

**Memorandum of Understanding between
Dorset HealthCare University NHS Foundation Trust
and
Friends of / League of Friends
Recruiting and supporting volunteers**

The Trust values the support the Friends of /League of Friends ('Friends') provide through volunteers, and both acknowledge the beneficial effect for patients / service users / carers and the wider community.

'Volunteers' referred to in this MoU are those people who volunteer on hospital premises. It does not refer to those who carry out valuable fundraising activities, are using the hospital to only attend meetings, or volunteer outside of the hospital e.g. in a shop etc.

The Trust and the Friends understand the important role the Friends play in the organisation. Both the Trust and the Friends acknowledge that relationships should have clear boundaries so that both parties benefit and neither is adversely affected.

The following sets out the Memorandum of Understanding between Dorset HealthCare and the Friends with regard to volunteering activity undertaken. It takes into account:

- The Disclosure and Barring Service (DBS) Code of Practice (*reference 3*) (2012 – reviewed 2015), that applies to all registered bodies (Dorset HealthCare) of the Disclosure and Barring Service (DBS), and recipients of update service information under section 116A of the Police Act 1997. This includes those registered bodies that provide an umbrella function to non-registered organisations.
- The 'Lampard Report' - Lampard K and Marsden E (2015) 'Themes and lessons learned from NHS investigations into matters relating to Jimmy Savile'. (*reference 4*)
- Dorset HealthCare 'Volunteer policy for staff, patients and Trust visitors' (IN334 issued 2013 reviewed June 2016).

The Friends organisations can differ enormously in size and in the infrastructures they have in place to support the valuable work they do. This document bears this in mind, reflecting the diversity of the Friends associated with Dorset HealthCare services.

Taking on volunteers

To support the safe recruitment of volunteers who are volunteering on Dorset HealthCare premises, and to include in the Trust insurance for volunteers. The Trust will manage the recruitment process. This will include:

- obtaining a completed volunteer application form containing:
 - declaration regarding criminal convictions (see note 1)
 - occupational health disclosure (see note 3)
 - confidentiality declaration
- interviewing all prospective volunteers

- completion of an identification check of prospective volunteers for eligibility to volunteer in the UK against photo identification, date of birth and address history (note 1a)
- carrying out a Disclosure and Barring (DBS) check for all volunteers volunteering within the hospital premises (see note 1a)
- obtaining two references from someone who has known the volunteer for at least 2 years, but is not a relative or partner (see note 2)
- providing volunteer mandatory training (*reference 1*) (approx. 1 hour total) via the Trust e-hub system which allows volunteers to access the training via a secure electronic link. Or, complete using the training booklet (see note 5)
- meeting volunteer out of pocket expenses
- supplying an ID badge. We will also supply a uniform where required
- supplying a Task Description for the role – agreed between the Trust and Friends ‘Lead’
- adopting a fair and equitable approach to problem solving and incident reporting (note 6)
- meeting our obligation with regard to health and safety legislation, including appropriate risk assessments and ensuring volunteers keep within their specified roles (see note 4)
- providing a Volunteer Agreement (note 7)

Working in partnership with the Friends

Dorset HealthCare will also:

- invite all Friends to become Members of the Trust, if they are not already
- invite all Friends to celebratory events held for volunteers with the Trust
- invite all Friends to the Annual Members’ Meeting
- involve Friends, through the Chairs, when the Trust conducts any public and patient/carer consultation
- promote Friends through the Trust website and recruitment campaigns, and provide a dedicated webpage
- publicise the Friends’ events to staff through its communication channels

The Friends will also:

- promote volunteering and membership of the Trust through their communication channels
- introduce prospective volunteers to the Trust contact at the hospital

Note 1: Protection of children and vulnerable adults

The NHS has a duty to ensure the safety of its patients / service users. Volunteer posts in the NHS are therefore exempt from the Rehabilitation of Offenders Act 1974. If the Trust becomes aware of information regarding criminal convictions they will assess the risk.

Note 1a: Disclosure and Barring (DBS) Applications

The Disclosure and Barring Service (DBS) Code of Practice requires organisations who use the DBS service to include a policy on the recruitment of volunteers – Dorset Healthcare policy requires all volunteers to have a DBS check.

Note 2: References

If the prospective volunteer is, or has recently been in employment or been involved with voluntary activities, one reference should be from that organisation. Where this is not possible a character reference should be sought from personal acquaintances, aged 18 and over, who have known the applicant for more than two years and are not related to or involved in any financial arrangements with the applicant.

Note 3: Occupational Health Check

Due to the nature of the patient / service user group that the volunteer may come into contact with as part of their activities, it is essential that the Trust Occupational Health Department (OHD) is involved in deciding the process to be followed when recruiting volunteers. This may involve the Trust OHD completing the relevant health clearance via a telephone consultation.

Note 4: Risk assessment

Each activity that volunteers carry out should be risk assessed and risk assessments should be updated annually. This need not be an onerous process - where groups of volunteers undertake the same role, a generic risk assessment will suffice. However, volunteers under the age of 18 should have a risk assessment in line with the Health and Safety Executive's guidelines for the safety and well-being of young people.

Note 5: Mandatory training

As a minimum, volunteers should follow the mandatory training accessible via the Trust's e-Hub – this system also logs training and reminds when updates are required. The system can be accessed through any computer with internet access for example at home, the library or at the hospital. A training booklet is available for volunteers who prefer to read from paper.

Mandatory:	Updated:	Add on training
Fire Safety (this is a statutory requirement)	Every 3 years	for example: Dementia awareness Carer awareness etc.
Trust Vision, Values & Behaviours	One off	
Data Security Awareness	Annually	
Safeguarding Adults and Children	Every 3 years	
Infection Prevention and Control	Every 3 years	
Moving and handling - back awareness	Every 3 years	
Equality and Diversity	One off	

Note 6: Problem solving and incident reporting affecting Trust business

The Trust will manage all complaints about or from volunteers, and will be dealt with each matter in a fair and equitable manner. Incidents will be reported via Trust internal reporting systems.

Note 7: Volunteer Agreement

It is an honourable agreement, rather than a legal one and is not intended to be a legally binding contract. It describes the arrangement and commitment between Dorset HealthCare and the volunteer, and sets out what the volunteer can expect from Dorset HealthCare, and in return what we expect from them.

1. [Guidelines for Induction, Statutory and Mandatory Training for Volunteers 2013](#)
2. [Volunteer Rights Enquiry, Volunteering England 2011](#)
3. <https://www.gov.uk/government/publications/dbs-code-of-practice>
4. <https://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned>

This agreement will be reviewed by the Friends and Dorset HealthCare every 2 years.

Signed on behalf of the Friends of / League of Friends

Name:

Signature:

Position:

Signed on behalf of Dorset HealthCare

Name:

Signature:

Position: