

Section 6.

Working with Volunteers

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Introduction

Volunteers are crucial to the success of a Paths to Health scheme, especially through their involvement in supporting led walks. Volunteers can help you reach target populations, provide a sense of community ownership and can make the whole concept far more sustainable. In addition, the act of volunteering can help boost confidence and develop the personal skills and health of the volunteer.

A good volunteer network does not come free. It takes effort to recruit, train, coordinate and motivate the right kind of volunteers. However the effort invested should be far outweighed by the value of the volunteers in delivering a successful Paths to Health scheme.

Paths to Health has produced a 'Volunteer Policy' (included at the end of this section.) The purpose of this document is to set out the volunteer policy for Paths to Health and give guidance to local health walk projects who may wish to develop their own volunteer policy. This is a working document so please copy templates and adapt them for your own use.

Volunteer Development Scotland (VDS) provide further training and advice on working with volunteers (www.vds.org.uk). Managing volunteers is a skill and some Scheme Coordinators have complimented their practical work with further education on managing volunteers. See VDS for further details.

Volunteers within health walk schemes

The roles and responsibilities you wish volunteers to undertake must be made very clear and be agreed with the volunteers. Be clear what you will expect from volunteers and be clear about the support you will give them.

Volunteer Walk Leader

There are specific tasks that the walk leader needs to complete before, during and after the walk. These are covered on the walk leader training course. Ideally each walk should have at least two leaders – one at the front and one at the back (the back marker).

The front leader leads the walkers along the agreed route. They need to ensure that the pace of the walk is appropriate for the rest of the group.

The backmarker can sometimes have the more important and challenging role. They need to motivate and encourage the slower, less experienced walkers who are towards the back of the group. They may also need to deal with any illness or injuries.

Some projects have developed 'Assistant Walk Leaders' who have been through the Walk Leader training course but don't feel confident to regularly lead walks. Assistant Walk Leaders can work with Walk Leaders and take their place in emergencies or being a 'listening' ear in the middle of the group.

Other roles for Volunteers

Being a walk leader is just one of the opportunities for volunteers within your project. Volunteers can also assist you in developing the project, here are a few ideas for other roles:

- Giving presentations to community groups
- Chairing a steering group
- Assisting with management of Walk Leaders
- Producing newsletters or leaflets



Paths to Health Walk Leader Training Course

The Paths to Health Project offers a one day training course for volunteers wishing to lead walks in their local community. By completing this training, the volunteers can apply to be covered against public liability claims (for more information on the training and insurance cover see Section 7.)

The Paths to Health Project offers training to volunteers. However we do not have an infinite resource in this respect and it is important that this training is invested wisely. Volunteers should be well briefed on what the training involves and what they are expected to do once they have received the training.

Recruiting volunteers

Recruiting the right volunteers at the right time is important. It may seem a little ungrateful to talk about selecting the right kind of volunteers. Surely we should encourage anyone who is willing to freely give up their time to help? Yes - but remember that you will have to invest resources in the training, co-ordination and management of these volunteers. If you have a volunteer who is unreliable or off-putting to your target audience then this may create more cost than benefit. Think about your target audience. What kind of volunteer will help motivate them?

It is not easy to turn down a willing volunteer, so think carefully before embarking on a broad based recruitment drive through newspaper advertisements or poster campaigns. When recruiting and training volunteers it is important that they have a role to play as soon as possible, otherwise they may lose interest. Be careful that you do not recruit too many, too early. It is better to start with a small number of volunteers. Over time you may find the walk leaders of the future from within your led walk group.

Encourage people who have been attending the group for some time to consider sharing their experiences with the beginners. Having seen the many benefits of walking first hand they would be ideally placed to motivate newcomers to the group.

Your local volunteer centre may have a database of all the people who have expressed an interest in volunteering. Ask if you can register your scheme on the database so your details will be passed on to anyone who expresses a particular interest in health promotion and/or walking.

Ask your existing walk leaders to distribute information when they are leading a walk. People are curious when they see a group of health walkers – have information to hand out as you walk past. A small flier advertising the walks and the volunteering opportunities along with the contact details for the scheme is ideal.

Supporting and motivating volunteers

Once you have recruited your volunteers it is important to keep them motivated and maintain their interest in the scheme.

- Make sure your volunteers know what you are expecting of them and what they can expect from you.
- Listen to their comments and suggestions – allow the walk leaders to express their ideas for the development of the scheme. They may be your main link to your target group and are best placed to receive feedback from them.
- Have an annual social event for your volunteers to say ‘thank you’ and to let them know how much their contribution is valued.

Management and co-ordination of volunteers

Someone needs to have the responsibility for co-ordinating and supporting the volunteers. This may involve developing the led walks rota and processing the administration of the walks but could also mean dealing with grievances and discipline. See the Volunteer Policy for further guidance.

