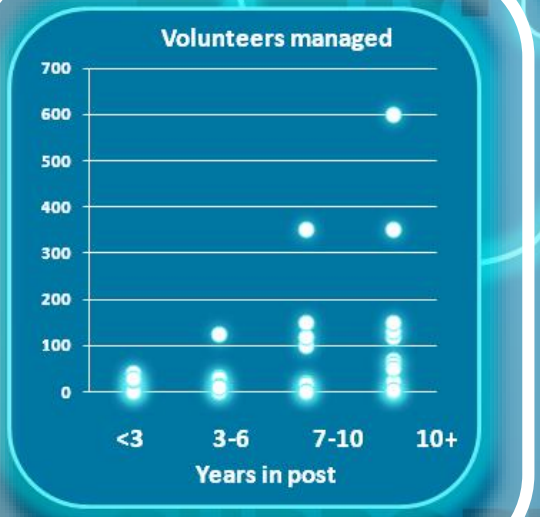
2012 FINDINGS

75% of Volunteer Managers have been in post for 7 years or longer

Volunteer Managers made up 40% of the respondents

68 examples of good practice identified

- Chaplaincy
- Health Improvement
- Human Resources
- Nursing/care role
- Other/specialist
- Patient Focus Public Involvement
- Senior Management
- Service Manager
- Unknown
- Volunteer Centre



Varied Volunteer Manager to Volunteer ratios ...

Average 1:144
Highest 1:600
Lowest 1:3

Where Volunteer Managers spend their time

- A: Develop and evaluate strategies and policies that support volunteering
- B: Promote Volunteering
- C: Recruit and Induct Volunteers
- D: Manage and develop volunteers
- E: Manage yourself, your relationships and your responsibilities
- F: Provide management support for volunteering programmes
- Other areas unrelated to volunteering

NHS SCOTLAND
scottish health council
making sure your voice counts

2016 Research

scottish health council

making sure your voice counts

- Volunteer management roles at **highest level** (33) since 2001 (32)
- Posts and programmes are **less reliant on endowment funding** compared to 2001
- Many boards have **moved to a decentralised or mixed model of management**, reducing the average manager:volunteer ratio from 1:144 to **1:36**
- Volunteer managers **have less administrative support** (5%) than in 2001 (46%) and are repeatedly challenged to meet demand
- NHS Boards are **not all regularly reviewing their policies and procedures**
- **Governance** of volunteering programmes **varies**

