



Annual Report 2008-09

National Group for Volunteering

in

NHSScotland

Intentionally blank

National Group for Volunteering in NHSScotland

Annual Report 2008-09

	Page
Foreword	4
Introduction	6
Section 1: Aim and Objectives	7
1.1 Aim	
1.2 Objectives	
Section 2: The Strategy	8
Section 3: Progress and Achievements in 2008-09	9
Section 4: Forward Action Plan	15
Annex A: National Group members	17

Foreword



I was pleased to have been asked to take on the role of Chairperson of the National Group for Volunteering in December and am delighted to present to you this, their first Annual Report. In the Report we have tried to capture and record progress achieved in relation to the ambitious 3 year Action Plan published with the Refreshed Volunteering Strategy for the NHS under CEL 10 (2008)¹ in February 2008.

One of the first tasks facing Volunteer Development Scotland, the Scottish Government's strategic partner, was the establishment of the National Group to ensure effective leadership and close working with appropriate stakeholders. We are grateful to Volunteer Development Scotland for the speed at which this was achieved and for securing the leadership of Professor Heather Tierney Moore, Nurse Director, NHS Lothian as Chairperson. The Group met for its first meeting on 25 March 2008 and Heather continued to Chair the Group throughout 2008 until moving south to take up a new post at the end of the year. On behalf of the Group I would like to record our thanks to Heather for the valuable contribution, guidance and leadership she provided during this time and to record our very best wishes to her in her future role.

I should also like to record thanks to Irene Morris, NHS Borders, and Lizanne Conway, NHS Health Scotland, who both contributed to the work of the Group during 2008 but who left the Group due to retirement and maternity leave respectively. Indeed my personal thanks go to all of the current Group members (detailed in Annex 1) and I hope that they will continue to contribute to and champion the Strategy and its aims. Thanks also go to Louise Rennick of Volunteer Development Scotland who helped to implement the Strategy up to December 2008.

¹ CEL (2008) 10 is available at: http://www.sehd.scot.nhs.uk/mels/CEL2008_10.pdf

The Group was fortunate to have been invited to send representatives to the NHS Board Chief Executives' Business meeting in May 2008 to raise awareness of the Strategy and the benefits of volunteering to the wellbeing of patients and service users. Heather attended with Norrie Murray of Volunteer Development Scotland and both were encouraged by the reception they received and the interest and support shown by Dr Kevin Woods, Chief Executive of the NHS in Scotland and the NHS Board Chief Executives who were present.

It has been a busy time and Volunteer Development Scotland has reported an impressive work rate in some areas with good co-operation and enthusiasm from NHS Boards to progress the Action Plan. Several Boards came forward very quickly to start to work towards achievement of the Investing in Volunteers quality standard, which is very encouraging. The State Hospital has already achieved this and as a Group we look forward to supporting all of the remaining Boards achieve the standard before the end of March 2011.

A Learning Event was held on 24 March 2009 to look at what the Strategy had achieved and identify future opportunities and challenges. This was attended by Shona Robison MSP, Minister for Public Health and Sport, and provided an opportunity for the Minister to see and hear at first hand the progress made since she announced the launch of the Volunteering Strategy on 5 December 2007. Attended by a variety of stakeholders involved in different aspects of volunteering within the NHS the learning event proved to be particularly useful and informative and allowed participants to network; discuss achievements; the lessons learned; to share valuable experiences, and give views about future priorities for the Strategy.

The Minister acknowledged and congratulated everyone on the progress made so far but pointed out that further work and a more concerted effort was needed in order to maximise the benefits volunteers bring to improving the health and wellbeing of patients, their carers and service users. She called upon the nominated leads on volunteering within NHS Boards to become Champions of the Strategy and to lead the way in raising awareness and instilling a more positive attitude to volunteering across all areas of work within NHSScotland.

There is still a lot of work to be completed over the next two years and we are keen to ensure we maintain the momentum and achieve the outcomes set out in the Strategy. To do this we need your continued support and co-operation and we invite you to continue to work with us on this.