Provide regular feedback and updates to your volunteers. Arrange regular meetings to discuss the progress of the project, any new developments and to invite comments from your volunteers. Regular volunteer meetings can help in the sharing of ideas and building confidence and expertise among your volunteers.

Good Practice – Working with Vulnerable Adults

You may have the opportunity to work with vulnerable adults, either as volunteers or as walkers. Paths to Health is keen to encourage everyone to feel welcome on a health walk project.

Some health walk schemes target specific vulnerable groups and tailor walks to suit needs, others have marketed their walks widely and have mixed ability groups. There are multiple factors which cause vulnerability – some permanent, some temporary. Health walks may be beneficial to some vulnerable adults and we should try and be as inclusive as possible.

There is no fixed model for working with vulnerable adults, instead, it might be useful to ask yourself a series of questions to see whether you have considered all options and sought advice before taking action.

Key Questions:

- What makes this person vulnerable?
- What support do they currently have and does this extend to them during a health walk (e.g. would a carer come with them and be responsible for them?)
- Will their involvement in your health walk cause a change to the group – will it take longer? Will the route change? Does this matter? Will you have to dedicate more time to one individual and away from the rest of the group. Is there a volunteer who could help manage this?
- What do you need to know about the person? What are you entitled to know? (e.g. patients being referred from medical professionals- the medical professional cannot disclose information)
- What measures can you take to make this person feel welcome?
- Are you confident that you know the facts about what makes this person vulnerable? Can you find out more information about the topic so that you are more informed? Is there a national organisation which may have resources you could read? Do you need training?
- What recommendations does your managing organisation have for working with vulnerable adults?

Protecting Vulnerable Adults – the law:

- At the time of going to press, the law does not require you to be Disclosure Checked to work with vulnerable adults, this will change in 2006/7. For more information please see www.crbs.org.uk

Further Reading

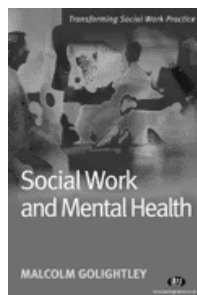
www.seemescotland.org

www.wellontheweb.org

www.scotland.gov.uk (for consultation papers)

www.mcks.scot.nhs.uk

You might like to read more about this topic, the book below is targeted at social workers, but many issues are relevant to health walk workers.



Contents:

Working with vulnerable people: mental health in children and adolescents
Working with vulnerable people: adults who are short-term service users
Working with vulnerable people: adults who are long-term service users
Working across organisational and professional boundaries
Values and ethical mental health social work
Social work practice and mental health
The legal and policy context

<http://learningmatters.co.uk> (£15 published September 2004)

A copy of the Paths to Health Volunteer Policy follows.



Volunteer Policy

December 2005

Paths to Health Volunteer Policy

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1. Overview

The purpose of this document is to set out the volunteer policy for Paths to Health and give guidance to local health walk projects who may wish to develop their own volunteer policy. This is a working document and as such may be added to or revised. Please see the Paths to Health website (www.pathstohealth.org.uk) for the most up-to-date Volunteer Policy.

This Volunteer Policy may be used as guidance or a template for local health walk projects to follow. It is important that the volunteer policy is read carefully and adapted to suit your local health walk scheme, as not all sections of the policy may be relevant. It is also important that if a local scheme uses any part of this policy, they do so in partnership with their host organisation, which may have developed their own policies and procedures.

There are several appendices at the end of this document which may also be used for templates to be adapted for your local health walk scheme.

For further information on working with volunteers please contact:

Volunteer Development Scotland
Stirling Enterprise Park
Stirling
FK7 7RP

Tel. 01786 479593
Email vds@vds.org.uk

www.vds.org.uk
www.vdslearningzone.org.uk

2. The National Context

Paths to Health Volunteer Mission Statement

“Paths to Health strives to invest in the development and support of volunteers to contribute to a healthier, safer and more socially inclusive Scotland through the promotion of walking.”

Paths to Health Vision for Volunteers

“The network of volunteers supporting the promotion of walking is a valued asset which will continue to grow and develop with further training and support. Every volunteer will have a sense of ownership of their local project and feel a valued part of a national initiative to promote walking in Scotland.”

2.1 Introduction

- 2.1.1 The aim of Paths to Health is to support the development of local walking for health schemes to improve physical, mental and social wellbeing of participants in Scotland.
- 2.1.2 Volunteers are recognised in Paths to Health as a major resource and make a vital contribution to our aim as outlined above. This is mainly through their role as Walk Leaders but volunteers can also be involved with health walk schemes in a variety of roles (see section 2.1.5). Volunteers are already important stakeholders in the work of Paths to Health. We will continue to encourage, develop and support volunteer involvement in health walk projects. In doing so, we recognise that the roles of volunteers will complement and not replace the roles of local health walk Scheme Co-ordinators as members of staff.
- 2.1.3 The time, energy and skills offered by the Paths to Health network of volunteers benefits our work and helps us to achieve our aims. Experience has shown that volunteering also brings benefits to volunteers themselves and to those with whom they are involved.
- 2.1.4 Paths to Health recognise that a volunteer is understood to be a person who does voluntary activities on our behalf. It is undertaken freely by choice and it is unpaid. Paths to Health aim to assist local schemes to manage volunteering effectively.

- 2.1.5 Throughout the Paths to Health network, the majority of volunteers train as Walk Leaders to lead local health walks across Scotland. Volunteers are also involved in many other aspects of local health walk schemes including, for example, sourcing new walking routes, completing risk assessments, serving on management committees, administrative work and producing newsletters. It can be useful for an organisation to have a portfolio of roles for volunteers, so that when anyone is interested in volunteering there is a variety of information on roles for volunteers to aid them to consider what role they might like to take.
- 2.1.6 Paths to Health believe that the relationship with the volunteers is one of mutual responsibility and commitment, within which Paths to Health and the volunteers both have rights and responsibilities. We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives.

2.2 Rights and Responsibilities

2.2.1 In engaging volunteers across the health walk network, we recognise the rights of volunteers to expect the following support from Paths to Health:

- Provision of Walk Leader training and additional training to support volunteers in their role.
- Provision of free insurance by the Walking the Way to Health Initiative for Walk Leaders who complete the Walk Leader training course. Scheme Co-ordinators must register volunteers with the Walking the Way to Health Initiative. Contact your Scheme Co-ordinator for more details.
- Publication of the Paths to Health and Walk Leader newsletter, three times per year.
- Use of the Paths to Health website and discussion forum
- Annual networking event to share ideas and hear from other volunteers and Scheme Co-ordinators.
- Advice and support from Area Development Officers to help volunteers to carry out their roles effectively, with first point of contact being the local Scheme Co-ordinator.

2.2.2 In return, Paths to Health expects the following from volunteers:

- Carry out volunteering activities in a way which corresponds to the aims and values of Paths to Health.
- Attend training and support sessions when required or selected.
- Respect other volunteers, walkers and staff.
- Respect confidentiality.
- Complete required registration and evaluation paperwork.

- Carry out tasks with regard to the health and safety of themselves and others.

2.3 Disclosure Scotland

2.3.1 Disclosure Scotland is a service designed to enhance public safety by providing employers and volunteer involving organisations with criminal history information on individuals applying for posts. If it is part of a volunteer's role to be involved with children and/or vulnerable adults, then the managing organisation will discuss the need for a Disclosure to be taken on a volunteer. For further information on Disclosure Scotland please see Appendix i.

3. Example Volunteer Policy (For use by local health walk schemes)

3.1 Background Information

3.1.1 [Scheme name] aims to:
[insert aim(s) of health walk scheme here]

3.1.2 The purpose of this policy is to provide overall guidance and direction to staff, management committee/steering group and volunteers engaged by [scheme name].

3.2 Statement of Principles of Good Practice

3.2.1 We will be guided by the following principles of good practice when engaging volunteers:

- The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective roles and responsibilities.
- The organisation will comply with the Data Protection Act by the use of application/registration forms and by keeping records of the work done by volunteers as a basis for monitoring, and by enabling volunteers to have access to their records.
- Volunteering opportunities will complement rather than replace the work of the paid Scheme Co-ordinator.
- Opportunities will be given for volunteers to represent their views to [scheme name].
- All existing and future policies will be checked as to how they affect volunteers.
- A mechanism will be established by which the policy and procedures on volunteers can be monitored and reviewed.
- Respect for human rights and equal opportunity.

3.3 Recruitment and Selection

3.3.1 [Scheme name] will adhere to recruit and select volunteers on a fair and equal opportunities basis.

3.3.2 All volunteering opportunities will be promoted appropriately and will specify the task to be undertaken, drawing attention to the benefits and experience to be gained from participation in volunteering.

3.3.3 Volunteers will be required to complete an application/registration form. Support will be available to assist volunteers with the completion of forms.

- 3.3.4 Written task descriptions will outline time, commitment, necessary skills and actual duties. Time and commitment is flexible and can be negotiated to match the needs of the volunteer.
- 3.3.5 We will request references for all volunteers which will be taken up before the volunteer is accepted for the role. Volunteers who will be involved with working with children or vulnerable adults will be required to undertake the necessary Disclosure Scotland checks.
- 3.3.6 People who offer to volunteer will have their application dealt with as quickly as possible.
- 3.3.7 We will regularly review the way in which potential volunteers can make contact with us.
- 3.3.8 Placements will match as closely as possible the volunteer's skills, talents and interests with the voluntary activity to be carried out.
- 3.3.9 Once placed, we will expect volunteers to comply with existing policies and procedures.

