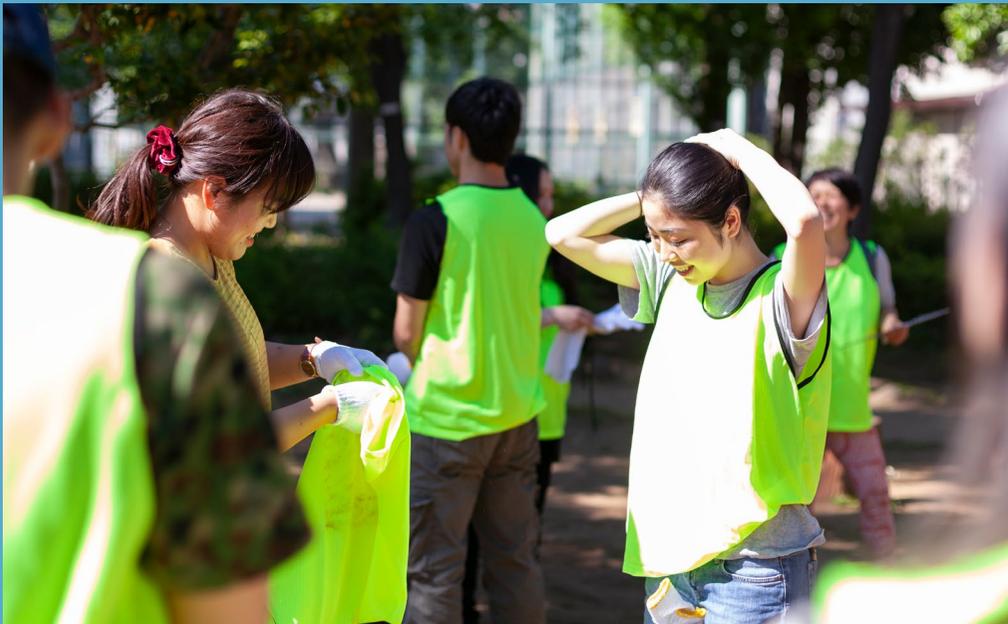




Volunteering for All Our National Framework





“Life’s most persistent and urgent question is: what are you doing for others?”

Martin Luther King Jnr

CONTENTS

Introduction

About this Framework	4
Ministerial Foreword	6
At a Glance: Executive Summary	8

Setting the scene

Why a framework: the case for change	11
Who is this Framework for?	13

Volunteering context

What do we mean by volunteering?	19
Who volunteers?	24
Why do people volunteer?	27
Barriers to volunteering	28
Key findings	29

The Framework

Framework	30
'Volunteering for All'	31
Our Outcomes	37
Towards volunteering for all: Recommendations and Implementation	38

About this Framework



This Framework was developed over 2018 by the Scottish Government jointly with partners from the volunteer and community sector, local government and NHS, with academics and social researchers, and with volunteers.

The objective of the Framework is to:

- Set out clearly and in one place a coherent and compelling narrative for volunteering;
- Define the key outcomes desired for volunteering in Scotland over the next ten years;
- Identify the key data and evidence that will inform, indicate and drive performance at a national and local level; and
- Enable informed debate and decision about the optimal combination of programmes, investments and interventions.

The Framework development was overseen by an External Reference Group, whose remit was to:

- Provide leadership and facilitate collaboration across a range of partners and sectors to develop the Volunteering Outcomes Framework in order to influence decision-making on the development of related policies at local and national levels; and
- Advise Scottish Government on priorities, challenges and actions, championing the role of volunteering in delivering the Scottish Government's Purpose and National Outcomes.

We are grateful for the support and input of all External Reference Group members:

- George Thomson, CEO, Volunteer Scotland
- Matthew Linning, Strategic Performance Manager, Volunteer Scotland
- David McNeill, Digital Director, SCVO
- Ilse MacKinnon, Research Officer, SCVO
- Paul Okroj, Head of Volunteering Chest, Heart and Stroke Scotland and co-Chair, Scottish Volunteering Forum
- Sarah Latto, Volunteer Development Manager, Shelter Scotland and co-Chair, Scottish Volunteering Forum
- Keith Wimbles, CEO, Impact Funding Partners
- Paul Reddish, CEO, ProjectScotland
- James Jopling, Executive Director for Scotland, Samaritans
- Alan Bigham, Programme Manager (Volunteering), Healthcare Improvement Scotland
- Kim Atkinson, CEO, Scottish Sports Association
- Morven MacLean, Head of Volunteering, CHAS
- Paul Vaughan, Head of Communities and Neighbourhoods, Fife Council, and representing SOLACE (Society of Local Authority Chief Executives)
- Selina Ross, CEO, West Dunbartonshire Third Sector Interface (and representing TSIs)

The development process included:

- A broad and systematic literature review, completed by Stirling University, including consideration and analysis of evidence on volunteer characteristics, motivations, activities, benefits, outcomes, barriers and policies.¹
- The establishment, in partnership with Young Scot and ProjectScotland, of the National Youth Volunteering Improvement Project, which tasked 25 young volunteers from across Scotland with exploring volunteering practice and experience and making recommendations for action.²
- A series of roundtables and workshop discussions with key strategic and delivery partners.

1 <https://www.gov.scot/publications/literature-review-scotlands-volunteering-outcomes-framework/>

2 https://www.projectscotland.co.uk/wp-content/uploads/2019/03/YouthVIP_Report.pdf

Ministerial Foreword



Aileen Campbell, MSP
Cabinet Secretary for Local Government and Communities

I am delighted to present Scotland's National Outcomes Framework for Volunteering. In doing so, I want to put on record my thanks to all of those people who are giving their time and energy freely to befriend the lonely, enable people to participate in clubs and groups, help their elderly neighbours and to support causes they believe in.

Whether you are raising money, delivering services, or acting as a Charity Trustee, it is this generosity of spirit, this selflessness, that is transforming our communities and enhancing our sense of wellbeing.

Volunteering brings enormous benefits and enjoyment, not only to beneficiaries, but to communities, and to volunteers themselves. We know that – among other things – volunteering increases social and civil participation, empowers communities, and reduces loneliness and isolation. It can also improve mental and physical health, support the development of job and life skills, and foster a greater sense of belonging.

Volunteering brings enormous benefits and enjoyment, not only to beneficiaries, but to communities, and to volunteers themselves.

Suffice to say, volunteering is key to us achieving our shared ambition of a fairer and more prosperous country with equality of opportunity for all – a country where everyone has the chance to participate and make a difference. Volunteering is at the heart of everything that we do as a Government, and is the golden thread running through all of our policies and contributing right across the National Outcomes in the National Performance Framework.

But I want us to do more. I want us to create a society where volunteering is the norm – where opportunity and expectation are not limited by upbringing or social circumstances, and where we all celebrate and honour the contributions we make. It is time to change the narrative on volunteering – to celebrate existing activity whilst finding new ways to engage with anyone who wants to participate.