*Chair
National Group for Volunteering in the NHS in Scotland*

Introduction

1. The Better Health, Better Care Action Plan, published in December 2007, committed the Scottish Government to: “working together with Volunteer Development Scotland, to refresh the Strategy on NHS Volunteering, recognising the various roles played by the third sector and considering how best to recognise the role played by volunteers.” It also committed the Scottish Government to go further “and require all NHS Boards to achieve the *Investing in Volunteers Standard* – the nationally recognised standard, which guarantees a quality experience for volunteers”.
2. CEL (2008) 10² issued in February 2008 set out a 3 year Strategy and action plan (2008-2011) for refreshing volunteering within the NHS in Scotland.
3. The CEL placed an action on Volunteer Development Scotland to work closely with appropriate stakeholders by establishing (early in 2008) a National Group comprising of key NHS and volunteering bodies. This was achieved and the Aim and Objectives of the Group are given in Section 1 of the Report.
4. Volunteer Development Scotland is supporting NHS Boards through the National Group to develop consistently high quality approaches to volunteering and to maximise the benefits volunteering brings to patients, users, carers, NHS staff and the volunteers themselves.
5. An important element of this will be by supporting Boards to make use of nationally recognised standards in volunteer development including the Investing in Volunteers quality standard and the National Occupational Standards in Volunteers Management.

² CEL (2008) 10 is available at: http://www.sehd.scot.nhs.uk/mels/CEL2008_10.pdf

Section 1: Aim and Objectives of the National Group

1.1 Aim

- Provide national leadership for the implementation and on going development of the Scottish Governments Strategy for Improving Health and Wellbeing through Volunteering in NHSScotland.

1.2 Objectives

- Work collectively and individually to take forward Strategy action points that relate to their own organisation
- Be, on an individual group member basis, ambassadors for the Strategy promoting it amongst key stakeholders and through professional/individual networks
- Organise and approve the production of guidance materials for key stakeholders to enable them to deliver their part of the Strategy
- Communicate its work to the health and volunteering sector and continually raise awareness of the Strategy
- Report to key organisations and people, for example the Cabinet Secretary for Health and Wellbeing, members of the Scottish Parliament Health committee, on the progress of the Strategy
- Consult, when required, with key stakeholders on particular issues and encourage stakeholder participation in the ongoing development of the Strategy

Section 2: The Strategy

1. During the three year period to March 2011, Volunteer Development Scotland has been commissioned to work in partnership with NHS Boards to increase the focus on volunteering in Scotland's NHS, to get NHS Boards thinking about it, planning for it, reviewing it, evaluating it, developing partnerships on it and sharing any learning on it with others.

2. By increasing the profile of volunteering in Scotland's NHS the Strategy will seek to achieve the following 3 outcomes:

- for Scotland's NHS – improving the health and wellbeing of the users of NHS services (patients/users and their families/carers) by enhancing the quantity and diversity of volunteers and the effectiveness of their contributions to health delivery;
- for volunteers – ensuring that they have a consistently positive experience, whenever and wherever they volunteer in Scotland's NHS; and
- for national and local volunteering support bodies – providing a framework for quality standards in volunteer development in Scotland's NHS and creating a platform for better recognition of the importance of volunteering in Scotland's NHS.

Section 3: Progress and achievements

The main progress achieved during 2008-09 relates to the establishment of networks; gathering information; and the preparation and provision of guidance. A progress chart detailing the key milestones achieved is available on the Volunteer Development Scotland website³. Details of the individual elements of the Strategy and progress achieved are set out below:

(i) National Group – providing national leadership

The National Group was established by Volunteer Development Scotland to provide national leadership for the implementation and ongoing development of the Strategy. It brings together some of the key volunteering and health national support bodies (for example NHS Education Scotland, NHS Health Scotland, and Scottish Health Council) to ensure that their actions on volunteering are joined up in order to provide quality support to NHS Boards. Volunteer Development Scotland also provides a secretariat role for the National Group.

The Group has met three times and has played an active part in commenting on various guidance materials produced by Volunteer Development Scotland and the Scottish Government Health Directorates, for example on volunteer's induction, employer supported volunteering; payment of out of pocket expenses and staff induction. In the coming year the National Group will work to build closer ties with NHS Boards' Nominated Leads on Volunteering to establish how it can best support them in the tasks that lie ahead.

(ii) Nominated Leads on Volunteering – providing local leadership

Every NHS Board in Scotland now has its own Nominated Lead on Volunteering responsible for ensuring that their Board meets the requirements of the Strategy and develops and drives forward its own local plans for volunteering. A list of Nominated Leads is available on the Volunteer Development Scotland website⁴. Volunteer Development Scotland and the National Group will be supporting Nominated Leads in the coming year to help promote and take volunteering forward in their local area and to share learning and successful practice.