3.4 Disclosure Scotland

- 3.4.1 If it is part of a volunteer's role to be involved with children and/or vulnerable adults, then the managing organisation will need to carry out a Disclosure Check. For further information on Disclosure Scotland please refer to section 2.3 of the main volunteer policy and Appendix i.

3.5 Conduct and Behaviour

- 3.5.1 Any volunteer joining [scheme name] can anticipate continued volunteering with the project provided that his/her standard of conduct and behaviour is satisfactory and their required performance of volunteering is maintained.
- 3.5.2 Any volunteer who has a grievance or is concerned about conditions of their placement should initially talk about the problem with the Scheme Co-ordinator. Please see Appendix viii for Grievances and Disciplinary Procedures.
- 3.5.3 Disciplinary action may be taken if the conduct and behaviour of a volunteer is considered to be unsatisfactory or in breach of the Volunteer Agreement (Appendix v). Please see Appendix viii for Grievances and Disciplinary Procedures.
- 3.5.4 The volunteer has the right of appeal against any informal or formal disciplinary action. Please see Appendix viii Grievances and Disciplinary Procedures for more information.

3.6 Support for Volunteers

- 3.6.1 [Scheme name] will invest financial and personnel resources for the management of volunteers.
- 3.6.2 We will provide an induction period and an informal review session for volunteers to assess the progress of their placements and to resolve any problems at an early stage.
- 3.6.3 Volunteers will be reimbursed for reasonable expenses incurred as a result of volunteering duties that they are asked to undertake as appropriate. Volunteers will be given clear information about what expenses can be claimed and how to make a claim. Volunteers will also be supplied with the following protective clothing and equipment: [insert clothing and equipment to be supplied, e.g. mobile phone, waterproofs – as appropriate]
- 3.6.4 Volunteers who train as Walk Leaders will be registered for free insurance cover through the Walking the Way to Health Initiative. This will be done by the Scheme Co-ordinator. Walk Leaders and other volunteers may also be insured through [insert details as appropriate, e.g. scheme name/local authority]. Further information on insurance can be obtained from your Scheme Co-ordinator.
- 3.6.5 Where appropriate and relevant, volunteers will be given information on legislation and policies which may affect them e.g. Health and Safety, Data Protection, Equal Opportunities. These policies are generally determined by the host organisation i.e. local authority, NHS etc. Volunteers will be treated in the same way as paid staff for liability purposes. Volunteers will also be entitled to receive the same training on the appropriate legislation where appropriate.
- 3.6.6 All volunteers will be given access to support and supervision on a regular basis.
- 3.6.7 All volunteers will be offered equal access to training to enable them to develop their capabilities and personal competence appropriate to their volunteering role. All volunteers who wish to become Walk Leaders must undertake Paths to Health Walk Leader training.
- 3.6.8 Opportunities will be provided for changing and/or developing volunteer responsibilities as desired by the volunteer and appropriate to [Scheme name's] needs.
- 3.6.9 Volunteers will be encouraged to provide each other with mutual support within the bounds of confidentiality.
- 3.6.10 The organisation's Grievances and Disciplinary Procedures (see Appendix viii) will be explained to volunteers and they will be informed

of who to contact if they have a grievance about any aspect of their work. Complaints about volunteers will be dealt with in a fair way.

3.7 Volunteers on Steering Groups

- 3.7.1 Volunteers may be invited to attend Steering Group meetings. To support the volunteer in the Steering Group, [scheme name] will provide:
- An induction on the role and responsibilities of the Steering Group and the work of the organisation.
 - Opportunities to meet with the Steering Group and staff members as appropriate.
 - Written information and reports in good time on matters related to the governance of the organisation, the organisation's constitution and other areas of legislation.

3.8 Rights and Responsibilities

- 3.8.1 In engaging volunteers, we recognise the rights of volunteers to:
- Know what is expected of them and to be given clear information and an induction.
 - Have clearly specified lines of support and supervision.
 - Be informed of who to contact in an emergency.
 - Be shown respect, confidentiality and privacy.
 - Be shown appreciation.
 - Have safe volunteering conditions.
 - Be insured.
 - Know what their rights and responsibilities are.
 - Be reimbursed expenses.
 - Be entitled to take holidays and breaks from volunteering.
 - Be trained and receive ongoing opportunities for learning and development.
 - Be free from discrimination.
 - Experience personal development through their participation as volunteers.
 - Be consulted, involved and listened to on issues affecting the project as a whole.
 - Withdraw from voluntary activities through their own choice.
- 3.8.2 It is the volunteer's responsibility to:
- Carry out their tasks in a way which corresponds to the aims and values of [scheme name].
 - Volunteer within agreed guidelines and remits.
 - Attend within agreed times.
 - Respect confidentiality.
 - Respect other volunteers, walkers and staff.
 - Respect the human rights of others.

