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Our reference : HOS/37/18 Pt D

Your reference :

Date 23 March 1970

SCOTTISH HOSPITAL MEMORANDUM NO 15/1970
VOLUNTARY SERVICES IN HOSPITALS

1 This memorandum reiterates the Secretary of State's support for voluntary services in hospitals and gives guidance on particular aspects of the organisation of these services and on relationships between voluntary organisations and hospital authorities. Circular RHB(S)(49)4 is superseded.

SCOPE FOR VOLUNTARY WORK

2 Much has already been done but there is room to expand the work particularly in hospitals for geriatric, mentally ill, mental defective and young chronic sick patients. Opportunities are probably greater than they have ever been for visiting and befriending such patients and for helping them in a wide variety of ways to maintain an interest in life inside and outside the hospital; voluntary effort can do much to build up and sustain frequent and regular visiting which is an essential part of hospital life. Voluntary workers provide valuable links between patients and the community especially for those patients who do not have many visitors and they are able to give their time and personal services in a way that may be difficult for hospital staff. The organisation of transport for patients' visitors at hospitals which are not well-served by public transport or where access is difficult for elderly or disabled persons and the running of canteens and shops are other examples of the kind of service that voluntary organisations can provide.

YOUNG PEOPLE

3 Hospitals provide valuable opportunities for voluntary service by young people. Their work not only provides additional support for the hospital service but also gives the young people themselves an opportunity to make direct personal contributions to the community and to obtain a deeper understanding of the problems and the needs of those less fortunately placed than themselves. This potential fund of energy, good will and valuable service can usually best be drawn upon through the national and local youth organisations such as International Voluntary Service, Community Service Volunteers and Inter Scot; the co-ordination and promotion of voluntary services by these and other youth organisations is undertaken by Enterprise Youth. A recent circular issued by the Scottish Education Department to local authorities and national voluntary youth organisations drew attention to the help which could be given to the community by young people through various forms of organised service making special reference to hospitals and a copy of the circular is attached as an appendix to this memorandum.

CO-ORDINATION

4 Effective use of the services of voluntary workers depends on careful planning and organisation within hospitals. Their services should be used in such a way that they can feel they are making an effective contribution and their work is seen by them and by the hospital staff to be complementary to the essential hospital services and related to the needs of the hospital and the patients. They should receive clear guidance as to their specific activities and responsibilities.

5 Planning and co-ordination is essential and should be the responsibility of a designated hospital officer who may be the Group Secretary or the Hospital Secretary. His function is to exercise control on behalf of the hospital and to maintain close liaison with the voluntary organisations and the hospital staff with whom voluntary workers are associated. There may also be a case for co-ordination on a group or area basis in some instances.

CONSULTATION

6 Staff interests within hospitals and local and national voluntary organisations should be fully consulted whenever the scope of voluntary work is being reviewed or expanded. In the case of the voluntary organisations this can best be achieved through regular meetings with their representatives who are in a position to assess the contribution their members can make.

PARTICIPATION BY BOARD MEMBERS AND STAFF

7 The active participation by Board members and hospital staff in the organisation of personal services to patients on a voluntary basis is to be encouraged and there are no objections to members and officers taking part as members of Leagues of Friends or other similar bodies.

TRAVELLING EXPENSES

8 Where Boards of Management are satisfied that voluntary workers are performing or propose to perform a useful service which would contribute to the welfare of the patients then the reasonable travelling expenses of the voluntary workers concerned may be met by the hospital authorities. Where a private car is used mileage allowance may be paid at the public transport rate.

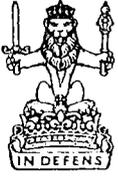
LEGAL POSITION OF VOLUNTARY WORKERS

9 It is not possible to give detailed guidance on the legal position in the event of accident, since this will depend on the circumstances of each case. In general, however, claims for compensation in respect of injuries sustained by voluntary workers in the course of carrying out their hospital duties, or by third parties on grounds of alleged negligence on the part of voluntary workers, should be dealt with on the footing that the voluntary workers are in the same position as staff employed and paid by the hospital authority. Where part of the hospital premises is let to a voluntary organisation to operate a canteen or shop, a liability could fall in certain circumstances on the organisation, and the question of insurance cover should therefore be

raised when the arrangements are being made. Guidance on individual cases will be given by the Central Legal Office.

