

Budleigh Salterton & District Hospiscare

Policy for Managing Volunteers & Reimbursement of Expenses

Scope

This policy provides a framework for the management of Volunteers working for Budleigh Salterton & District Hospiscare (BS&DH). It applies to all Volunteers (including Trustees, Executive Committee members, fundraising Volunteers, drivers, sitters/befrienders, bereavement team and Hospiscare Club organisers) when carrying out activities for BS&DH.

It does not apply to employees of BS&DH, who are covered by the terms and conditions of their employment and other policies covering employees, nor the nursing staff contracted to BS&DH who are employed by Hospiscare Exeter, Mid & East Devon (Exeter Hospiscare) and who are covered by Exeter Hospiscare's terms and conditions of employment and Hospiscare's policies.

General Principles

BS&DH recognises the vital role played by Volunteers and the value that Volunteers bring to our activities and those who use our services.

BS&DH could not continue to operate without Volunteers. They are involved in most activities carried out by BS&DH, including in particular:

- acting as Trustees and/or members of the Executive Committee
- transport driving services
- helping at supportive care sessions
- listening support service
- organising and assisting at fundraising events, the Hospiscare Club and other events.

BS&DH aims to have a mutually beneficial relationship with our Volunteers, in that their involvement is integral to our work and Volunteering for us enables individuals to use and learn skills, meet other like-minded people and achieve personal fulfilment and development.

The involvement of Volunteers will be guided by the following principles of good practice:

- Volunteers will be expected to comply with BS&DH's Safeguarding Policy and Code of Behaviour
- the tasks to be performed by Volunteers will be clearly defined
- BS&H will comply with the Data Protection Act in the use of data held on all Volunteers
- Volunteering opportunities will complement rather than replace the work of paid staff
- Volunteers will be provided with regular opportunities to share ideas/concerns with others in BS&DH
- all existing and future policies will be prepared to take into account the needs of Volunteers

The aims of this Policy are

- ✓ To highlight and acknowledge the value of the contribution made by Volunteers
- ✓ To ensure Volunteers know what is expected of them
- ✓ To ensure the quality of the work carried out by Volunteers and that Volunteers carry out their duties effectively and efficiently

- ✓ To recognise the respective roles, rights and responsibilities of Volunteers
- ✓ To confirm BS&DH's commitment to involving Volunteers in its work
- ✓ To ensure good practice and to challenge and manage poor practice
- ✓ To ensure that health and well-being issues are addressed

Recruitment and Selection

BS&DH recruits, selects and treats Volunteers equally and without discrimination of any kind, regardless of race, gender, sex, marital status, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation, religion/belief or any other factor.

BS&DH will discuss available roles with all potential Volunteers and seek to agree a role that meets their requirements, experience, skills and time commitment. All potential Volunteers for driving, bereavement team, befriending/sitting and other patient and/or carer facing roles will be asked to complete a Volunteer application form, including two referees. BS&DH will take up the references provided and also carry out a Disclosure and Barring Service (DBS) check for Volunteer drivers, bereavement team members, befrienders/sitters and other patient and/or carer facing roles. Volunteer.

Volunteers will be expected to sign a Volunteer Agreement under which they accept their obligations as a Volunteer and to act at all times in accordance with this Policy, BS&DH's Safeguarding Policy and Code of Behaviour.

All Volunteers' details will be held securely and in line with data protection regulations.

Support, Supervision and Training

BS&DH expects Volunteers to comply with BS&DH's Safeguarding Policy, Code of Behaviour and all other policies and procedures applicable to them.

All Volunteers are covered under BS&DH's public liability insurance. Volunteer drivers using their own car in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover. Proof of driver's licence and motor insurance must be provided to BS&DH's Volunteer Co-ordinator on at least an annual basis; the original driver's licence and insurance certificate (unless one has not been issued by the insurance company, in which case a copy of the online certificate is sufficient) must be produced and the Volunteer Co-ordinator will take copies of these documents. Drivers must also on an annual basis provide the Volunteer Co-ordinator with a completed Driving Volunteer Annual Declaration form declaring details of any accident/traffic violations, penalty points and medical conditions that may affect their driving and to confirm that they have a valid MOT for their car.

Volunteers who act as Trustees and/or as members of the Executive Committee or who assist at fundraising or other events are managed by BS&DH's Chairman. All other Volunteers are managed by BS&DH's Volunteer Co-ordinator. New Volunteers will be provided with copies of all relevant policies and procedures and have their role fully explained to them. The Chairman and Volunteer Co-ordinator will be available to discuss any concerns or issues with Volunteers and will respond promptly to any concerns or issues raised in writing.

The Chairman and Volunteer Co-ordinator will endeavour to be as flexible as possible to accommodate the needs and availability of Volunteers. BS&DH recognises the voluntary nature of Volunteers' commitment and that Volunteers have family, business, holiday, social and other commitments. Volunteers will therefore not be expected to attend all meetings that apply to them but Volunteers will be expected to attend wherever possible; they will, however, be expected to honour appointments and commitments that they have accepted. Regular non-attendance at relevant meetings or failure to fulfil a commitment made by a

Volunteer will be followed up by the Chairman or Volunteer Co-ordinator, as appropriate and, if sufficiently frequent or serious, may lead to the Volunteer being withdrawn from BS&DH's list of Volunteers.