- Carry out their tasks with regard to the health and safety of themselves and others.
- Attend training and support sessions where appropriate.
- Disclose information that may have an effect on their suitability to volunteer, at any time during their involvement with [scheme name]. Such information will be dealt with confidentially.

3.8.3 In addition, Volunteer Walk Leaders should expect:

- A fun, informative Volunteer Walk Leader training day provided free of charge. This is a nationally recognised training course for which you will receive a certificate of attendance.
- First Aid training if appropriate.
- Support in the form of Volunteer Walk Leader meetings where you will get the chance to ask questions, share your views and get ideas and support from other volunteers.
- To be provided with a named contact for your area, in the event that you require advice or assistance on any aspect of walk leading.
- All walks carried out to be mapped and risk assessed properly either by the Scheme Co-ordinator or nominated Walk Leader.
- To be provided with the relevant paperwork necessary for leading walks, including health questionnaires and register.

3.8.4 Volunteer Walk Leaders will also be expected to:

- Ensure that each walk is suitable for the ability of individuals within the walking group.
- Make the effort to attend Volunteer Walk Leader meetings whenever possible.
- Lead the walks in the manner specified at the Volunteer Walk Leader training including making new participants feel welcome.
- Inform participants of health messages when appropriate.
- Let a suitable contact person know, well in advance, if you are unable to lead a walk to allow time for a replacement to be found.
- Ensure that a register of attendance is completed at each walk and to make sure that each walker has completed or updated his/her pre-walk health questionnaire.
- Be aware of the health issues of walkers attending the walks.
- Commit to leading a minimum number of walks with [scheme name].

3.9 Relationship with paid staff

3.9.1 Steps will be taken to ensure that relevant paid staff are clear about the rights and responsibilities of our volunteers and that good working relationships are fostered between paid staff and volunteers.

3.9.2 The relationship between volunteers and paid staff will be complementary and mutually supportive.

- 3.9.3 Appropriate training, support and resources will be available for all those who work alongside volunteers and who have a managerial role in relation to volunteers.
- 3.9.4 Volunteers will also be given clear information about the roles undertaken by paid staff and their value to [scheme name].
- 3.9.5 Volunteers on the Steering Group will observe fair standards and conditions of employment, health and safety and equal opportunities in respect of paid staff.

3.10 Employer Supported Volunteering

Employer supported volunteering may include training employees to lead health walks for [scheme name].

- 3.10.1 In our encouragement of employer supported volunteering we will:
- Increase employees' awareness of the opportunities for volunteering through our website, newsletter and other media.
 - Develop a policy on employer supported volunteering, to clarify how [scheme name] will support employees in this voluntary activity.
 - Acknowledge the value of employees' volunteering activity.

3.11 Local Volunteering Sector

- 3.11.1 We will develop a relationship with the local volunteering sector on the following principles:
- That there is a need for a coherent approach to the development of volunteering locally.
 - That there is a need to work in partnership with the local Volunteer Centre and others to promote community benefits.

3.12 Action Plans and Reviewing the Policy and Procedures

- 3.12.1 [Scheme name] will produce an action plan which will incorporate the plan for volunteer involvement within the health walk scheme.
- 3.12.2 [Scheme name] will monitor and review this Volunteer Policy and the above action plan on an ongoing basis.

3.13 Responsibility

- 3.13.1 Overall responsibility for the implementations, monitoring and review of the Volunteer Policy and Procedures lies with the Chair of the [scheme name] Management Committee/Steering Group and, on a day-to-day basis, with the Scheme Co-ordinator.

4. Appendices

(i) Information on Disclosure Scotland

Disclosure Scotland Certificates

Disclosure Scotland issues certificates - known as Disclosures - which give details of an individual's criminal convictions or state that they have none. These checks are role specific and are only valid on the date of issue.

There are three levels of Disclosure Scotland checks:

- **Basic.** A Basic Disclosure contains details of convictions considered unspent. They are available to anyone for any purpose. This type of Disclosure is only issued to the applicant. It is not role-specific and may be used more than once. **A Basic Disclosure check will not be sufficient for anyone volunteering with children and/or vulnerable adults.**

Please note, if your organisation needs to carry out Disclosure checks, they will need to be registered with the Central Registered Body for Scotland (for voluntary based organisations) or directly with Disclosure Scotland (for public sector bodies). Only registered organisations are entitled to receive Standard and Enhanced Disclosure information. Standard and Enhanced Disclosures are not transferable between organisations due to data protection.

- **Standard.** This includes convictions held on central records but includes both spent and unspent convictions. This means that even minor convictions, perhaps dating from years ago, are included on the Disclosure.
- **Enhanced.** In addition to information included in Standard Disclosures, Enhanced Disclosures may contain non conviction information which a Chief Constable may choose to disclose, which he feels is relevant to the post.