REVIEW

10 Hospital authorities should review in the light of the foregoing guidance the extent of the voluntary services available to them; how far these may be expanded; and their arrangements for co-ordinating these services and for consulting voluntary organisations.



SCOTTISH EDUCATION DEPARTMENT

St. Andrew's House, EDINBURGH, EH1 3DB

Telegrams: Technology, Edinburgh

Telephone: 031-556 6591, ext.

Please address any replies to

THE SECRETARY

and quote: CIRC NO 741 (IV)

29 October 1969

Your reference:

CIRCULAR to Education Authorities, County, Town and District Councils
and National Voluntary Youth Organisations

CIRCULAR NO 741

Sir

VOLUNTARY SERVICE BY YOUNG PEOPLE TO THE COMMUNITY

GENERAL

1. The Secretary of State wishes to draw the attention of education authorities, local authorities and voluntary bodies concerned with social work to the help which may be given by young people through various forms of organised service to the community. A great deal of service is already being given by young people either individually or through the national voluntary youth organisations, churches and other religious bodies, local youth groups, schools and such organisations as Community Service Volunteers, International Voluntary Service and Inter Scot. Many local authorities and other bodies concerned with the welfare of the community are well accustomed to using the services of the young volunteers, and the Secretary of State has been greatly impressed by the enthusiasm shown by many young people in giving service to the community, by the value of the service they can provide and by the opportunities such service gives for the young people themselves to gain a deeper understanding of the needs and difficulties of those who may be less fortunately placed than themselves. He is anxious that this fund of energy and goodwill should be used to the full and young people helped to make the direct and personal contribution to the service of the community which can best be provided by individual citizens. Particularly in view of the forthcoming establishment of local authority social work departments, he hopes that local authorities and education authorities will consider ways in which they themselves might provide further opportunities for young people to undertake voluntary service of all kinds and so give additional support to, and where appropriate collaborate with, the social services generally.

ENTERPRISE YOUTH

2. The satisfactory development of voluntary service requires close co-operation among the national organisations directly concerned and this has already been achieved in large measure in Scotland. In 1965 these bodies, with assistance from the Secretary of State and from the Pilgrim Trust, set up a new body, Enterprise Youth, to co-ordinate and promote voluntary service generally throughout Scotland. The member organisations include International Voluntary Service, Community Service Volunteers, Inter Scot, the Scottish Standing Conference of Voluntary Youth Organisations, the Church of Scotland Youth Committee, the Friends Works Camps Committee and the National Trust for Scotland. Associated with Enterprise Youth and represented on its managing body are a wide range of other organisations, including the local authority associations, the Scottish T U C, religious bodies and many bodies concerned with education and social work. A list of these associated bodies is given in Appendix I.

3. Enterprise Youth promotes and publicises voluntary service, provides a forum for the co-ordination of the activities of organisations concerned with voluntary service and acts as an information centre both for the young volunteers themselves and for potential users of their services. It seeks to bring together those with services to offer and those with tasks to be done. It sets up pilot schemes, arranges seminars and consultations and seeks to develop local activities.

NEW HEADQUARTERS

4. In addition to assisting Enterprise Youth the Secretary of State assists the Scottish headquarters of both International Voluntary Service and Community Service Volunteers with their administrative expenses. Until March of this year the three bodies had separate headquarters, those of Enterprise Youth being in the premises of the Scottish Standing Conference of Voluntary Youth Organisations. In order to enable Enterprise Youth to expand its services, the Secretary of State decided to assist it to acquire headquarters of its own and to increase its staff, and International Voluntary Service and Community Service Volunteers decided that their headquarters should be in the same building as those of Enterprise Youth. The three bodies therefore transferred their headquarters to 29 Queen Street, Edinburgh, which will also be the headquarters of Interscot and the new premises were opened by the Secretary of State last March. Although working in close co-operation with Enterprise Youth, International Voluntary Service, Community Service Volunteers and Interscot will continue to develop the particular forms of voluntary service with which they are severally concerned. The Secretary of State hopes that the improved facilities provided by the new premises will enable all the organisations concerned to increase the help and guidance they give to those seeking to provide opportunities for service by young people.