I am grateful to all of those who have collaborated in the production of this important publication. This Framework sets the direction for Scotland's approach to volunteering over the next decade by focusing first and foremost on the volunteer, rooted in our national values of kindness, dignity and respect. I am excited by the future and look forward to working with you as we take this work forward, together.

Aileen Campbell



“Volunteering is the ultimate exercise in democracy...when you volunteer you vote every day about the kind of community you want to live in”

Marjorie Moore

At a Glance

A CASE FOR CHANGE

This section sets out the rationale for doing more to widen participation and improve access to opportunities, in the context of wider societal and demographic change.

Under representation of disadvantaged groups in formal volunteering roles



A heavy reliance on civil core

51% of people have volunteered in their lifetime;



19% of all volunteers provide 65% of volunteering hours.



No room for complacency

By 2041 there will be 428,000 more adults 65+ but 144,000 fewer working age adults. More people will be living with long term conditions.



Growth of technology

We need to balance digital volunteering with the value of face-to-face interaction.



WHO IS THIS FRAMEWORK FOR?

The changes required demand action across sectors and by multiple partners.



The Volunteering spectrum

This section describes what we mean by the term 'Volunteering'. It is used to describe the wide range of ways in which people help out, get involved, volunteer and participate in their communities (both communities of interest and communities of place).

Volunteering is a choice. A choice to give time or energy, a choice undertaken of one's own free will and a choice not motivated for financial gain or for a wage or salary.

◀ Neighbourliness
Informal/semi-formal
Formal ▶

It is this generosity of spirit, this selfless giving of one's self, that is transforming our communities.



THE VALUE OF VOLUNTEERING

This section explores the value and impact of volunteering and looks at the importance of volunteer experience. It also highlights key areas of consideration in assessing benefits and impact, including the importance of place and some variations between formal and informal volunteering.

- £2.26bn to the Scottish economy
- Physical health
- Social benefits
- Mental well-being
- Instrumental benefits

Importance of Volunteer Experience

Benefits:

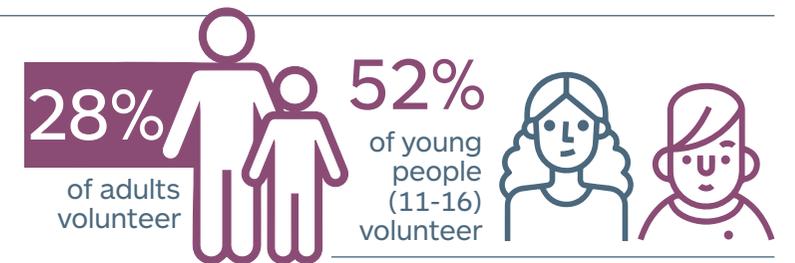
personal experience, how involved and engaged, quality of support provided.

Risks:

burn out, feeling excluded, feeling undervalued, damaged self-esteem and well-being.

WHO VOLUNTEERS?

This section summarises the levels of volunteering through a group, club or organisation. It also explores who does and does not volunteer by key demographic group and looks at the context of volunteering: when and how they give their time and who to.



The volunteering rate for those with a long-term health condition of 12 months+ and/or a disability was only

13% in 2017

compared to a national volunteering rate of

28%

In 2017 those earning **+£40,000** have the highest volunteering rate at

39% which is nearly double the rate (20%) for those earning

£6,000-£10,000

In 2016, the volunteering rate for those with degree or professional qualifications was

42%

compared to a volunteering rate of only

11%

for those with no qualifications.

Volunteers combine different types of activities, causes, organisations and frequency of involvement which reflect their own lifestyles, values and priorities.

Younger adults have tended to work with children and with sporting activities.

Older adults have preferred to volunteer for religious organisations, community groups and groups working specifically with the elderly.

Volunteers in Scotland are most likely to be female.



WHY DO PEOPLE VOLUNTEER OR NOT?

This section explores the motivations and barriers to volunteering, recognising that our motivations and capabilities to get involved will change in response to changes in our own health, our family and other responsibilities, our work situations, our financial position and a whole range of factors.



OUR FRAMEWORK AND NEXT STEPS

This section summarises our key learnings and sets out our Vision, Principles and Outcomes. We identify a number of areas for organisations to think about if they want to support people in having a quality volunteer experience and set out our commitment to develop a Delivery Plan for this Framework.



Practical



Structural



Emotional

Why a Framework: the case for change

Volunteering in Scotland is already making a crucial contribution to building social capital, fostering trust, binding people together and making our communities better places to live and to work.

Action to increase volunteering participation for all and to address inequalities is vital to continue to expand opportunities for more people to volunteer and participate in society. Although an estimated 51% of the adult population in Scotland has volunteered at some point in their lives, 49% have not.³ An increase in volunteering will also make a considerable contribution towards our individual, community and national economic and social well-being, particularly in the face of demographic and societal change.

The annual value of volunteering in Scotland is estimated to be £2.26 billion.⁴ Volunteering is clearly of great social and economic importance to the people and communities of Scotland. Within these communities, there are often those who are more likely, or more able, to volunteer than others. Volunteers in Scotland are more likely to be:

- female
- self-employed/part-time employed or in education
- from higher socio-economic and income groups
- from rural areas
- from less deprived areas
- healthy and non-disabled⁵

³ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁴ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁵ [Scottish Household Survey 2017](#), Scottish Government

Volunteering is clearly of great social and economic importance to the people and communities of Scotland.



Why a Framework: the case for change

This demonstrates the under-representation of disadvantaged groups in volunteering due to their exclusion from formal volunteering opportunities. This matters because it is important that volunteers and volunteering represent the population of Scotland and all of the interests that their volunteering serves. Furthermore, we know that the health and wellbeing benefits from volunteering tend to be greater for those who are marginalised.⁶

There is also a heavy reliance on a 'civic core' of highly engaged individuals who provide the majority of volunteering hours in Scotland. In 2016, 19% of all volunteers delivered 65% of all volunteer hours – that's 225,000 adults contributing 102 million hours of the total 157 million hours volunteered in 2016.⁷

But we cannot be complacent in our reliance on this core group of volunteers. Our population is changing. We are becoming more diverse, and more people are living for longer, often with longer term health conditions. By 2041 there will be 428,000 more people aged 65+, but 144,000 fewer people of working age.⁸ The proportion of adults with long-term health conditions is increasing too: from 41% in 2008 to 45% in 2017.⁹

In addition, more people will be working for longer and may be caring for longer – either for elderly family or for their own dependants as older family members, who might have once been relied on to support childcare, are working for longer – suggesting those from the younger end of the 'civic core' may not feel able to contribute as much. Already there is evidence emerging from the pre-retiral age group (45 – 59 years) of a decline in formal volunteering participation rates over the period 2007 – 2017: from 34% to 30% for females and from 33% to 28% for males.¹⁰

All this change comes at a time when new technology poses both huge opportunities and different challenges for volunteering practice. Digital volunteering is growing but many smaller organisations have neither the resources nor infrastructure to support new ways of working. And there will be an ongoing need to balance the benefits of digital help with the face-to-face engagement that is so critical to so much of volunteering practice.

