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Safeguarding volunteers

Taking a closer look at your statutory duty

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Session objectives

1. To explore the arrangements you make to comply with the Childrens' Act (2004) and the Care Act (2014)
2. To establish clear understanding about the responsibility to support and protect children and adult at risk volunteers
3. To review/update policies and associated documents
4. To recognise the challenges and awareness for staff who manage volunteers
5. To report compliance of volunteer training to your management team
6. To comply with CQC regulations, and be able to demonstrate good practice

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Where to start?

Government legislation – useful websites:

Charities commission: Strategy for dealing with safeguarding issues in charities

- https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities

- Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff. Fourth edition: January 2019. Intercollegiate Document (Royal College of Nursing. www.rcn.org.uk)

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Useful websites cont:

Children Act 2004
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/722307/Working_Together_to_Safeguard_Children_Statutory_framework.pdf
https://www.gov.uk/government/publications/working-together-to-safeguard-children--2

The Care Act 2014 – Adults at Risk
https://www.hft.org.uk/resources-and-guidance/disability-rights-and-legal/care-act/?gclid=EAIaIQobChMIiOnyk97_5AIVyLHtCh1xlw3gEAAYASAAEgLG4fD_BwE

MASH – (Multi Agency Safeguarding Hub)
Contact your local county council

Your hospice safeguarding policies and procedures
Follow procedures as set out

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Weaving ‘the golden thread’ of safeguarding through volunteering

What safeguarding measures do you use?

Group discussion:

Think of the journey your volunteer will take from making an enquiry to being in the role for 5 years.

Make a check list of what you would want volunteers to know and do from the safeguarding perspective

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All volunteering literature

1. Application form and covering letter should indicate that a volunteer may be working alongside young or adult at risk volunteers
2. Reference requests to include a question on suitability to work alongside vulnerable people
3. Parental consent form
4. Volunteer Handbook
5. Training and support
6. Posters and information in all work areas – ensure volunteers know who and where to report concerns

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Training and awareness

- Review each volunteering role and agree levels of training eg. safeguarding workshops for volunteers in a patient support role
- Booklets/leaflets given at induction
- One to one training for those not able to attend workshops
- All non-patient facing roles should receive a copy of the information
- Add reminders to every role description or role guidance about safeguarding.

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What do you want volunteers to know?

- What is safeguarding
- Signs and concerns
- How to manage a situation
- Who to contact / know the named safeguarding lead

Risk assessments

- Review the risk of young or adult at risk volunteers in all areas
- Share with line/area managers as appropriate

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Governance and reporting

- Set out a strategy to implement safeguarding awareness and record training completed
- Report to audit committees
- Prepare for CQC inspection – Key Lines of Enquiry

Group discussion

"Being aware and not being 'afraid' to pass on any concerns, however small."
Training feedback

"Not to ignore any suspicions, however small, and who to report to and how to handle information."
Training feedback

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What a CQC inspection may want to see

- How is safeguarding identified and promoted
- Do all volunteers have the knowledge and understanding required
- Is there a structured programme that volunteers complete when they start and any ongoing education

- You can demonstrate compliance via the training records
- Information and posters in all volunteering areas

- Write a safeguarding training strategy

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What if….. Overcoming barriers

Group discussion:

Thinking of the need for the training, what barriers have you encountered or feel you may find a challenge to implement?

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Mental health and safeguarding

Whilst volunteering is shown to be beneficial to mental health, consider your organisational needs and time available from staff to offer additional support.

- https://www.headstogether.org.uk/get-support/
  (having a conversation about mental health)
- https://www.bhcommunityworks.org.uk/voluntary-sector/volunteering/good-practice-guide/inclusion/volunteering-and-mental-health/
  (useful information to support volunteers)

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Mental health and safeguarding cont.

A few things to consider:

- No different from all volunteering management
- Keep the volunteer updated regularly
- Can you be flexible with time to be available to offer additional support
- Is your organisation ‘mental health aware’
- Have a sensitive but open conversation with the volunteer
- Discuss plans about disclosure with the volunteer
- It’s about being respected as a person

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Thank you

- It does get easier in time
- Generally volunteers were happy to do the sessions, despite my worries they may complain about ‘bureaucracy’
- We have been able to feedback instances where safeguarding was reported to our Safeguarding Lead
- Find alternatives to offer the training. It is simple and easy for folk to understand, they do find the sessions interesting and enhances life skills

Lets chat about your experiences
and ask questions

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DBS check review

Role (regulated)	Activity	Position applied	Criminal record check	Level of check	Frequency of contact
Driver	Patient contact	Conveying to health care	DBS barred list	Enhanced	Regular
Complementary therapist	Patient contact	CT	DBS barred list	Enhanced	Regular
Care Navigator	Patient contact	Support worker (assist VA with bills/cash/emotional support etc)	DBS barred list	Enhanced	Regular
Homecare (coastal)	Patient contact	Assist VA Cash	DBS barred list	Enhanced	Regular
Ward	Patient contact	Ward assistant	DBS	Standard	Infrequent
Hairdressing	Patient contact	Wellbeing, by request of the patient	DBS	Standard	Regular
Chaplaincy Assistant	Patient contact	Spiritual care	DBS barred list	Enhanced	Regular
Day care support	Patient contact	Befriending	DBS	Standard	Regular
Day care lunch	Patient contact	Meal assist	DBS	Standard	Regular
Handcare	Patient contact	Wellbeing, by request of patient	DBS	Standard	Infrequent
Flowers	Patient contact	Flower arranger	DBS	Standard	Infrequent
Trustee	Information access	Directive from DBS for all trustees	DBS	Enhanced	
Yoga therapy	Patient contact	CT	DBS barred list	Enhanced	Regular

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Role (non-regulated)	Activity	Criminal record check	Level of check	Frequency of contact
Reception	Incidental patient contact	Self-Declaration	In-house form	Infrequent
Coffee bar	Incidental patient contact	Self-Declaration	In-house form	Infrequent
Welcome team	Incidental patient contact	Self-Declaration	In-house form	Infrequent
Admin	No patient contact	Self-Declaration	In-house form	Infrequent
Gardening	Incidental patient contact	Self-Declaration	In-house form	Infrequent
Bereavement support	No patient contact. Offering emotional care/help to consenting adults	Self-Declaration	In-house form	Frequent
Support Group (fundraising)	Public facing	Self-Declaration	In-house form	Ad hoc
Shops	Work alongside young and vulnerable adult volunteers	Self-Declaration	In-house form	Frequent
HEC: PAT testing Ebay/Amazon Sorting area	Work alongside young and vulnerable adult volunteers	Self-Declaration	In-house form	Infrequent
Photography	Public facing, alongside staff member	Self-Declaration	In-house form	Ad hoc