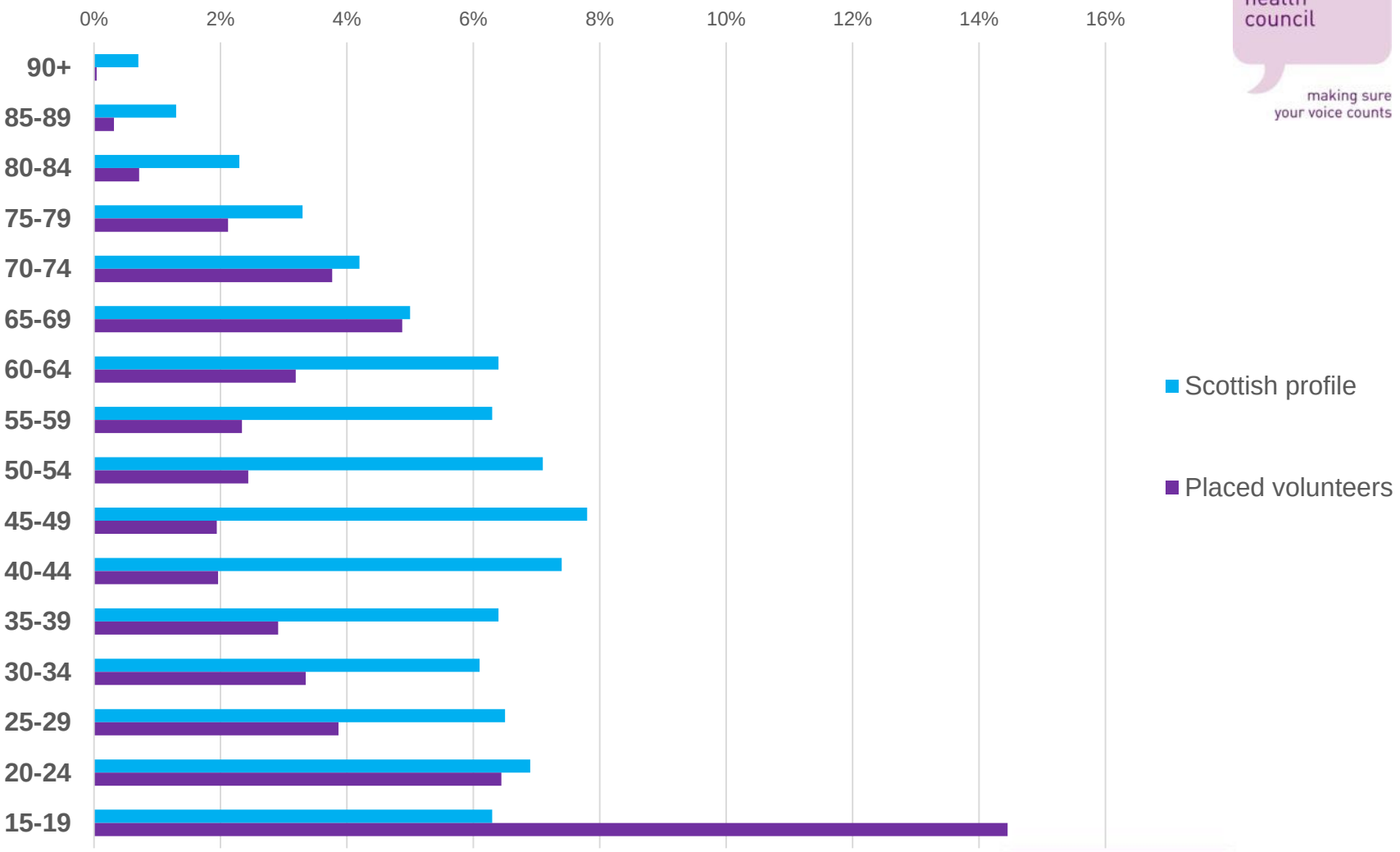
Volunteer enquiries 2016/17

scottish health council
making sure your voice counts

2016/17	New enquiries	In progress		Placed or inactive		Avg weeks from enquiry to placement	Withdrawn or signposted on		Retired		NHS Boards
Q1	377	51	13.5%	183	48.5%	16.5 weeks	119	31.6%	24	6.3%	11
Q2	548	119	21.7%	284	51.8%	14.2 weeks	126	30.0%	19	3.5%	10
Q3	545	217	39.8%	219	40.2%	12.9 weeks	97	17.8%	2	0.4%	12
Q4	447	309	69.1%	89	19.9%	7.6 weeks	47	10.5%	2	0.4%	12
Total	**1779**	**696**	**39.1%**	**775**	**43.6%**	**14.0 weeks**	**379**	**23.3%**	**47**	**2.6%**	**12**

- Data from end of Q4 2017
- 35% of enquiries from Q1/Q2 still in progress
- Some boards don't log an enquiry until it forms as an application so enquiry numbers are **higher in reality**

