

Adult Social Care

Volunteer Involvement Policy

Document reference:	GCC-ASC-POL- 022
Version:	4.0
Ratified by:	Adult Senior Management Team
Date ratified	22 January 2019
Originator/author:	Policy Reviewing Officer
Responsible committee/individual:	Adult Social Care
Executive lead:	Lead Commissioner Early Intervention Programme
Date issued:	July 2005 (Volunteers in Social Care)
Last reviewed	July 2008 June 2009 March 2019 (Policy revised and renamed) April 2020 (Policy reviewed, no changes) Oct 2020 (Review date amended to Dec 2021)
Review date:	By end December 2021

THIS IS A CONTROLLED DOCUMENT

Whilst this document may be printed, the electronic version maintained on the GCC intranet is the controlled copy.

Any printed copies of this document are not controlled.

It is the responsibility of every individual to ensure that they are working to the most current version of this document.

Adult Social Care Volunteer Involvement Policy

Section	Contents	Page
1	Introduction	3
2	Purpose	3
3	Scope	3
4	Safeguarding	3
5	Making decisions about whether or not to involve volunteers in an Adult Social Care service	4
6	Making people aware of volunteering opportunities	4
7	Who can apply to volunteer within Adult Social Care	4 - 5
8	Acceptance / non-acceptance decisions	5
9	Volunteer Code of Conduct and Volunteer Agreement	5
10	Trial period	5
11	Volunteer records	6
12	Induction and ongoing support for volunteers	6
13	Health and safety	7
14	Insurance	7
15	Pre-agreed expenses	7
16	Ending a volunteer agreement / managing concerns	7
17	Implementation	7
18	Monitoring	8
19	Review	8
Appendix 1	Volunteer Agreement and Code of Conduct	9 - 13

1. Introduction

- 1.1. Gloucestershire County Council (we / the Council) is open to approaches from people who wish to volunteer within Adult Social Care facilities / services in their local community.
- 1.2. Opportunities to volunteer will:
 - not necessarily be available in all services or all areas of Gloucestershire
 - not be available as a work placement or as work experience
 - not be available within any Adult Social Care statutory service.
- 1.3. Volunteers will have their own distinct status within Adult Social Care and will not be used as substitutes for paid staff.
- 1.4. The needs, rights and safety of people who use our services will be the paramount consideration when deciding whether or not to involve volunteers in any Adult Social Care service.

2. Purpose

- 2.1. The purpose of this policy is to set out minimum requirements for the involvement of volunteers within Adult Social Care.

3. Scope

- 3.1. This policy will apply whenever volunteers are / are to be involved in any capacity in any Adult Social Care service.

4. Safeguarding

- 4.1. The Council is committed to safeguarding and promoting the welfare of adults with care and support needs and expects all staff and volunteers to share this commitment.
- 4.2. Applicants who wish to volunteer within Adult Social Care will be subject to selection and screening processes including a DBS check (see [section 8](#)). Relevant guidance:
 - Gloucestershire Safeguarding Adults Board Safer Recruitment Good Practice Guidance.

5. Making decisions about whether or not to involve volunteers in an Adult Social Care service

5.1. The needs, rights and safety of people who use our services will be the paramount consideration when deciding whether or not to involve volunteers in any Adult Social Care service. Decisions will be subject to:

- risk assessment, and
- approval by the Head of Service for Integrated Adult Social Care.

5.2. The Council will not involve volunteers in:

- any statutory service,
- provision of personal care, or
- driving on behalf of the Council.

5.3. With the exception of pushing people in wheelchairs, the Council will not involve volunteers in moving and handling.

5.4. We will only involve a volunteer in pushing someone in a wheelchair following:

- a risk assessment by an appropriately qualified risk assessor, and
- specific advice and / or appropriate training.

6. Making people aware of volunteering opportunities

6.1. We will publish information on the Council's website for people who wish to volunteer and may:

- publish information on other volunteer websites, or
- make people aware of volunteering opportunities in other ways, for example on social media or local radio, in community newspapers.

6.2. As a minimum, we will publish the following information on the Council's website:

- where volunteering opportunities are available and how volunteers may be able to help
- the volunteer application form
- the volunteer agreement which includes the Volunteer Code of Conduct
- the volunteer handbook
- this Volunteer Involvement policy.

6.3. We are open to approaches from people who wish to offer skills developed through work, hobbies or leisure such as art, recreational or other activities.

7. Who can apply to volunteer within Adult Social Care

7.1. The Council is committed to equal opportunities and diversity. We welcome enquiries and applications to volunteer within Adult Social Care from people who are representative of our diverse community.

- 7.2. Any person aged 18 years and over who is able to commit to volunteering on a regular basis may apply.
- 7.3. Applications from young people aged 16 and 17 years may be considered where the manager of the service / their delegated representative is satisfied that:
- it is appropriate to involve young volunteers within the relevant service,
 - the young person has the appropriate maturity to be involved, and
 - the young person's parent or guardian has provided their consent for the young person to volunteer within the relevant service.