So, we cannot only rely on the same 'civic core' of people, or on their contributions coming in the same ways. Without acting to attract and retain a more diverse pool of volunteers, volunteer involving organisations may well lose capacity. Without taking action to engage and support people of all ages and backgrounds to volunteer throughout their lives, communities will lose out on their talents. And without celebrating and promoting the benefits of volunteering to everyone, those individual benefits will not be enjoyed by those at most risk of missing out.

⁶ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

⁷ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁸ [Scotland's Population 2017: The Registrar General's Annual Review of Demographic Trends](#), National Records of Scotland, Aug 2018

⁹ [Scottish Health Survey - 2017 edition](#), Scottish Government, Sept 2018

¹⁰ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

Why a Framework: the case for change

We are seeing positive changes on all these fronts, but we need to do more. Widening participation and improving access to opportunities to get involved in a range of ways, across a wide spectrum of contribution, is crucial to the wider aim of creating a fairer, smarter, more inclusive Scotland with genuine equality of opportunity for everyone.

This requires action to ensure that more opportunities to volunteer – formally and informally - are open to and accessed by anyone, to increase the chances of people finding things that interest them and opportunities to move around as their circumstances change.



Who is the framework for?

The changes required to break down barriers to volunteering and to create more diverse and inclusive opportunities for everyone to engage in throughout their life demands action across sectors and by multiple partners.

The Scottish Government has a critical role to play in both setting this Framework and in setting the tone for the national conversation around volunteering and participation. Government can continue to champion, recognise and celebrate the hugely significant contributions volunteers are already making and to ensure everyone feels welcome to participate.

The national policy environment has never been better attuned to supporting volunteering in all its forms. This is increasingly recognised in national policy, from our approach to tackling social isolation and loneliness¹¹ to supporting an increase in opportunities for people from all backgrounds across Scotland to volunteer through culture and heritage.¹²

The Scottish Government is working to promote inclusive growth and well-being, champion community participation and ownership, ensure stability and flexibility of funding for third sector organisations, and support integrated working through community planning partnerships. The Community Empowerment (Scotland) Act 2015 gives communities more opportunities, and by creating new rights for community bodies and placing new duties on public authorities, the Act strengthens the voices of communities in the decisions that matter to them and makes it easier for communities to take on public sector land and buildings. This approach is crucial if we are to improve life chances and wellbeing for people across Scotland, and a continued focus on embedding these principles across all policy areas is required.

¹¹ [A Connected Scotland: our strategy for tackling social isolation and loneliness and building stronger social connections](#)

¹² Scotland's Culture Strategy, to be published later in 2019, will set out approaches to ensuring volunteering opportunities in the culture and heritage sector reflect the diversity of our population.

Leadership bodies across the third sector, including Volunteer Scotland, SCVO and Third Sector Interfaces, are also key in providing expertise and support, providing knowledge and insight to help inform volunteering practice as well as practical guidance. These organisations are already playing a valuable role in the promotion and recognition of volunteering locally and nationally, both in terms of developing inclusive approaches to formal roles and working with key partners to explore more flexible and diverse volunteering opportunities and approaches.

Local Authorities play an important role in encouraging and enabling collaboration between organisations, encouraging shared learning and resources and making it easier for people to move between volunteering opportunities. Demographic and financial pressures on local authorities are challenging them to think differently about how they meet the needs of their communities, and the space for communities to make a difference on their own terms is growing.

Funders already recognise the huge value of engagement and participation and there are many funds already available that support people to come together around peer support, local activism or addressing specific needs. Funders can also influence the nature of activities available, by building our volunteering principles into funding criteria and by supporting infrastructure and 'core' costs as well as frontline impacts.

Volunteer Involving Organisations have a vital role to play not only in ensuring formal roles are inclusive but also in supporting, recognising and facilitating more flexible types of contribution. We know that the vast majority of organisations recognise the need to diversify their volunteering base, but there is still work to

be done to develop the way opportunities are framed or to reflect this inclusive agenda at a strategic level within organisations, where volunteers may be seen as an added bonus to service delivery.

Businesses and employers can play a critical role both as employers and in facilitating community engagement and strengthening the local communities where they are based. Working age volunteering will continue to be critical to the future of volunteering, particularly as people work for longer. Employer support for volunteering, either through policies that enable staff to take time off or more broadly through celebrating and recognising the contributions that people are making and offering flexible working arrangements to allow people to contribute, is a key area for development.

NHS and social care design and delivery already benefits enormously from volunteer engagement, be this via those volunteers engaged directly by NHS Boards and Health and Social Care Partnerships or indirectly through those engaged with a third sector organisation.¹³ For many who are socially isolated the interaction with a volunteer can be hugely significant – someone who is not paid or under any compulsion to do what they do, rather, they do so because they want to. Volunteering has a ripple-effect that not only impacts on recipients of volunteering endeavour, such as patients or service users; it plays a role in 'health-gain' for volunteers and communities alike. Ensuring frameworks and approaches support volunteering and promote participatory delivery will ensure we recognise the intrinsic value of all forms of contribution as a means of promoting individual and community well-being and social connection.

¹³ [https://www.sehd.scot.nhs.uk/dl/DL\(2017\)07.pdf](https://www.sehd.scot.nhs.uk/dl/DL(2017)07.pdf)

CASE STUDY**Volunteer Involving Organisation:
A Relationship-based Approach to Volunteer
Involvement at Shelter Scotland**

Sarah Latto, Volunteer Development Manager
at Shelter Scotland

Over the past two years, Shelter Scotland have developed a 'relationship-based' approach to volunteer involvement. This places central importance on the cultivation of positive personal relationships with volunteers, encouraging regular discussion, reflection and feedback.

Many of our volunteers told us that that filling out lengthy forms can be challenging or off-putting. We also found that some volunteers, particularly those with recent experience of homelessness or housing issues, struggled to provide appropriate references or evidence for criminal record checks.

Based on this feedback, we no longer ask people to complete a detailed application form, and instead invite all prospective volunteers to take part in an informal interview. We also removed the requirement for volunteers to provide references for some roles, deciding instead to make our interactive group induction a central part of the selection process. Finally, we provide significant support to people completing Disclosure or PVG forms, and have on several occasions paid for a volunteer to get a copy of their birth certificate as a form of identification.