SCHOOLS AND FURTHER EDUCATION COLLEGES

5. For some time a considerable number of schools, independently or in collaboration with other organisations, have involved some of their pupils in service to the community; and other schools are now recognising the important contribution which such service can make to the pupils' own education. Two years ago Enterprise Youth made a survey of voluntary service undertaken by schools at that time. Since then there has been a significant increase in activity, and in 1968 the Consultative Committee on the Curriculum set up a sub-committee to consider what is being done now by schools and to advise on possible future development. Some further education colleges have also undertaken community service projects, and it is expected that their involvement will progressively increase.

LOCAL VOLUNTARY SERVICE CO-ORDINATING GROUPS

6. Since voluntary service involves direct participation by young people in particular projects and in helping particular individuals in need, it is essentially a personal service and can only be developed satisfactorily on the basis of local knowledge and experience. Its further extension thus depends not only on the provision of information and guidance and the organisation of projects by the national bodies directly concerned with voluntary service but also on the further development of local groups, including young people themselves, to co-ordinate activities in their areas. The Secretary of State has noted that community service in an area is strong where such local voluntary service groups exist. These groups are based on the local situation and differ in their composition and structure according to local needs. They identify local projects suitable for young volunteers, promote interest among young people in voluntary service and encourage appropriate local organisations and institutions to use the service of young people. They also provide individuals and groups wishing to undertake voluntary service in their own areas with advice on opportunities and methods of giving service.

7. The Secretary of State has therefore agreed with Enterprise Youth that in co-operation with Community Service Volunteers, International Voluntary Service, Interscot and their other member organisations they will give particular attention to -

- a. the development of local voluntary service co-ordinating groups in which any or all of the following bodies might participate according to local circumstances: youth and community associations, hospitals, commercial firms, local authorities;
- b. the development of common training schemes for leaders and other members of local youth groups undertaking voluntary service;
- c. the encouragement of increased participation in local voluntary service by young people in industry, using, where appropriate, their specialist knowledge.

8. In many areas as is said above, local voluntary service co-ordinating groups already exist and in others local voluntary organisations, local branches of national voluntary organisations, individual schools and other bodies have well established arrangements for voluntary service by their own members. In seeking to encourage the formation of local voluntary service co-ordinating groups, therefore, the Secretary of State does not wish to suggest that they should replace existing arrangements where these are working satisfactorily.

9. In areas where there are no arrangements for co-ordinating local activities, however, the formation of representative local voluntary service co-ordinating groups can be of great assistance to individual organisations engaged in voluntary service by providing a forum for the exchange of information and experience, by arousing public interest and by enlisting the help of individuals not connected with any other organisation. The membership of such groups and their precise responsibilities will depend on local circumstances, but they should include representatives of the young people concerned with voluntary service. Where appropriate they might be associated with local councils of social service or with the area co-ordinating bodies proposed by the Standing Consultative Council on Youth and Community Service in their Report "Community of Interests".*

10. The Secretary of State hopes that education authorities and local authorities will support voluntary service groups in areas where these now exist and will help to promote the co-ordination of voluntary service in other areas by whatever means seem most appropriate in the circumstances.

SUPPORT FROM USER ORGANISATIONS

11. The results of the existing voluntary service schemes have tended to indicate that while very many young people are anxious to offer their services, the potential value of these services is not always realised by bodies which might make use of them. The Secretary of State appreciates that it is not always easy for organisations and establishments which depend on full-time staff to adapt their arrangements to make use of the voluntary services of young people in a way that is satisfying to the young people themselves. He knows, however, that many organisations have been able by relatively minor changes in their working arrangements to make use of young volunteers and he hopes that both the statutory and voluntary bodies concerned with community and social service will consider ways in which they might most fruitfully employ the services of young volunteers and will seek to encourage and assist local voluntary service groups in their areas.

* HMSO 1968, Price 7/-d.