8. Acceptance / non-acceptance decisions

- 8.1. The Council reserves the right not to accept a volunteer.
- 8.2. Selection and screening processes will be used and will include as a minimum:
- completion of the volunteer application form
 - interview with the relevant manager / their delegated representative
 - two referee screening checks
 - screening through the Disclosure and Barring Service. A criminal conviction will not in itself prejudice an applicant's opportunity to volunteer but will be taken into account during risk assessment.
 - pre-placement risk assessment.
- 8.3. Applicants may self select out of selection and screening processes at any stage if they do not wish to proceed with their application.
- 8.4. The relevant manager / their delegated representative will be responsible for:
- making the acceptance / non – acceptance decision, and
 - notifying the applicant of the outcome.
- 8.5. Where an applicant is not accepted as a volunteer in a specific service or for a specific task, an alternative may be offered if appropriate and if one is available.

9. Volunteer Code of Conduct and Volunteer Agreement

- 9.1. Volunteers are expected to abide by the Adult Social Care Volunteer Code of Conduct.
- 9.2. All applicants will be required to sign a volunteer agreement (see [Appendix 1](#)) which includes the Volunteer Code of Conduct before being involved in any Adult Social Care service.

10. Trial period

- 10.1. Successful applicants will initially be offered a trial volunteering period as agreed with the relevant manager / their delegated representative.

11. Volunteer records

11.1. Written records will be kept of:

- selection and screening decisions about individual volunteers and any concerns (see [section 16](#)) discussed with the volunteer.
- volunteer attendance at each facility. This record will show the names of the volunteers on site on any particular date and the time of their entry and departure.

11.2. Personal information about volunteers will be kept securely and accessed only by authorised personnel.

11.3. Information will be managed in accordance with the requirements of the General Data Protection Regulation (GDPR) as enacted in the Data Protection Act 2018.

11.4. Volunteer records are the property of the Council. When a volunteer ceases to be involved in services, records will be retained and archived in accordance with the Council's [records retention and disposal schedule](#).

12. Induction and ongoing support for volunteers

12.1. A named manager at each service will be responsible for volunteer support.

12.2. The manager may delegate some or all responsibility for volunteer support to a named staff member who has the appropriate seniority and / or skills.

12.3. The manager / their delegated representative will provide each volunteer with:

- an induction which includes:
 - an overview of the service
 - an introduction to staff and where relevant other volunteers
 - an orientation to the building including evacuation procedures
 - health and safety information – [see also section 13](#).
- the Volunteer Handbook and an explanation of Council requirements. This will include the Volunteer Code of Conduct and information about the limits to what a volunteer may do.
- any specific training necessary to minimise risks to people who use our services, the volunteer, staff member and other people.
- ongoing advice and support as required, such as being available to answer questions and supporting the volunteer to recognise potential risks, stress and personal boundaries.

12.4. Volunteers will be supported by and under the direct supervision of staff as appropriate to the nature of the volunteer's involvement.

13. Health and safety

13.1. The relevant manager / their delegated representative will ensure that volunteers are:

- provided with a safe volunteering environment, and
- made aware of health and safety requirements and in particular what to do and what volunteers are not permitted to do in case of fire / other emergency, accident or incident.

14. Insurance

14.1 Volunteers authorised to be involved in Adult Social Care services will be covered by the Council's Public Liability and Employer's Liability policies.

15. Pre-agreed expenses

15.1 The Council will reimburse reasonable and actual out of pocket expenses incurred as a result of a volunteer's involvement provided that expenses:

- were agreed in advance by the relevant manager, and
- are supported by a receipt / other evidence of expenditure.

16. Ending a volunteer agreement / managing concerns

16.1 Volunteers may end the volunteer agreement at any time by notifying the relevant manager / their delegated representative.

16.2 In some circumstances, the Council may have to consider ending a volunteer's involvement, for example where:

- there are concerns about a volunteer's conduct or competence, or
- ill health prevents the volunteer from being appropriately involved.

16.3 Where there are concerns, the volunteer will not be involved in any capacity in any service until the relevant manager / their delegated representative has considered the concerns and discussed them with the volunteer.

16.4 After the discussion, the relevant manager / their delegated representative will:

- decide whether the volunteer's continued involvement is appropriate, and
- provide the volunteer with written confirmation of the decision.

17. Implementation

17.1 This policy replaced the 2005 Volunteers in Social Care policy and was implemented following approval.

18. Monitoring

18.1. The relevant manager will be responsible for evaluating the impact of volunteering on the service / establishment, service users, staff and the volunteers themselves.