We are confident that these changes have helped us to develop a more diverse and engaged volunteering team in Shelter Scotland. One of our volunteers, who experienced low self-confidence as a result of a conviction, said that:

“Volunteering has truly enabled me to take the next step to putting my new skills and qualifications into practice and without it I would most definitely not be attending university or have the mindset to even be looking at the prospect of working”

**Funder:**

Lesley MacDonald, Convenor of
The Scotland Funders' Forum and
Head of Giving at the Robertson Trust

“As Convenor of Scotland Funders' Forum and in my role as Head of Giving at the Robertson Trust, I have witnessed some of the incredible work of volunteers who support third sector organisations across Scotland. As Funders we all want to reach those individuals and communities where our resources can really make a difference. Volunteers play an essential role in helping our funded organisations achieve this through their drive and commitment. We also see the enormous benefits for the volunteers themselves, particularly those facing their own personal challenges but who gain so much from getting involved in their communities. It is important that Funders continue to recognise the value of volunteering as a key element of our overall support for the sector.”

Health and Social Care:

George Anderson

I started volunteering with NHS Borders in 2001. I needed something to help me integrate back into society when my caring duties came to an end, your day is so long and you don't know how to fill it.

In 1998 I gave up my job in sales to care for my dad and mum. As the sole carer for eleven years I had no social life or holidays whilst caring for them. During the final two years of caring I never had a full night's sleep.

Throughout this time I found the support from the NHS and my GP excellent, and I also got great help from the district nurses and the Community Nursing Team. I felt I was always 'treated like a person' and they always found time for me. The Borders Carers Centre were a valuable source of advice and support, without this I would have not been able to do the things I have done today and use my experience to help other carers. I must mention that without the companionship of my wee dog, Cindy, I would have found it more difficult to cope.

I am now a volunteer as a public member on a number of NHS Borders groups and committees to provide my views from a public perspective on services provided. I'm also a member of the Scottish Borders Public Partnership Forum (PPF) which provides a public viewpoint on NHS services provided by NHS Borders, Scottish Borders Council and the Voluntary Sector.

As a volunteer, the help and support I receive from the public involvement staff has made such a difference. Volunteering has definitely been a confidence boost. I would recommend to any carer to get involved in volunteering – I find it very rewarding in that I can offer something back.

Local Authority:

Compassionate Inverclyde

Compassionate Inverclyde is a social movement to change attitudes and behaviour around death, dying and loneliness. It uses a community development approach with hundreds of volunteers supporting and caring for one another at times of crisis and loss.

Officially launched on 1 March 2017, Compassionate Inverclyde aims to enable and empower people to help and support one another in times of increased health need, crisis and bereavement.

The role of families, friends and neighbours working alongside formal services is recognised as being crucial to the creation of a compassionate community: a social movement that supports ordinary people to do extraordinary things and that helps the Health and Social Care Partnership to think differently about how services can be developed and delivered.

The programme began initially with "No One Dies Alone", through which Volunteer Companions support people who have no family or friends in the last hours of life. It has quickly expanded to other activities, including "Back Home Boxes", a community act of kindness that gives essentials to those who live alone and are being discharged from hospital. The Compassionate Inverclyde Support Hub was launched in May 2018 and is a volunteer led support hub that provides a meeting place for anyone experiencing loneliness, crisis, social isolation and bereavement.

Business and Employer

Providing opportunities for our employees to volunteer is an important part of life at FreeAgent, a growing accountancy software company based in Edinburgh.

Donald Lindsay, People Operations Director, FreeAgent

At FreeAgent we're keen to support activities around sustainability and social responsibility. We have two employee-run groups, FreeAngels and GreenAngels, who highlight opportunities for our people to volunteer in ways that benefit the wider community.

Everyone who works with us has the option to take time out of work each year to participate in a paid charity volunteering day. The purpose of our volunteering day is to give back to our community but we also believe it supports teamwork within FreeAgent and motivates our people to give back to the community. Volunteer activities can range from digging a community garden or shaking a donation bucket for a day, to using their professional knowledge to teach the elderly how to use a computer or a primary school class how to code.

As a business we are also committed to supporting the development and diversity of our local tech and small business community. We are able to do this through offering our premises, time and expertise to host volunteer-run groups such as 'Women Who Code' or facilitate weekend events like the recent Global Diversity CFP day which was designed to support small technology start-ups and offer training to promote confidence in public speaking at conferences or events.

Volunteering is a valued part of our organisational culture and opportunities to volunteer and the outcomes from this activity are celebrated when people present their experiences as a part of our weekly Townhall Meeting. There are a number of ways that we can see the benefit of this and two key indicators that help us know that it is successful are the sustained levels of engagement in volunteering across the teams and that the uptake of volunteer activity is increasingly led by our people rather than being driven by the organisation.





**“Volunteering has given me a voice
and allowed me to accept myself”**

BBC Sports Personality of the Year Unsung Hero winner 2018 Kirsty Ewan

What do we mean by volunteering?

Volunteering is a choice. A choice to give time or energy, a choice undertaken of one's own free will and a choice not motivated for financial gain or for a wage or salary.

In developing this Framework, the term volunteering is used to describe the wide range of ways in which people help out, get involved, volunteer and participate in their communities (both communities of interest and communities of place).

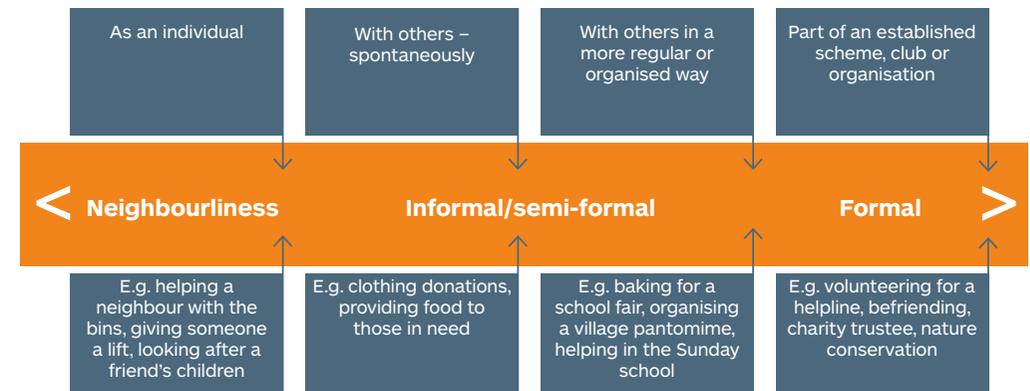
These contributions range from the very formal such as volunteering with public sector bodies and community councils, through engaging with local clubs and charitable/community organisations, or getting involved with local activism or helping out with community activity, to very informal participation such as helping a neighbour with their bins or bringing shopping in from the car.¹⁴

Limitations

Evidence and experience tells us that the term 'volunteering' has particular connotations for some people. Some of these connotations are positive but some are less so: suggesting a degree of 'do-gooding' and perpetuating the idea that contributing to society is the preserve of a few.

In addition, some people are reluctant to define some types of informal contribution, particularly more spontaneous forms of help, as volunteering, as it is seen as 'just what people do.'