Who should be checked?

If you are in doubt about who should be checked please refer to your host organisation's Human Resources policy and/ or contact the agencies below:

- If the person to be checked will work in the **voluntary sector** (paid and volunteer posts) contact:
Central Registered Body in Scotland – the national clearing house for Disclosures for volunteers and voluntary sector staff.

www.crbs.org.uk

Central Registered Body in Scotland
Unit 55
Stirling Enterprise Park
Stirling
FK7 7RP Tel: 01786 849777

- If the person to be checked will work in the private sector or the public sector (Councils, government departments, NHS, Schools etc) you will need to contact **Disclosure Scotland** directly, this includes volunteers working in these sectors:

www.disclosurescotland.co.uk

Disclosure Scotland

P.O. Box 250

GLASGOW

G51 1YU Tel: 0870 609 6006

Email: info@disclosurescotland.co.uk

After Disclosures

Once a check has been completed, the host organisation and the individual will receive a certificate. There may be offences listed on a certificate; this information will help the host organisation to come to a decision regarding the suitability of an applicant to become a volunteer. Not all information on the certificate will be relevant.

Disclosure Scotland checks and the wider Human Resources context

- The host organisation for the Paths to Health Scheme should integrate Disclosure Scotland checking procedures into their Human Resources policies, if not already in place. Normally an organisation appoints a dedicated staff member to manage the Disclosure process. This is a highly confidential process.
- It is good practice to implement a rolling programme of checks on a two-yearly basis, or in line with your host organisation's current practices.

For Schemes working with Children

- Any volunteers or staff coming into contact with children and young people under 18 are legally obliged (under the Protection of Children in Scotland Act 2003) to undergo an Enhanced Disclosure Scotland check as part of the recruitment and selection procedure. This does not include volunteers recruited to work with children prior to April 2005.
- When coming into contact with supervised children, workers should confirm with the supervisors of that group that full responsibility for the group will always remain with the supervisor i.e. teacher, youth leader.
- When completing the Disclosure Scotland application form, the job title must include reference to working with children. Wording is vital to ensure that volunteers and paid workers working with children are fully checked. For further guidance on completing an application form please contact CRBS.

For Schemes working with Vulnerable Adults

- It is good practice to carry out Disclosure Checks on people volunteering regularly with vulnerable adults.
- It is not currently a legal obligation to carry out Disclosure Checks on those volunteering with vulnerable adults. It is likely that this situation will change.
- Disclosure Scotland checks on people working with vulnerable adults should be integrated into the recruitment and selection process for volunteers where appropriate. This does not include volunteers already recruited.

Definition of 'Vulnerable Adult'

The following definition of a vulnerable adult is based on that given by the Police.

Act 1997 (Part V)

A person may be considered to be vulnerable if he or she receives

- accommodation and nursing or personal care in a care home, or
- personal care in his own home through a domiciliary care agency, or
- healthcare services provided by an independent hospital, independent clinic, independent medical agency or National Health Service body, or
- services provided in an establishment catering for a person with learning difficulties

and, in consequence of any one, or any combination, of the following factors, namely:

- a substantial learning or physical disability, or
- a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs, or
- a substantial reduction in physical or mental capacity due to advanced age, he is substantially dependent upon others in performing basic physical functions, or his ability to communicate with those providing services, or to communicate with others, is severely impaired, and, as a result, he would be incapable of protecting himself from assault or other physical abuse, or there is a potential danger that his will or his moral well-being may be subverted or overpowered.

(ii) Volunteer Application & Declaration Form

(Please complete each section in capital letters)

Name:		
Address:		
		Postcode:
Telephone number (day):		(eve):
Fax:	Email:	
Useful experience/skills/education/training:		
Your reasons for wanting to volunteer with us:		
What kind of voluntary activities would you like to do?		
When are you available to volunteer e.g. what days, weekends, evenings?		
Please write here anything else you want us to know about you: e.g. hobbies, interests		
Do you have any criminal convictions that would make you unsuitable for the post? Yes / No (delete as appropriate)		
If you answered 'yes' to the above question please give details. All information will be strictly confidential.		

Certain volunteering roles working with children, young people and vulnerable adults will require a Disclosure Scotland Check. This will only be sought at the final stage of the recruitment process for successful applicants.

I declare that the above information is true and correct to the best of my knowledge. If my application is successful, I consent to this information being held on file for the duration of my volunteering with [scheme name].

Signature.....

Date.....

(iii) Request Form for References

Please write below the names of two people who could provide us with references. One of your referees should, if possible, be someone you know in a professional capacity e.g. present or previous employer or someone you have volunteered for.

Referee Name.....

Address.....

.....

.....

Tel. no..... Fax.....

Email.....

Capacity known to you.....

Referee Name.....

Address.....

.....

.....

