

# NHSScotland Volunteering Programme Strategic Vision for 2023 - 2028

We will drive forward the volunteering agenda in NHSScotland through evidence, improvement and assurance. **Meaningful engagement matters** and volunteering is one of the best ways for people and communities to engage with health & care services. It supports the delivery of high quality, safe care that is person-centred. It improves the health and wellbeing of volunteers and communities.

*We will achieve our vision by:*

1. Building and sharing evidence demonstrating the impact of volunteering.
2. Using knowledge and expertise to improve volunteering.
3. Providing assurance that volunteering in NHSScotland is high quality, safe and effective.



**Evidence: working with specialist colleagues in the Evidence for Engagement programme we will build and share evidence demonstrating the impact of volunteering.**

- We will be the go-to place for the evidence we build around volunteering.
- We will play a crucial role in transforming national health and care services, and developing policy by creating relevant, timely evidence.
- We will gather local, national and international volunteering evidence.
- We will have a joined-up, proactive plan for creating evidence which prioritises national needs.

**How we'll do this:**

- gather public views
- run Citizens' Panels
- carry out research
- write case studies
- create guidance and toolkits
- hold workshops and events.

**Improvement: working with specialist colleagues in the Improvement of Engagement programme and in our regional engagement teams we will use knowledge and expertise to drive forward and improve volunteering across health and care.**

- We will create a learning system that supports internal and external stakeholders to learn, develop, improve and share best practice in volunteering. This includes applying learning from our work and testing new things.
- We will have excellent partnership working and communication that underpins sharing knowledge.
- We will be forward-thinking and ambitious, continually improving and developing our expertise.

**How we'll do this:**

- develop a Quality Framework for volunteering in health and care
- lead networks for professionals in volunteering
- celebrate success
- provide training
- have a culture that values and supports people, and reduces unnecessary variation.

**Assurance: working with specialist colleagues in the Assurance of Engagement programme we will provide assurance that volunteering in NHSScotland is high quality, safe and effective.**

- We will provide strategic support and governance on volunteering to our partners across health and care.

**How we'll do this:**

- support health and care teams to develop and review their volunteering strategies
- provide advice on quality and improvement in volunteering.