¹⁴ Adapted from: [Nesta – People Helping People: the future of public services \(2014\)](#)



And in describing all of the ways in which people participate in public life, we must continue to ensure that the role of volunteers is to support and not to replace the paid providers of public services.¹⁵

Our conclusion is that the language of volunteering definition should support our vision, principles and values; should celebrate and promote volunteering in all its forms; and seek to avoid reinforcing or perpetuating perceived divisions and stereotypes.

Our use of the term volunteering to describe all of the ways in which people make a contribution is deliberate, reflecting our view that the action required to drive change will be most successful if taken forward in the context of wider social policy and intervention.

¹⁵ See the [Volunteer Charter](#), produced in partnership between Volunteer Scotland and the STUC

The value of volunteering

The evidence base is clear. We know that volunteering matters. We know that volunteering can improve individual physical and mental health and well-being.¹⁶ We know that volunteering strengthens social networks and bonds within and between communities and can help to create experiences and connections that lead to better lives.¹⁷

It is important to acknowledge that benefits vary with both activity and context, and that benefits are not evenly distributed across all volunteering activities.

¹⁶ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

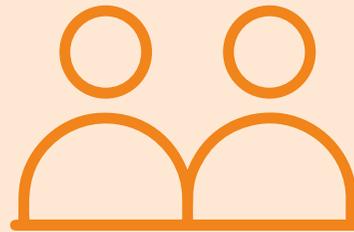
¹⁷ <https://www.gov.scot/publications/literature-review-scotlands-volunteering-outcomes-framework/>

Volunteering can benefit volunteers in lots of ways. Different opportunities will lead to different benefits.



Physical health benefits

Evidence suggests that volunteering can promote healthy lifestyle and improve self-rated health



Social benefits

Research finds that volunteering can improve companionship, tackle social isolation and increase social capital



Mental wellbeing

Evidence shows that volunteering can improve confidence, purpose and life satisfaction



Instrumental benefits

Volunteering can help people to develop new skills, gain knowledge, develop attitudes and increase employability

The value of volunteering



Informal volunteering relies and builds on bonding within groups

Social Capital

Our understanding of informal volunteering is more limited than that of formal volunteering but the available evidence points to this being an important form of participation for traditionally excluded or marginalised groups.

Most informal volunteering takes place within communities – of geography or of interest – and among people who have similar backgrounds, experiences and characteristics. As such, informal volunteering relies and builds on bonding social capital within groups but is less likely to lead to new connections.

¹⁸ *ibid*

¹⁹ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

²⁰ <http://www.improvementservice.org.uk/documents/planning/planning-for-place/place-principle.pdf>

Most informal volunteering takes place within communities – of geography or of interest – and among who have similar backgrounds

This is not necessarily negative – the evidence shows that engaging in this type of activity can provide a sense of purpose and in some cases is important in filling gaps in service provision. However, as there are typically fewer opportunities available in more disadvantaged communities, the lack of ‘bridges’ to other communities and groups may further perpetuate inequalities.¹⁸

The importance of the volunteer experience

Evidence suggests that precisely how people make a contribution, the quality of support they receive and the individual experience of taking part can make all the difference

when it comes to benefits. Risks include volunteer ‘burn out’ as well as feeling forced into volunteering. Poor experiences, either of feeling excluded from roles or of feeling undervalued as volunteers, can be damaging to self-esteem and wellbeing.¹⁹

The importance of Place²⁰

Place is important in understanding volunteering in Scotland, with higher levels of participation in rural areas than urban areas. We need to understand more about the positive and negative drivers for these differences as well as whether there are lessons to be learned from particular communities with higher levels of participation.

The Place Principle²¹

We recognise that: Place is where people, location and resources combine to create a sense of identity and purpose, and are at the heart of addressing the needs and realising the full potential of communities. Places are shaped by the way resources, services and assets are directed and used by the people who live in and invest in them. A more joined-up, collaborative, and participative approach to services, land and buildings, across all sectors within a place, enables better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

The principle requests that: All those responsible for providing services and looking after assets in a place need to work and plan together, and with local communities, to improve the lives of people, support inclusive growth and create more successful places.

We commit to taking: A collaborative, place based approach with a shared purpose to support a clear way forward for all services, assets and investments which will maximise the impact of their combined resources.

²¹ <http://www.improvementservice.org.uk/phone/planning-for-place.html>

Volunteering can also play an important role in the process of 'place-making' – helping to tackle environmental, social or economic challenges – for example by improving the quality of open greenspace or working collectively to bring new life into under-used assets. Volunteer arts groups can contribute significantly to the cultural life of communities and help to instil a sense of identity and connection to place. Civic participation

is a significant factor in promoting the common good in an area and getting people involved in the decisions that affect them is vital. Community Councils across Scotland play a valuable role in the Planning system and the Place Standard tool²² provides a means to support structured conversations which can identify areas of action and improvement.

²² <https://www.placestandard.scot/>

CASE STUDY

Place

PAS, a charity and social enterprise, provides impartial advice, training and support for community groups, planners, elected members and public bodies, as well as to seldom-heard groups who often cannot readily engage in the planning system. It has an office in Edinburgh staffed by a small, paid team, but its work is largely delivered through over 400 specialist volunteers, including professionals from across the built environment sector, from planners and architects to students, artists and facilitators.

Over 20% of planning professionals in Scotland are PAS volunteers – an almost unheard figure in other sectors. PAS volunteers give not just their time, but importantly their professional expertise, skills and empathy to enable individuals and community groups to feel confident and equipped to participate in the place making.

Bridging the Gap

The planning system is a public service for all and young people will live the longest with the decisions we make today. Article 12 of the UN Convention on the Rights of the Child asks for stronger participation by young people in decisions that will affect them.

Bridging the Gap project was conceived as a way to involve young people in those decisions about their place over the long term, through sustained intergenerational exchange. Originally piloted with Galashiels Academy, the project has now been expanded to include five additional local authorities throughout Scotland. The project is free of charge to schools and is designed around the outcomes in the Scottish Curriculum for Excellence.

Bridging the Gap is structured in two phases, first introducing students to concepts of placemaking and decision-making, then involving students in local projects and live issues relating to place, to put their skills and knowledge into action in meaningful contexts. Older generations share knowledge of local culture and history, while young participants pass on digital skills to older generations, achieving greater inclusion and intergenerational cooperation and understanding.

The role of volunteers has been significant in the delivery of this project. PAS volunteers have delivered all the workshops and engagement activities in the project, contributing not just their time but also their professional expertise.

Gypsy/Travellers: seldom-heard voices in the planning system

For Gypsy/Travellers, like the settled population, adequate accommodation is fundamental to health, education and access to employment. Without a secure place to stop or settle the fundamental human rights of Gypsy/Travellers can be severely compromised. PAS Volunteers has been working to strengthen the participation of Gypsy/Travellers in the planning system for over ten years.