Tel. no..... Fax.....

Email.....

Capacity known to you.....

(iv) Volunteer Reference Form

Reference for.....

Address.....

Referee's Name.....

Referee's Address.....

How long have you known the above person?.....

In what capacity do you know the above person?.....

Please comment on the suitability of this person to volunteer with [scheme name] as a [insert details of volunteering duty]

.....
.....
.....
.....

From your knowledge of this person, are there any reason(s) why he/she should not be involved as a volunteer with [scheme name]? Please state the reason(s). If preferred, please don't hesitate to phone.

.....
.....

Are there any additional comments you wish to make?

.....

Signature..... Date.....

[Insert contact details for your health walk scheme including a named contact, address, telephone and fax number]

(v) Volunteer Agreement

Name of volunteer.....

Address.....

.....

Tel No.....

Volunteer role.....

Responsible to [insert scheme co-ordinator name here]

The following areas of activity and responsibilities have been agreed between [scheme name] and the volunteer named above:

Main duties

The main tasks of the volunteer are [inset main tasks]

Availability

The volunteer is expected to be available [insert expected availability]

Disclosure Scotland

If it is part of a volunteer’s role to work with children and/or vulnerable adults, then the managing organisation will need to carry out a Disclosure Check. If required, this will be completed before the volunteer begins their role with [scheme name].

Training

Before starting with [scheme name], the volunteer will participate in training. This will consist of [insert name of training course(s) and expected duration]

Introductory Period

Following successful completion of training, the volunteer will be involved for an introductory period of one month. This allows both the health walk project and its volunteers to review their progress and to make decisions accordingly.

Contact Person

The volunteer will be supported by, and given supervision from the Scheme Co-ordinator.

Attendance at Volunteers’ Meetings

The volunteer will be encouraged to attend volunteers’ meetings held [insert appropriate number] times per year.

Expenses

Travel and other agreed out-of-pocket expenses will be reimbursed to the volunteer.

Insurance

Volunteers who train as Walk Leaders will be registered for free insurance cover through the Walking the Way to Health Initiative. This will be done by the Scheme Co-ordinator. Walk Leaders and other volunteers may also be insured through [insert details as appropriate, e.g. scheme name/local authority]. Further information on insurance can be obtained from your Scheme Co-ordinator.

Grievances

Any volunteer who has a grievance or is concerned about conditions of their placement should initially talk about the problem with the Scheme Co-ordinator. See Grievances and Disciplinary Procedures for more information.

Disciplinary Procedures

Disciplinary action may be taken if the conduct and behaviour of a volunteer is considered to be unsatisfactory or in breach of the Volunteer Agreement. The volunteer has the right of appeal against any informal or formal disciplinary action. See Grievances and Disciplinary Procedures for more information.

Equal Opportunities/Health and Safety

The volunteer is expected to carry out his/her tasks in accordance with [scheme name's] Equal Opportunities Policy and its Health and Safety Policy.

I agree with the conditions set out above.

Signature..... (Volunteer)

Date.....

Signature..... (Scheme Co-ordinator)

Date.....

(vii) Example of a Volunteer Review Form

Name of Volunteer.....

You began working as a volunteer with [scheme name] on

You are now invited to review your experience and to identify your goals for the next period. In doing this exercise, it is recommended that you refer to your Volunteer Agreement.

After discussion with the Scheme Co-ordinator you are jointly invited to complete and sign the review form below.

In relation to your activities over the past period:

(a) What have you enjoyed most?

.....

(b) What have you enjoyed least?

.....

(c) What goals do you have for the next period?

.....

(d) Are you happy with the time commitment you agreed to?

.....

(e) What changes would you like to suggest for your voluntary activities?

.....

.....

(f) Are the ongoing training courses meeting your needs?

.....

.....

(g) What support do you require to assist you in your volunteering activities?

.....

.....

Further actions to be taken by Scheme Co-ordinator:

Further actions to be taken by Volunteer:

Next review date.....

Signature..... (Volunteer)

Date.....

Signature..... (Scheme Co-ordinator)

Date.....

(viii) Grievance & Disciplinary Procedures

It is hoped that much of the day-to-day settlements of any difficulties can be achieved through the normal channels of communication. However, where this is not possible, the purpose of this procedure is to provide for the orderly resolution of joint problems and to secure prompt and fair disposition of grievances.

Where possible parties should come to mutually agreeable interim arrangements to allow work to progress whilst the procedure is being followed. No members of staff or the Management Committee may take part in this procedure if they are involved in the grievance.

Discipline and grievance procedures may sound rather formal but they are intended to promote fairness in the treatment of volunteers and ensure that as far as possible volunteers have the same rights as paid staff.

1. Grievance Procedure

If a volunteer has a grievance s/he should proceed as follows:

Stage 1: The volunteer should talk to the Scheme Co-ordinator about the complaint. It should not be discussed out-with the organisation. It should be made clear to the Scheme Co-ordinator that a complaint, however informal, is being made.