19. Review

19.1. This policy will be reviewed by the end of December 2021.

Appendix 1

Volunteer agreement

Volunteer Agreement

We will do the best we can to make your volunteer experience with us enjoyable and rewarding.

This Volunteer Agreement explains what you can expect from Gloucestershire County Council's Adult Social Care and what we expect from you.

Gloucestershire County Council Adult Social Care commits to the following:

1. Orientation

We will provide you with an orientation to the Centre where you will be volunteering, our staff and your volunteering role. We will explain the standards that our staff and volunteers must maintain.

2. Support

We will do our very best to help you in your volunteering role. We will provide you with a named supervisor who will support you, answer your questions and deal with any concerns or problems.

3. Health and Safety

Your wellbeing is important to us. We will provide you with a safe workplace and explain our health and safety procedures to you. We ask you to report any concerns to your supervisor or a manager.

4. Insurance

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by Adult Social Care.

5. Expenses

We will reimburse you for actual and reasonable out of pocket expenses for costs you incur while volunteering for us provided that expenses:

- were pre-agreed by a manager, and
- you can provide a receipt / other evidence of expenses.

You must make a claim no later than one month after you incurred the expense.

6. Days and times

Your supervisor will discuss days and times with you. We will be as flexible as we can about your preferred volunteering days and times but there are some times when we need help more than others.

7. Fairness and diversity

We will make sure that our dealings with you are guided by the Gloucestershire County Council fairness and diversity strategy.

8. Your Volunteer Record and Data Protection

You will have to sign in and out of the Centre each time you volunteer. This is how we know who is in the building on any particular day and time.

You will also have an individual volunteer record. We will keep your record secure and will only use your personal information as permitted by law. Your record will only be accessed by authorised staff.

By law, we have to keep your record for a certain length of time after our last contact with you. Please read our volunteer privacy notice or ask us for more information about how we use your information.

9. Publicity

We will always seek your consent before using photographs or quoting volunteers.

What we expect from you:

10. Absences

We rely on our staff and volunteers to provide services to the people who use our Centres. Please tell your supervisor as soon as possible if you cannot attend on the day / time agreed.

11. Confidentiality and conduct

We expect volunteers to conduct themselves in accordance with our Volunteer Code of Conduct at all times.

When there are problems:

We will discuss any problems and concerns with you. We ask you to raise anything you are concerned about with your supervisor without delay. We will try to resolve matters quickly and fairly.

Volunteer	Supervisor
<i>Signature</i>	<i>Signature</i>
<i>Please print your name</i>	<i>Please print your name</i>
Date:	Date

Volunteer Code of Conduct

Our organisational values are:

- accountability
- integrity
- empowerment
- respect
- excellence

This Code of Conduct sets out what we expect from Adult Social Care volunteers. By signing the Code of Conduct, you are confirming that:

- you understand what we expect of you
- you agree to abide by the Code of Conduct
- you understand that you may not be able to volunteer with Adult Social Care if you breach the Code of Conduct.

Personal conduct - fairness and respect

We will treat you with fairness, courtesy, dignity and respect. We expect you to treat people who use our services, their families, our staff and other volunteers in the same way.

Confidentiality

Volunteers don't have access to confidential records but when you are in our workspace you may become aware of personal information.

We expect you to treat information about the people who use our services, their families, our staff and other volunteers as confidential. For example, you may not write it down, record it electronically or pass it on to anyone else.

Personal appearance

We don't have a formal dress code. We expect you to be clean and tidy and to wear your Council identity badge when volunteering for us.

Relationships

We expect you to tell us if you know or are related to someone who uses our services or one of our staff. This is because we do not want anyone to be put in a position where there may be a conflict of interest.

Use of Council facilities and equipment

We expect you to take reasonable care with Council facilities and equipment. You should only use Council equipment for activities that are related to your volunteer role unless your manager has agreed to private use (for example use of telephone or photocopier).

Reporting concerns

We expect you to tell your manager or your supervisor if you see or hear something that worries you. For example you may be concerned about a breach of confidentiality or the behaviour of a staff member, or about someone who is using our services, especially if you think they may be the victim of abuse or neglect.

Gifts including bequests

We expect you:

- to politely refuse money and gifts (including bequests) from people who use our services or their families.
- not to offer gifts including sweets or foodstuffs (some people are put at risk by some foods) to anyone using our services or their families.

Arrest or convictions

We expect you to tell us about any convictions not spent under the Rehabilitation of Offenders Act 1974 and about any new charges or convictions. We are not interested in traffic offences unless you are likely to go to prison.

Having a conviction doesn't necessarily mean that you can't volunteer for us but we take convictions into account when we assess potential risks.

Declaration

I have read and agree to abide by the Volunteer Code of Conduct.

I understand that if I breach the Code of Conduct I may no longer be able to volunteer with Adult Social Care.

Signature.....

Please print your name.....

Date.....