(iii) Supporting NHS Voluntary Services Managers (VSMs) – supporting operational development

There are around 40 VSMs working within the NHS in Scotland. Some are full time posts; some are part time, while others combine the VSM role with other roles. Names and contact details are available on the Volunteer Development Scotland website⁵.

³ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/RefreshedStrategy/StrategyImplementation/tabid/346/Default.aspx>

⁴ <http://www.vds.org.uk/Portals/0/Documents/Nominated%20Leads%20March%202009.pdf>

⁵ <http://www.vds.org.uk/Portals/0/Documents/vsmdetails171108.pdf>

The Strategy recognises the key role played by VSMs and Volunteer Development Scotland has facilitated three network and learning events for VSMs in 2008-09. The events give VSMs an opportunity to share information, learning and ideas.

Topics covered have included Investing in Volunteers, Protection of Vulnerable Adults, inclusive volunteering, volunteer expenses and data capture on volunteers. These events will continue in 2009-10 with an emphasis on sharing learning and good practice.

During 2008-09 three NHS Boards announced plans to invest in new VSMs posts. Two of the Boards did not previously have a VSM.

(iv) Investing in Volunteers – creating a positive and consistent environment for volunteering in NHSScotland

A cornerstone of the Strategy, and part of the Scottish Government's Better Health Better Care Action Plan, is the aim to bring more consistency to volunteering across all NHSScotland. This aim is being progressed by requiring NHS Boards to achieve the UK Investing in Volunteers quality standard by 31 March 2011. The standard enables organisations to comprehensively review their volunteer management, and also publicly demonstrates their commitment to volunteering.

Volunteer Development Scotland is providing practical support to all Boards to help them achieve Investing in Volunteers. Each Board has an Advisor who guides them through the various stages leading up to the Investing in Volunteers Assessment. This includes a volunteer audit, self assessment, steering group formation and production of a development plan.

The State Hospital became the first Board in Scotland to achieve the Investing in Volunteers Standard in October 2008. By 31 March 2009:

- 8 Boards had completed a volunteer audit with a further 7 in progress;
- 8 Boards had run a workshop on Investing in Volunteers;
- 3 Boards had completed a self assessment; and
- 2 Boards had a development plan in place.

(v) Planning for NHS staff skills development on volunteering - creating a positive and consistent environment for volunteering in NHSScotland

NHS Education Scotland and Volunteer Development Scotland are working together to identify the training and learning NHS staff who have responsibilities for volunteering want, and to establish how best to make it available to them.

Delivery of training and learning development will commence in 2009-10.

(vi) Guidance and resource materials - creating a positive and consistent environment for volunteering in NHSScotland

a. Out of Pocket Expenses for Volunteers

Following Volunteer Development Scotland advice to the Scottish Government the National Group considered the reimbursement of expenses for volunteers directly involved with the NHS in Scotland. A Chief Executive Letter, CEL (2009) 8⁶, providing 'Guidance on Reimbursement of Out of Pocket Expenses for Volunteers in NHSScotland' was issued by the Scottish Government Health Directorates in February 2009 to ensure a consistent approach to the payment of NHS volunteers' expenses across all of NHSScotland.

b. Induction for Volunteers

Getting people off to a positive start in volunteering in NHSScotland is important. During the year Volunteer Development Scotland surveyed NHS Boards to find out how they approached and delivered induction for volunteers. The survey found that Boards were doing a consistent and good job on volunteer induction but that some areas such as monitoring and evaluation needed more attention.

A Guidance Checklist on Induction for Volunteers has been produced. The Guidance is based on the survey results and also takes account of the Investing in Volunteers quality standard and the National Occupational Standards for the Management of Volunteers. The finalised guidance will be produced and distributed to NHS Boards in 2009.

c. NHS Staff Induction

Helping NHS staff at the start of their employment to know about the rationale for volunteering in NHSScotland, the Refreshed Strategy, their Boards support for volunteering and what they can do in practical terms to make volunteering work well is important.