Training will be regularly provided for Volunteers that is relevant to their roles. BS&DH expects Volunteers to attend all relevant training and will encourage them to do so. BS&DH will endeavour to ensure that this is provided locally wherever possible, although it is recognised that training provided by Exeter Hospiscare will often be in Exeter. BS&DH will on request pay travel expenses to Volunteers attending training sessions.

The Volunteer Co-ordinator will arrange regular meetings (normally 3-4 per year) when BS&DH can provide any relevant updates and information to Volunteers and at which Volunteers can raise any concerns or issues; these meetings will also enable Volunteers to meet and interact with each other.

Reimbursement of Expenses

Volunteers are entitled to be reimbursed by BS&DH for all travelling and other expenses wholly, exclusively and necessarily incurred by them in the performance of their duties for BS&DH. Goods and/or services may only be purchased on behalf of BS&DH and subsequently reimbursed if they have been pre-approved by the Chairman, Vice Chairman or previous Chairman.

Claims for the reimbursement of expenses must be submitted on BS&DH's claim form and must be accompanied by documentary evidence of the expense (e.g. point-of-sale receipt, travel ticket etc). Where such evidence is not available the claimant must provide a written explanation. BS&DH reserves the right to decline to reimburse expenses for which reasonable documentary evidence has not been provided.

Claims should be submitted as soon as possible and, in any event, within three months after the expense is incurred, although the Chairman may nevertheless approve claims submitted later at his discretion.

Volunteers who are Trustees and/or members of the Executive Committee or who assist at fundraising or other events should submit claims to BS&DH's Chairman. All other Volunteers should submit claims to BS&DH's Volunteer Co-ordinator, who will forward approved claim forms to the Chairman. The Chairman will send approved claims onto the Treasurer for payment.

Claims for mileage will be paid at HMRC's approved mileage rates (currently 45p per mile for the first 10,000 miles). Mileage should be claimed from home. Parking costs incurred when on BS&DH's business will also be reimbursed but not parking tickets or speeding fines. Taxes or subsistence costs (e.g. hotels, meals or drinks) will not normally be reimbursed other than in exceptional circumstances approved by the Chairman.

Valid claims will be authorised for reimbursement as soon as is reasonably practical after receipt. Payment will be made by BACS transfer directly to the claimant's bank account or, in the case of small claims (up to £20) may instead be made from petty cash.

Complaints

Complaints by or about Volunteers will be dealt with under the following provisions and not under BS&DH's Complaints Policy.

Complaints by Volunteers who act as Trustees and/or as members of the Executive Committee or who assist at fundraising or other events should be made in writing to BS&DH's Chairman on:

briggsmartin@btinternet.com or 07880 746464 or, if the Chairman is not available or the complaint relates to the Chairman, to BS&DH's Vice Chairman or, where there is no Vice Chairman in office, BS&DH's previous Chairman on: jeremy.browne@btinternet.com or 01395 446797.

Complaints by all other Volunteers should be made in writing to BS&DH's Volunteer Co-ordinator on margaretellenalexander@gmail.com or, if the complaint relates to the Volunteer Co-ordinator, the Chairman.

In the first instance, the person handling the complaint will aim to resolve the complaint as soon as possible through prompt direct communication by way of a phone call and/or a meeting. If the complaint is resolved in this way, the person handling the complaint will confirm the outcome in writing. If the person handling the complaint or the complainant does not agree that the complaint has been resolved, the person handling the complaint will arrange and oversee an investigation and a report will be sent to the complainant within 14 working days, together with an apology (if appropriate) and/or details of any action required.

Complainants who are not satisfied with the response can request that their complaint be considered by the Board of Trustees at their next meeting. The Chairman or, if the concern relates to the Chairman, BS&DH's Vice Chairman or, where there is no Vice Chairman in office, BS&DH's previous Chairman will then ensure that full details are provided to and discussed at the next Trustees' meeting and will report the outcome back to the complainant within 5 working days after the meeting.

Complaints that a Volunteer has not been acting in accordance with BS&DH's Code of Behaviour, in particular complaints about bullying, harassment or other abusive conduct, unequal treatment or discrimination, safeguarding, carrying out duties under the influence of alcohol or drugs, or use of inappropriate behaviour, contact or language will be treated as serious matters. If any such complaint is found to be valid, or in cases of less serious breaches which occur frequently, the Volunteer may be immediately withdrawn from BS&DH's list of Volunteers and told that they are no longer to Volunteer for BS&DH; if the Volunteer is a Trustee and/or a member of the Executive Committee, this would include a requirement to resign or their removal from their position.

Reviewing this Policy

This policy and procedures will be reviewed following any major incident and, in any event, every year; this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in the Chairman or local or national policy.

Change Record

Date of Change:	Changed By:	Comments:
4 August 2020		Policy approved by the Trustees
7 December 2021		Policy updated and approved by Trustees
17 January 2023	CJ, NP, MB	Policy Reviewed

