



POLICY INFORMATION (Policy no VOL003)	
Subject	Managing Concerns and Performance of Volunteers Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All volunteers of Nottinghamshire Hospice
Target Audience	All volunteers and Managers of Nottinghamshire Hospice
Date issued	July 2024
Next review date	July 2027
Lead responsible for Policy	Director of People Services
Policy reviewed by	Chief Executive Officer / Director of People Services
Notified to (when)	Senior Leadership Team (July 2024)
Authorised by (when)	Senior Leadership Team (July 2024)
CQC Standard if applicable	
Links to other Hospice Policies	Volunteer Policy VOL001
Links to external policies	
Summary	The aim of this policy is to outline an equitable and fair approach to matters of concern about individual volunteers and to encourage improvement where a volunteer is not working within the good practice expectations of Nottinghamshire Hospice.
This policy replaces	Managing Concerns and Performance of Volunteers Policy VOL03 (2021-4)

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Executive Assistant and Volunteer Manager	Mar 2014	Mar 2016
Policy reviewed by Volunteer Manager	Mar 2015	Mar 2017
Policy reviewed by Volunteer Development Manager	June 2018	June 2020
Policy reviewed by Volunteer Service Manager	Jul 2021	Jul 2024
Policy reviewed by CEO/Director People Services	Jul 2024	
Policy notified to Senior Leadership Team	Jul 2024	
Policy ratified by Senior Leadership Team	Jul 2024	Jul 2027
Updated control sheet and published on website	Oct 2018	Jul 2024

INDEX

Section	Contents Title	Page
1.	Introduction	4
2.	Procedures and Compliance	4
3.	Equality Impact Assessment (EIA)	7

<p>1.</p>	<p>Introduction</p> <p>Nottinghamshire Hospice wishes to treat all volunteers in a fair and reasonable manner, whilst enabling allocated managers to manage effectively.</p> <p>All matters of concern about a volunteer’s conduct or performance should be handled as soon as practically possible and should be resolved as swiftly as possible in accordance with the procedure outlined below.</p> <p>Concerns may be identified directly by the allocated manager or raised as a complaint internally by another volunteer or staff member, or externally by a patient, family member, carer, health professional or customer.</p>
<p>2.</p>	<p>Procedures and Compliance</p> <p>Informal Discussion</p> <p>Allocated managers are responsible for ensuring matters of concern (conduct or performance) about individual volunteers are dealt with in accordance with this policy and procedure.</p> <p>If a member of staff or their allocated manager has received a complaint or has a concern over a volunteer’s performance or conduct they must first discuss this with the volunteer informally (except in the case of alleged gross misconduct - see below). This may resolve the situation or may result in a need for further training, extra support and supervision or a change of volunteering environment for the volunteer. A note of this will be completed and kept on the volunteer’s file held within the Volunteer Services team. The volunteer may request a copy if they wish.</p> <p>Formal Meeting</p> <p>If the matter is not resolved by informal discussion or the concern is considered too serious by the allocated manager to be addressed in an informal discussion, a meeting must take place between the volunteer and their allocated manager.</p> <p>Following this meeting, an agreement will be made between the volunteer and allocated manager regarding expected improvements in conduct or performance</p>

to address the issue. The agreement will be recorded and a copy of this information will be given to the volunteer and a copy will be held on the volunteer's file. A review meeting between the allocated manager and the volunteer will follow at an agreed time to discuss any improvements that have taken place. If sufficient progress has been made no further action will be needed. A copy of the outcome of this review meeting will be given to the volunteer and a copy will be held on the volunteer's file.

Review meeting

At the review meeting, if there is insufficient improvement or progress a warning will be given with the intention of encouraging the volunteer to improve their performance or conduct. The warning will be issued in writing.

The warning will remain effective for six months. The volunteer will be informed that one more warning within this time period may lead to the end of the volunteering agreement at the Hospice. A written record of this and a copy of the warning will be kept on the volunteer's file. A copy of the written record will be given to the volunteer.

In the event of another incident happening which requires action under this procedure when a warning is already in effect, a decision to end the volunteering agreement at the Hospice or issue a further warning will be taken by the allocated manager in consultation with the relevant senior manager. The end of the volunteering agreement at the Hospice or further warning will be confirmed in writing to the volunteer and a copy kept in the volunteer's file.

If a further warning has been issued, this will remain effective for six months. If a third incident occurs when a further warning is already in effect, the volunteer agreement with the Hospice will end with immediate effect by the relevant senior manager.

Gross Misconduct

Nottinghamshire Hospice reserves the right to suspend a volunteer from their volunteering role immediately while investigating any concern that is potentially gross misconduct. An appropriate senior manager will conduct the investigation

and a formal meeting with the volunteer. All decisions to suspend a volunteer must be authorised by The Director of People Services or the CEO.

Examples of gross misconduct include (but are not limited to)

- Deliberate falsification of records, including expenses claims
- Disclosure of confidential information (see Confidentiality Guidelines and Procedures VOL002)
- Convictions of a criminal offence that undermines a person's suitability to volunteer
- Provision of false information relevant to a person's volunteering position
- An act of violence
- Use of abusive or offensive language or behaviour
- Unfit to volunteer through alcohol or illegal drugs (including possession and / or under the influence)
- Bullying, discrimination, harassment or victimisation of any person involved with Nottinghamshire Hospice – this includes patients (and their family or carers), customers, staff, volunteers and visitors
- Theft of property or deliberate damage and / or misuse of property, equipment or materials
- Serious breach of Hospice policies and procedures
- Failure to satisfactorily perform assigned duties

If an allegation of gross misconduct is upheld by the relevant senior manager (following any investigation and subsequent meeting with the volunteer) the volunteer's volunteering agreement at the Hospice will cease immediately and indefinitely. In cases involving illegal activity, the Police will be informed of the situation.

A volunteer may bring another Hospice volunteer with them to any formal

	<p>meeting for support (but not in the capacity of legal support).</p> <p>There is no right of appeal against any decision to issue a warning or suspend a volunteer. The decision of the allocated manager or senior manager is final.</p> <p>The volunteer may appeal to the Director of People Services against a decision to end the volunteering agreement with Nottinghamshire Hospice within 7 days of receiving written confirmation. The Director of People Services will nominate a member of the Senior Leadership Team to hear the appeal at an appeal meeting with the volunteer. The decision of the SLT member to overturn or uphold the original decision to end the volunteer agreement is final.</p>
<p>3.</p>	<p>Equality Impact Assessment (EIA)</p> <p>An EIA has been completed.</p>