Guidance has been produced by Volunteer Development Scotland for NHS Boards suggesting the sort of information that could be incorporated into staff induction. The finalised guidance will be produced and distributed to NHS Boards in 2009.

d. Guidance on Employer Supported Volunteering

Thousands of people volunteer with NHSScotland so it's only right that the NHS considers, as a socially responsible employer, what it can do to encourage and better enable its own staff to volunteer. Many people working NHSScotland will already volunteer in their own time in their own areas of interest.

Volunteer Development Scotland has therefore been asked to develop Employer Supported Volunteering guidance for NHS Boards.

⁶ http://www.sehd.scot.nhs.uk/mels/CEL2009_08.pdf

The guidance will identify the potential benefits employer supported volunteering could bring to the NHS, the staff who might choose to volunteer and the wider community and suggests ways for taking this sort of work forward. The Guidance will be considered by the Scottish Government Health Directorates and the Scottish Workforce and Governance (SWAG) Committee during the course of 2009.

e. Assessing the Impact of Volunteering in NHSScotland

Volunteer Development Scotland supported three health boards in NHSScotland to conduct their own Volunteer Impact Assessments. The pilot project, aimed to examine the impact of volunteering across different settings within NHSScotland, comprised of a volunteer involving project (Glasgow Breast Feeding Initiative), Geographical Board (NHS Lothian) and a Special Board (State Hospital). Each of these pilot projects differed by size, remit, and numbers of volunteers.

Individual reports, which present the findings for each Board, are available on the Volunteer Development Scotland website⁷. Additionally a summary report has been produced containing key learning and recommendations from the pilot to inform future volunteer impact assessment and evaluation in NHSScotland.

f. Review of Existing Literature and Research on the Health Benefits of Volunteering

A short review of existing literature and research has been produced by Volunteer Development Scotland and includes information from the Institute of Volunteering Research, Scottish Council Foundation and the Welsh Assembly. The Review also contains details on a study of women's experiences in community well women clinics, a review of Community Service Volunteers "Primary Care Scheme" and studies on the health benefits of volunteering. The Review can be viewed on the Volunteer Development Scotland website⁸

g. Inclusive Volunteering

Volunteer Development Scotland has developed a guidance document for frontline staff which suggests actions they could take to broaden the range of people involved as volunteers in NHSScotland. The Guidance can be viewed on the Volunteer Development Scotland website⁹.

⁷ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/StrategyPublications/t/abid/353/Default.aspx>

⁸ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/StrategyPublications/t/abid/353/Default.aspx>

⁹ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/StrategyPublications/t/abid/353/Default.aspx>

h. “What does it mean for me?” information sheets

Volunteer Development Scotland has produced three on line information sheets which explain what the Strategy means for NHS staff, NHS volunteers and patients. The information sheets aim to explain the key points of the Strategy, relate it to the day to day experience of each group and suggest simple actions staff, volunteers and patients could take to make volunteering better. The information sheets can be viewed on the Volunteer Development Scotland website¹⁰.

i. Case Studies

To facilitate the exchange and sharing of good practice between NHS Boards case studies describing different examples of volunteering in NHSScotland have been gathered and are available on the Volunteer Development Scotland website¹¹.

j. Information Review – setting a baseline for volunteering in the NHS

The results of an Information Review conducted by Volunteer Development Scotland showed an inconsistent approach to data capture on volunteers across Boards and in some instances within Boards.

Work is now in hand to establish a baseline and the information needs on volunteering of both the Scottish Government and NHS Boards. This will ensure Boards will capture data in a consistent manner and be in a position to provide reports based on volunteering data.

The baseline will also help Boards to monitor the effectiveness of recruitment campaigns, compare their volunteer demography with the demography of the area they serve and have information on volunteers' motivations.

(vii) Learning Event - 24 March 2009

The learning event held jointly by Scottish Government and Volunteer Development Scotland in Edinburgh provided an excellent opportunity to network, share good practices and to learn from the experiences of others. A full report is available on the Volunteer Development Scotland website¹².

With attendance of some 80 participants from the NHS, volunteer centres and the voluntary sector the morning session considered achievements during the first year of the Strategy and heard views from people both within the NHS and beyond.

¹⁰ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/StrategyPublications/tabid/353/Default.aspx>

¹¹ <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/tabid/351/Default.aspx>

¹² <http://www.vds.org.uk/ManagingVolunteers/VolunteeringintheNHS/Resources/StrategyPublications/tabid/353/Default.aspx>

The afternoon session invited contributions on the future opportunities and challenges for volunteering in NHSScotland.