Stage 2: If the problem is not resolved, the volunteer should put the complaint in writing and request a meeting with the Scheme Co-ordinator to discuss the matter. The Scheme Co-ordinator should arrange a time to meet, within one working week of the date of the written complaint. The volunteer may take a colleague with him/her to the meeting. At the meeting the Scheme Co-ordinator should take a note of the complaint and any agreement that is made to resolve the problem. The volunteer and the Scheme Co-ordinator should sign the note.

Stage 3: If the problem is not resolved, then the volunteer should write to the Chair of the Steering Group requesting a meeting with the Chair or Vice-Chair. The meeting should be held within one week of the request being made. The volunteer may be accompanied by a colleague who may act as representative. If, as a result of this meeting the complaint is not resolved within two weeks, the volunteer has a right to progress to Stage 4.

Stage 4: The volunteer has the right to request a meeting with a Sub-Group of the Steering Group. This could be a standing Staffing Sub-Group or one that is specially convened and empowered for this purpose. The volunteer should write to the Chair of the Steering Group and the meeting should be held within two weeks of the request. The volunteer may be accompanied by a colleague

who may act as representative. The decision of the Sub-Group is final and will be notified to the volunteer within seven days of the meeting. The decision will be put to the next scheduled meeting of the Steering Group for ratification.

2. Disciplinary Procedure

The following procedure will be followed where the Scheme Co-ordinator considers that there may have been misconduct on the part of the volunteer:

Stage 1: If the Scheme Co-ordinator considers that a volunteer's conduct or behaviour is causing concern, then the matter will be discussed and, if appropriate, the Scheme Co-ordinator will warn the volunteer verbally. This decision will be recorded.

Stage 2: If the Scheme Co-ordinator considers that the volunteer's misconduct is serious, or the volunteer has failed to heed a verbal warning, then the Scheme Co-ordinator will write to the volunteer explaining the nature of the offence and that the letter constitutes a written warning.

Stage 3: If the volunteer repeats the offence, the Scheme Co-ordinator will ask the volunteer to attend a meeting within seven working days. The volunteer may be accompanied by a colleague who may act as representative. At the meeting the volunteer will be allowed to state his/her own case. The Scheme Co-ordinator will conduct a thorough investigation and will make known a decision, in writing, to the volunteer within seven days of the meeting. The Scheme Co-ordinator may decide to ask the volunteer to leave.

Stage 4: In cases of gross misconduct, such as assault and theft, the Scheme Co-ordinator should conduct an immediate investigation and interview witnesses. In such cases the Scheme Co-ordinator may dispense with stages 1 & 2 and after a meeting with the volunteer, as described in stage 3, ask the volunteer to leave. The Scheme Co-ordinator may decide to suspend a volunteer temporarily, pending the outcome of an investigation.

Appeal: Any volunteer who is asked to leave permanently may appeal against the decision by writing to the Chair of the Steering Group. A Staffing Sub-Group or Sub-Group specially convened and empowered for this purpose will hold a meeting within seven days of the request, to hear the case. The decision of the Sub-Group is final and will be communicated to the volunteer within seven days. The decision will be put to the next scheduled meeting of the Steering Group for ratification.

(ix) Exit Questionnaire

We are interested in improve the volunteering experience within our organisation. As a volunteer, we would appreciate your help in identifying areas where we might be able to improve our volunteer management. Please provide honest feedback, the information you provide will be kept strictly confidential, but it will help to ensure that other volunteers are well managed.

1. How long did you volunteer with us?.....

2. Volunteer activities and positions undertaken:

.....
.....
.....

3. We would be interested to know why you moving on from this organisation? (Tick all that apply)

- | | | | |
|-------------------------|--------------------------|----------------------|--------------------------|
| Task accomplished | <input type="checkbox"/> | Didn't feel involved | <input type="checkbox"/> |
| Need a change | <input type="checkbox"/> | Didn't like the task | <input type="checkbox"/> |
| Starting studies | <input type="checkbox"/> | Moving house | <input type="checkbox"/> |
| Change of circumstances | <input type="checkbox"/> | Time commitments | <input type="checkbox"/> |
| Starting employment | <input type="checkbox"/> | Other _____ | |

4. What did you like best about volunteering with our organisation?

5. What suggestions could you make for changes or improvements in our work with volunteers?

6. Overall, how would you rate your experience in volunteering with us?
Circle one figure on the scale -

- | | | | | |
|-------------|----------|----------------|----------|--------------|
| Poor | | Average | | Great |
| 1 | 2 | 3 | 4 | 5 |

Thank you for your feedback; they will help us to provide improved management of other volunteers in our organisation.

Please return this form to:

Name.....

Address.....

.....

.....

.....