Scottish population age profile and placed volunteers in 2016-17



scottish health council

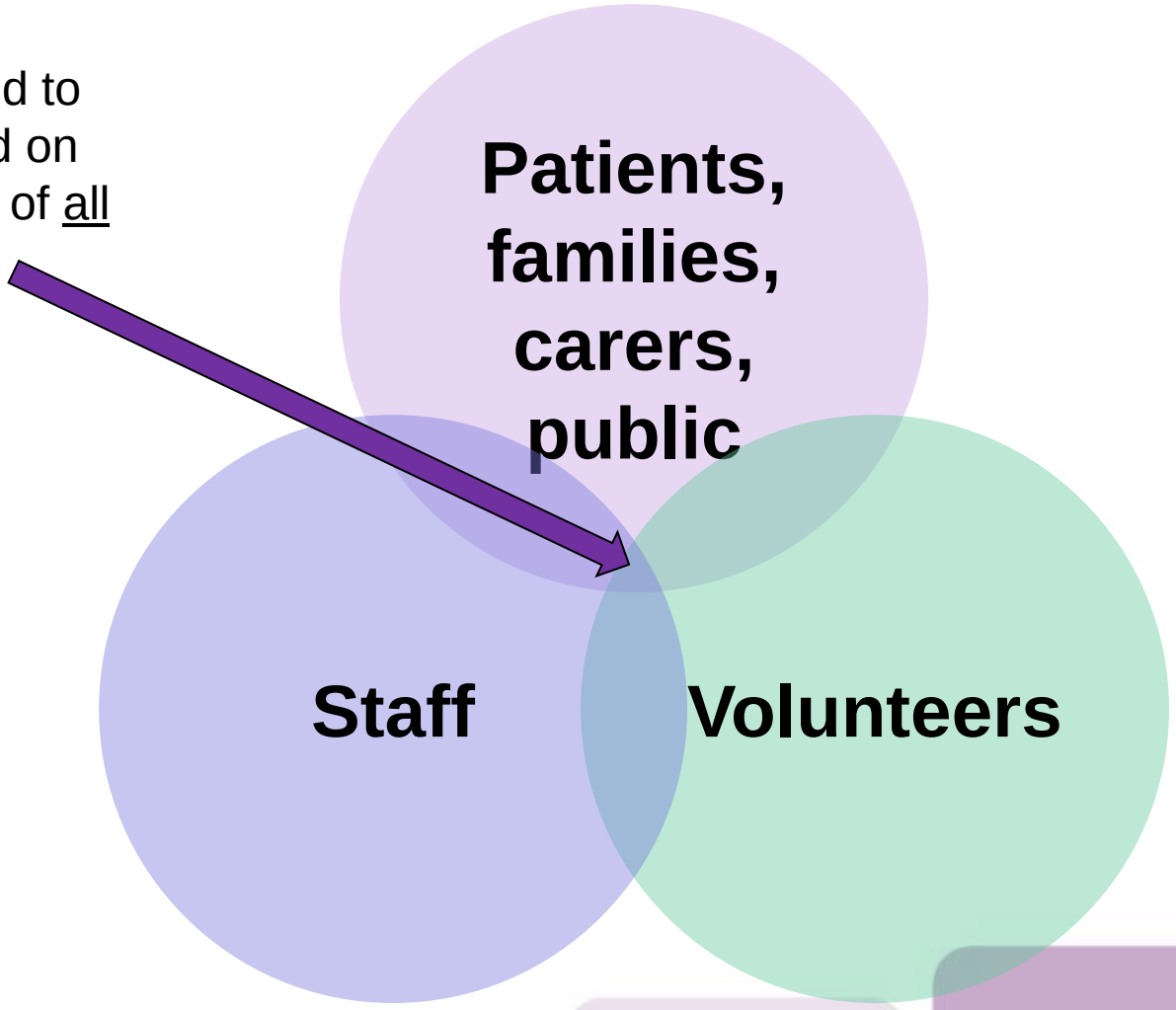
making sure your voice counts

Designing volunteer roles

scottish health council

making sure your voice counts

Roles need to be centred on the needs of all parties



The Lampard Report

scottish health council
making sure your voice counts

- Sought to identify common themes from NHS investigations into matters relating to Jimmy Savile
- Numerous recommendations relating to the management of volunteers in NHS settings
- Did not consider wider aspects of volunteer engagement through third parties/third sector
- Questions remain over the risk that NHS Boards in Scotland are still exposed to, e.g. recommendation re Protection of Vulnerable Groups

Current focus

scottish health council

making sure your voice counts

- Improve local governance through the deployment of the Volunteering Information System across NHSScotland (17/22 NHS Boards use system)
- Support NHS Boards to adopt robust and effective volunteer engagement programmes
  - Review of Handbook for Volunteering in NHSScotland
  - Improvement support at a local level
  - Support NHS Boards to evaluate volunteering
  - Implementation of Lampard recommendations
- Support the design and implementation of person-centred volunteering