The main points raised during the event highlighted that::

- The supply of volunteers exceeds demand for volunteers;
- Board senior management support could be improved;
- The case for volunteering needs to be continually re-stated;
- Accountability and reporting on volunteering was important;
- Concerns about resources for volunteering;
- Partnership working is needed; and
- Awareness of the Strategy needs raised

It was also acknowledged that whilst support from the Scottish Government Health Directorates for volunteering in NHSScotland was good this was not necessarily replicated across the other Scottish Government Directorates. The Minister for Public Health and Sport noted this and agreed to raise this with colleagues.

The other points raised and the actions emanating from them will be addressed and picked up through the work of the National Group in liaison with the nominated leads within each NHS Board.

Section 4: Forward Action Plan

2009-10			
Theme	Task	Responsibility/Delivery	Timescale
Investing in Volunteers	8 NHS Boards will be supported by VDS to achieve Investing in Volunteers standard.	Individual Boards supported by Volunteer Development Scotland	By 31 March 2010
Planning for continuous improvement in volunteering management	Annual review of progress of Boards' strategic action plans for volunteering.	NHS Board lead on volunteering	Within 3 months of each year end
Planning for continuous improvement in volunteering management	Report on progress of strategic action plan within the Annual Review and self assessment process, as part of Boards performance on PFPI responsibilities	Individual NHS Boards/Scottish Health Council	In line with targets set by the Scottish Health Council and Annual review process.
Planning for continuous improvement in volunteering management	Board to consider incorporation of its Strategy on volunteering within the appropriate Community Plan(s).	Individual Boards	By 31 March 2010
Measure the impacts and sharing learning / good practice	Development of guidance/practice materials/case studies on how volunteering can work in health care settings are produced and made available via the web	National Group/Volunteer Development Scotland	Ongoing across the Strategy

2010-11			
Theme	Task	Responsibility/Delivery	Timescale
Investing in Volunteers	Support for remaining NHS Boards to achieve Investing in Volunteers standard	Individual Boards supported by Volunteer Development Scotland	By 31 March 2011
Planning for continuous improvement in volunteering management	Annual review of progress of Boards' strategic action plans for volunteering.	NHS Board lead on volunteering	Within 3 months of each year end
Planning for continuous improvement in volunteering management	Board examines, with other Community Planning partners, the need for a generic Strategy for volunteering in the area.	Community Planning Partnerships	By 31 March 2011
Investing in Volunteers	Support is available to Boards on how to achieve Investing in Volunteers	Support by Volunteer Development Scotland	Support delivered through out the Strategy
Measure the impacts and sharing learning / good practice	Development of key guidance and practice materials/case studies on how volunteering can work in various health care settings are produced and made available via the web	National Group/ Volunteer Development Scotland	Ongoing across the Strategy

National Group for Volunteering in NHSScotland

Members

Prof Heather Tierney-Moore, Director of Nursing, NHS Lothian - Chair (*until December 2008*)
Pat Dawson, Associate Nurse Director, NHS Lothian (*from January 2009*)

Ms Lizanne Conway, Health Improvement Programme Manager, NHSScotland (*until August 2008*)
Mrs Sandra Falconer, Policy Manager, Scottish Government
Ms Suzanne Forrest, NHS Education for Scotland
Ms Katy Hetherington, Policy and Diversity Manager, NHSScotland (*from September 2008*)
Ms Rosemary Hill, Scottish Health Council
Mr Andrew Jackson, WRVS, Media and Public Affairs Manager
Ms Gill Keel, Head of Public Engagement and Communications, NHS Highland
Mr David Miller, Operations Director for Fife Lothian and Borders, British Red Cross
Ms Irene Morris, Director of Organizational Change and Development, NHS Borders (*until November 2008*)
Mrs Katrina Murray, Voluntary Services Manager, NHS Lanarkshire
Mr Adrian Murtagh, Manager, Volunteer Centre East, Dunbartonshire
Mr Andy Patrick, Scottish Partnership Forum
Mrs Janice Torbet, Associate Director of HR, NHS Tayside
Ms Helen Tyrell, Director, Voluntary Health Scotland
Ms Gill Walker, Educational Projects Manager, NHS Education for Scotland
Volunteer Development Scotland (Norrie Murray, Grace Martin)