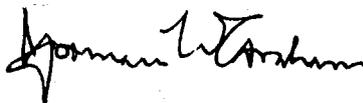
FURTHER INFORMATION

12. Appendix II to this Circular indicates examples of the kinds of service which young people have successfully provided. Further information about the opportunities for voluntary service in Scotland, about the kind of service which young people may give, about the national and local bodies involved and the forms of service with which they are mainly concerned; and about ways in which local voluntary service co-ordinating groups can be developed may be obtained from the Director, Enterprise Youth, 29 Queen Street, Edinburgh, EH2 1JX.

SERVICE OVERSEAS

13. The foregoing relates to voluntary service in Scotland and in the British Isles generally. Those interested in service overseas should approach the Scottish Centre for International Service, 32 Lothian Street, Edinburgh, EH8 9AB.

I am, Sir
Your obedient Servant



N W GRAHAM

ENTERPRISE YOUTH

MEMBERSHIP

MEMBERS

Scottish Standing Conference of Voluntary Youth Organisations
Church of Scotland Youth Committee
Friends' Work Camps Committee
Community Service Volunteers
International Voluntary Service
National Trust for Scotland
Interscot

ASSOCIATED BODIES

Association of Counties of Cities
Association of County Councils
Association of District Councils
The Headmasters' Association
The Headmistresses' Association
Women's Royal Voluntary Service
Scottish Women's Rural Institutes
Toc H
Young Christian Workers
British Red Cross Society
City of Edinburgh Police
The Educational Institute of Scotland
Scottish Trades Union Congress
Association of Woman Advisers in Scottish Secondary Schools
Scripture Union
Scottish Union of Students
*Highlands and Islands Development Board
*Association of Directors of Education in Scotland
*Duke of Edinburgh's Award Scheme
*Association of Further Education Officers
*National Association of Probation Officers
*Association of Youth Service Workers

*These bodies represent the Associated Bodies on the present Executive Committee.

SOME EXAMPLES OF VOLUNTARY SERVICE UNDERTAKEN BY YOUNG PEOPLE

ELDERLY Helping in old peoples' Homes and visiting the elderly in their own homes; hairdressing; gardening; cutting firewood; shopping; letter-writing; decorating houses; helping with removals; helping to run day centres for the elderly; assisting the WRVS with 'Meals on Wheels' service; arranging bus tours and entertainments.

CHILDREN Helping in children's Homes and other residential establishments; visiting the children and taking them on trips; collecting books and toys; organising picnics and outings for socially deprived children; baby sitting; helping at day nurseries during summer holidays; helping to construct and run adventure playgrounds and organise play groups; helping at children's road-crossings and in road safety campaigns; helping in approved schools, particularly on the recreational and adventure training side.

HANDICAPPED Reading to blind people and taking the blind and the deaf for walks, to entertainments, to Church; taking out invalids in wheelchairs; helping with disabled peoples' social groups and their summer holiday camps; helping the handicapped to help other handicapped people; helping to provide and instal appliances for the handicapped; helping in residential special schools; organising parties, expeditions, youth groups and camps for handicapped children; helping handicapped to swim and in other recreational activities; looking after handicapped young children to let mothers go shopping; escorting handicapped children from school; providing "sit in" services for the parents of handicapped children.

HOSPITALS Helping in local hospitals - especially on Saturday afternoons; preparing and distributing Christmas parcels and carol singing in the wards; helping in occupational therapy etc of mental hospitals; visiting patients; manning telephones and library trollies; helping with meals and domestic work and generally relieving highly trained staff from routine duties; preparing materials used by patients for handicrafts.

RESCUE AND FIRST-AID Providing safety patrols at bathing places; manning mountain and ski rescue teams; service with the Junior Red Cross; acting as despatch riders to deliver urgent prescriptions to hospitals.

PHYSICAL IMPROVEMENTS Repairing tracks and laying drainage and water pipes in remote areas; repairing old crofts; helping to rehabilitate derelict industrial sites and old military installations; helping with National Trust, Nature Conservancy and other reclamation and park and view-point projects; cleaning up lay-byes and conducting anti-litter campaigns; adapting old buildings for youth and community purposes.

INTERNATIONAL Entertaining visitors from Overseas; "adopting" villages or groups of individuals in underdeveloped countries and raising money to help them; serving abroad in underdeveloped countries through such organisations as Voluntary Service Overseas and International Voluntary Service.