In 2015, PAS produced a series of guides on Gypsy/Traveller issues in the planning system in a project funded by the Equality, Human Rights and Third Sector Division of the Scottish Government. In 2019, PAS is working with NHS Health Scotland to explore the impact of planning and place on the health and wellbeing of *Gypsy/Travellers*.



Who volunteers?

The majority of people make some contribution at some stage in their life. But there are still stark inequalities in participation – particularly in formal volunteering.

The Scottish Household Survey provides the most authoritative national source of participation data in Scotland on adult volunteering. It suggests that volunteers in Scotland are more likely to be

- female
- self-employed/part-time employed or in education
- from higher socio-economic and income groups
- from rural areas
- from less deprived areas
- healthy and non-disabled

Rates of participation for adults in Scotland has remained the same for the past 5 years: around 3 in 10 adults have provided unpaid help to an organisation or group in the last year. Younger adults have tended to work with children and with sporting activities, whilst older adults have preferred to volunteer for religious organisations, community groups and groups working specifically with the elderly.

There is ongoing evidence of the under-representation of disadvantaged groups in volunteering, particularly those living in deprived areas and those with longer term health problems or a disability.

People may face barriers to getting involved in the first place, or are forced to drop out due to changes in their own circumstances such as the onset of ill-health or disability, the arrival of a child or moving home.

We need to focus on making sure that people can continue to make contributions as their lives change, and on making activities right across the spectrum of participation more inclusive so that those who are excluded have wider opportunities to get involved.



Who volunteers?



Volunteering, sickness and disability: the volunteering rate for those with a long-term health condition of 12 months+ and/or a disability was only 13% in 2017, compared to a national volunteering rate of 28%.²³



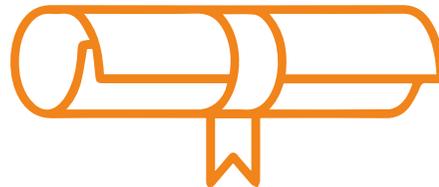
+ £40,000 = 39%

Volunteering and income: linked to the problem of deprivation, we know that in 2017 those earning above £40,000 have the highest volunteering rate at 39%, which is nearly double the rate (20%) for those earning £6,000-£10,000.²⁶



Volunteering and deprivation: there is a clear correlation between deprivation and formal volunteering. Only 19% of the population volunteered in the 20% most deprived areas in Scotland in 2017, compared to 37% in the 20% least deprived.²⁴ However, the publications reviewed on informal volunteering often noted its importance for participation of under-represented groups.²⁵

Volunteering and educational qualification: the higher one's educational attainment the higher the likelihood that one will volunteer. In 2016, the volunteering rate for those with degree or professional qualifications was 42%, compared to a volunteering rate of only 11% for those with no qualifications.²⁷



Volunteering and gender:

- Women are more likely to volunteer than men. In 2017, 30% of women had volunteered in the last 12 months compared to 26% of men.
- Women were more likely to volunteer with children and young people (26% children's activities associated with schools and 22% youth/ children), with 'health, disability and social welfare' organisations (18%) and 'religious groups' (17%).²⁸
- Men were more likely to volunteer with 'sport/exercise' organisations (23%), with 'hobbies/recreation/arts/social clubs' (20%) and with their local community (20%).²⁹

²³ [Scottish Household Survey 2017](#), Scottish Government

²⁴ Analysis of Scottish Index of Multiple Deprivation statistics in [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

²⁵ <https://www.gov.scot/publications/literature-review-scotlands-volunteering-outcomes-framework/>

²⁶ [Scottish Household Survey 2017](#), Scottish Government

²⁷ *ibid*

²⁸ *ibid*

²⁹ *ibid*

Who volunteers?



Volunteering and age:

- Those in the age group 35-44 had the highest level of Adult volunteering participation rate in 2017 at 33%. The lowest adult participation rate was for those aged 25-34 at 23%.
- Younger adults were more likely to volunteer with children and young people and help with sporting activities, whilst older adults were more likely to volunteer for religious organisations, community groups, and groups working with the elderly.³⁰
- The volunteering rate for young people aged 11-18 was 52% in 2016, nearly double the adult volunteering rate of 28% in 2017. Sport or exercise was by far the most popular volunteering activity for young people at 49%, followed by children and youth groups.³¹



Volunteering and ethnicity: there is a marginal variation in formal volunteering participation rates between those of white ethnicity at 27% and those of minority ethnicity at 25% in 2016. Furthermore, this gap has been narrowing over the last 10 years.³²

Volunteering and rurality: historically, rural areas of Scotland have had significantly higher adult volunteering rates compared to urban areas. Over the period 2007-2016 rural rates have been between 7%-11% higher than urban rates. However, this gap narrowed to only 2% in 2017.³³



30 Ibid

31 [Young People and Volunteering in Scotland](#), Volunteer Scotland, 2016

32 [Scottish Household Survey 2017](#), Scottish Government

33 [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018 and [Scottish Household Survey 2017](#), Scottish Government

Why do people volunteer?

People volunteer because they want to, because they can and because there is something for them to do.

Volunteering throughout life

Our motivations and capabilities to get involved will change in response to changes in our own health, our family and other responsibilities, our work situations, our financial position and a whole range of factors. In some cases these changes may be a spur to getting involved in volunteering, but these transitions can equally be trigger points that lead people to withdraw from their existing social networks.

We know the importance of cementing habits as early as possible in life and sustaining those habits as we go through life.

It is also important to remember that volunteering is a cultural activity and the motivations and factors predicting participation will vary across ethnic groups and communities. Improving our understanding of cultural differences in volunteering participation is important, particularly in the context of migration, identity and integration.

Yet these realities are not always reflected in the way in which opportunities are constructed and supported, particularly within formal volunteering settings.

We need to do more to develop opportunities to support more people to continue to volunteer throughout their lives and to stay connected to opportunities.

People volunteer for lots of reasons. Understanding motivations can help us see what people hope to achieve from their volunteering.



Barriers to volunteering



Practical

Time, Physical Access, Lack of information, Transport, Costs, Language barriers.



Structural

Decline of places and spaces, Technological developments, Bureaucracy, Inflexibility of offer, Undesirable tasks, Lack of access to equipment, Lack of support and organisation.



Emotional

Lack of confidence, Not knowing what to expect, Not feeling welcomed or valued, Lack of welcome, Stigma, Stereotypes, Fear.

**Barriers
more prominent
for certain
groups**

**Barriers
to starting
volunteering**

**Barriers
to continuing
to engage with
volunteering**

Key findings

The majority of people make some contribution at some point in their life – but those who sustain this over their lifetime are in the minority.³⁴ And yet these are the people organisations rely on most.

There are stark inequalities in participation – particularly in formal volunteering.

People participate in different ways and at different times and all volunteer journeys are unique.

Place is important.

Volunteer experience matters.

Barriers reflect wider structures of inequality, and so change is linked to wider social policy.

Values play an important role in motivating and sustaining engagement.

There is no single lever that will result in increased and improved volunteering participation – action is required across sectors and by multiple partners.

³⁴ https://www.ncvo.org.uk/images/documents/policy_and_research/volunteering/Volunteer-experience_Summary.pdf
{Note: this relates to vol participation in GB
i.e. excl N Ireland}

Our Purpose:

To focus on creating a more successful country with opportunities for all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth.

Our Values:

We are a society which treats all of our people with kindness, dignity and compassion, respects the rule of law, and acts in an open and transparent way.



Volunteering for all

OUR VISION is of a Scotland where everyone can volunteer, more often, and throughout their lives.

Volunteering is a choice undertaken of our own free will, a choice to give time or energy to get involved, help out and participate in our communities.

Volunteering contributes to our personal, community and national wellbeing.

OUR PRINCIPLES

Flexible and responsive

- I can adjust my commitments or change my role when I need to.
- I give my time on my own terms and around my life.
- I know what I'm being asked to do and how to stop if I wish.

CASE STUDY

Flexible and Responsive: Children's Hospices Across Scotland



As an organisation which relies on volunteers, it's critical that CHAS' volunteering opportunities are flexible and fit with modern life. Our competition is not from other charities but from increasingly busy work loads and all the other exciting things that people can do in their spare time. If we are to compete then we must be creative and develop new and meaningful ways for people to get involved.

With that in mind we have started developing home-based roles that people can fit around their busy lives. Our team of volunteer researchers support CHAS by conducting research in to a wide range of subjects relevant to our mission. Assignments are posted on our digital communications platform and volunteers select an assignment of interest, conducting the research from their own computer at home.

We are also responsive to the skills that volunteers bring to the organisation. A volunteer with a passion for coding donates his time by coding a chat bot to interact with volunteers on our digital communications platform. He has brought new skills to the organisation and is sharing those skills with others.

Developing flexible volunteering opportunities is a priority for us as we want to inspire as many people as possible to get involved with CHAS. We understand that volunteering must compete with other attractive options for spending time so it's critical that we make volunteering flexible and that we're responsive to the needs of the modern volunteer.

Volunteering for all

Enabled and supported

- I enjoy taking part and feel good about my contribution.
- I receive practical help with expenses, access and training.
- I know who to ask for help if I need it.
- I understand why there are processes in place if required.

CASE STUDY

Enabled and Supported

Fraser, whose volunteering is supported by ProjectScotland, a charity that helps young people aged 16-30 to get in life through volunteering

Fraser is a 23 year old from Glasgow who wanted to volunteer to increase his confidence and gain new skills to help him find a job. Fraser is partially sighted but is a keen advocate of not letting a visual impairment or disability get in the way of what you want to do.

Earlier this year, Fraser met with Emma, ProjectScotland's Youth Engagement Manager, and together they decided a placement at Starter Packs would be just the thing to help him achieve his goals.

As the first day approached, naturally the nerves set in, but he didn't let them stand in the way and came out the other side with a smile on his face: "I enjoyed my first full day and it just flew by! I was shown how to work on the tills and I didn't think I would be able to do it. I was really nervous but I did it! It was great."

Fraser now volunteers for eight hours a week and receives support from ProjectScotland and from RNIB on his placement. Three months in and Fraser felt his confidence had increased and was really enjoying the role. It wasn't just Fraser that noticed the difference, so did his colleagues, family and friends. Fraser advised that the placement gave him the opportunity to feel part of his local community, increase his self-esteem and awareness of what he was capable of.

Fraser has since extended his placement to further build on his confidence and skills. He explains more about his role: "Starter Packs help people who are homeless and are moving into their first house. We are helping them by providing basic household items. I think there are too many homeless people in Glasgow. I wanted to volunteer for Starter Packs as the work they do is so important. The charity relies on volunteers to help them support others and I have been here for 6 months now."

Fraser's top words of advice for you:

"Just because you are visually impaired or have a disability doesn't mean you can't do something. If you are thinking about volunteering just try it!"



Volunteering for all

Sociable and connected

- I can meet and spend time with people if I want to.
- I enjoy the experience and feel part of something.
- I volunteer with or for people with common objectives.

CASE STUDY

Social and Connected

Brian Pegardo

Volunteer, Creative Mornings Edinburgh

I have been volunteering at Creative Mornings Edinburgh since August 2017, for ten hours per month as a team member and speaker coach. I love volunteering for causes I believe in that give me opportunities to meet new people and become part of a community. More importantly, volunteering allows me to be creative and develop skills in a non-pressurised way. I have been volunteering since I was very young and in my family, volunteer work has always been regarded as highly as any other commitments.

The volunteer team at Creative Mornings Edinburgh is very organised– we communicate regularly, have team meetings and an annual retreat that allows us to plan for the future as well as clarify our roles. This honest and open approach means all of us feel our contributions are valued, and we can shift the focus of our work if we no longer find it fulfilling.

I know that the time I spend volunteering contributes to a monthly event that helps build communities, makes connections, inspires people and can help them with employment prospects. In Edinburgh, the creative community is thriving but also quite small – so Creative Mornings Edinburgh helps us support each other and feel refreshed with stories from creative people doing incredible things.

I also get to practice one of my passions – public speaking – and share my knowledge with others. I have met some remarkable people through the process and I love to see how confident our speakers are after they participate in a two-hour session with me before they give a talk at our events.

I have joined a community that has become a family for me in Edinburgh. The connections I've made through volunteering have provided me with lifelong friendships, people to turn to when I'm in need, given me ideas that challenge my own creative practice, and a serious sense of belonging in a city that often has a very transient population.

Volunteering for all

Valued and appreciated

- I am valued for what I bring.
- I feel that my contributions are appreciated.
- I can see how volunteering fits with the wider organisational aims.

CASE STUDY

Valued and Appreciated

Bobath Scotland Cerebral Palsy Therapy Centre

Volunteers get involved in a wide range of activities from charity collections to events and blogging at Bobath Scotland. We can do so much more because of them and the volunteers with cerebral palsy (CP) are often our internal experts.

Listening to the volunteer to find to what they're interested in and what suits their capabilities is critical to building a good relationship and an activity plan. This is particularly true when someone's disability means the practicalities might just be a little more complicated.

Jill Clark joined Bobath Scotland as a volunteer three years ago, and is now employed as our Communications Assistant. Jill has cerebral palsy. The neurological condition means that she can't walk or talk. It hasn't hindered her ambition. Jill organises events for people with CP, and writes articles as well interviewing others. Her experiences and advice get more feedback than anything else Bobath Scotland publishes.

“I think anybody has the ability to get involved. Sometimes when people ask me what I do and I tell them they are shocked, as though I shouldn't because I am disabled.”

Being reliant on support workers to travel to the centre means volunteers rarely work a full day and are often subject to short notice changes. As managers we need to be flexible and have honest conversations about what both the organisation and the volunteer bring to each other. We have regular catch ups and do our best to have some social time too. Even a pizza can be a great way to says thanks for contributing. With the right equipment, flexibility and working together, people with CP are at the heart of our volunteer team.

Volunteering for all

Meaningful and Purposeful

- I feel that what I do is worthwhile.
- I know how I make a difference.
- I am contributing to something that resonated with what matters to me.

CASE STUDY

Meaningful and Purposeful

Eddie, a Samaritans volunteer in Scotland

Years ago, my life suddenly took a very unexpected turn and confronted me with a situation that left me overwhelmed and not knowing where to turn or what to do. At the time, I felt entirely unable to share what was going on for me with anyone that I knew.

In the middle of the night, I reached out and made contact with Samaritans and found that there was someone who was there for me, who listened without judging and who provided me with time and emotional space for me to begin to find my own way forward. That encounter always felt pivotal for me in finding my own way out of that very dark time.

Seven years ago, in a very different frame of mind, I began training as a Samaritans Listening Volunteer. I know, both from the perspective of someone who was himself listened to and as someone who now listens as a Samaritan volunteer, how powerful the act of listening with empathy and without judging can be. It can help simply to get through the next minutes or hours and, sometimes, it can help someone to find a way to make a much more transformative change. It feels a privilege to be part of group of volunteers who provide a service, night and day, every day of the year, offering presence and human connection to individuals who need a safe, confidential space to talk. I know from my own experience the difference that this can make.

Volunteering for all

Recognises diversity

- I feel 'volunteering' or being a 'volunteer' is something I can be involved in or be.
- I do not feel excluded from roles because of who I am.
- I feel like my knowledge, skills and experiences are respected and utilised.

CASE STUDY

Recognises Diversity:

Fiona Dickens – Service User to Volunteer supporting the road to recovery



Fiona Dickens had a stroke 9 years ago on New Years Eve which reduced her mobility and ability to talk.

However one thing the stroke didn't change, was her passion to help others.

Fiona worked hard to overcome challenges to regaining her speech with the help of Chest Heart

& Stroke Scotland's communication support service and whilst she continues to live with aphasia, she now volunteers with Chest Heart & Stroke Scotland ensuring that she can help others like her to live a full life.

As well as volunteering in one of the CHSS Charity shops, Fiona supports people with communication difficulties by providing one-to-one and group support, as well as being a regular speaker and supporter on behalf of the charity. Fiona's first-hand experience of life following a stroke means that she is able to provide incredible insight, support and passion to members of our peer support groups in her local area.

Speaking of her time volunteering Fiona said
"I do all this not for myself but for everyone who has lived through a stroke to highlight that there is a life at the other side of it! Life would be very boring if I didn't have CHSS. I would have felt more isolated and certainly had a lot less to do! For me, CHSS got involved and stayed involved".

OUR OUTCOMES



Volunteering and participation is valued, supported and enabled from the earliest possible age and throughout life.

Volunteering in all its forms is integrated and recognised in our lives through national and local policy.

There is an environment and culture which celebrates volunteers and volunteering and all of its benefits.

The places and spaces where we volunteer are developed, supported and sustained.

There are diverse, quality and inclusive opportunities for everyone to get involved and stay involved.

TOWARDS VOLUNTEERING FOR ALL: RECOMMENDATIONS AND IMPLEMENTATION

Opening up volunteering opportunities will require planned and coordinated action and investment across all sectors and by multiple partners to tackle barriers and build new approaches.

As we've shown throughout this document, leaders across our communities and in the third sector, in national and local government, across the public sector and in businesses are already taking action. But more is needed.

The Scottish Government will:

- Support action by communities and by those across the third, private and public sectors, championing the principles and values set out in the framework, and supporting its implementation across all policy areas.
- Progress our existing work to shape a prioritised Delivery Plan for this Framework, along with developing a performance framework with clear and measurable indicators so that we can understand progress and review interventions and approaches accordingly.

We expect that Delivery Plan to take into account the specific recommendations of the National Youth Volunteering Improvement Project³⁵, and to build on the recommendations below:

Leadership bodies across the third sector, including Volunteer Scotland, SCVO and Third Sector Interfaces, should:

- Promote the value of volunteering for all principles and approaches, celebrating the contributions already being made and encouraging everyone who wants to take part.
- Provide practical guidance and support on Volunteering for All.

Local Authorities should:

- Develop strategies with public sector partners to support volunteering and community involvement, working collaboratively with people to help sustain vital local infrastructure such as transport, and meeting places.

Funders should:

- Recognise the value of all forms of volunteering as a means of promoting individual and community wellbeing, funding opportunities to engage in a range of ways with models to suit smaller and less formal organisations.
- Adopt the principles of Volunteering for All by building into funding criteria and encouraging applicants to cover costs in proposals. Further advice is available in our Invest for Success guidance.³⁶

VIOS across the public, private and third sectors should:

- Adopt the principles of Volunteering for All in volunteer practice, reviewing their existing processes and guidelines.
- Consider ongoing opportunities to measure the impact of their work, on volunteers, beneficiaries, staff and the wider community.³⁷
- Build links with and across communities, seeking opportunities to share resources and expertise.
- Prepare for future volunteer recruitment, being mindful of the changing contexts in which they operate.

³⁵ https://www.projectsotland.co.uk/wp-content/uploads/2019/03/YouthVIP_Report.pdf

³⁶ https://www.volunteersotland.net/media/1396721/invest_for_success.pdf

³⁷ <https://www.volunteersotland.net/for-organisations/guidance/building-on-success/measuring-impact/>

TOWARDS VOLUNTEERING FOR ALL: RECOMMENDATIONS AND IMPLEMENTATION

Businesses and employers should:

- Promote volunteering to staff, applying the principles to their own workplace volunteering programmes and encouraging people to think about volunteering as part of their personal development.
- Support flexible working practices that permit people to volunteer around their existing work and life.
- Act as a catalyst for community led volunteering initiatives which foster community engagement locally.
- Share resources to support and enable volunteering to grow in the communities they work in, for example by allowing organisations to use premises and lending staff time and expertise.

NHS Boards and Health and Social Care Partnerships should:

- Work consistently and collectively to ensure robust systems are in place to support safe, effective and person centred volunteering, engaging with the Clear Pathway Guidance³⁸ and Volunteering in NHSScotland Programme³⁹ as required.
- Highlight and encourage best practice in relation to the governance and associated management standards required for all volunteers and others who have a role to play within NHS settings, regardless of the source of recruitment.

38 https://vhscotland.org.uk/wp-content/uploads/2018/07/Clear_Pathway_Guidance_April_2018.pdf

39 www.scottishhealthcouncil.org/volunteering.aspx



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