



## Background

This organisation provides hospital services from two acute sites: Darlington Memorial Hospital and University Hospital of North Durham. They also have a centre for planned care and provide care from five community hospitals. They have over 200 volunteers across their sites with a wide range of volunteering roles. Due to the nature of the organisation, there are strict policies and procedures in place regarding volunteering.

## Support from DCA with managing volunteers

They found out about DCA's Volunteering Kite Mark quality standard, which recognises the value of recruiting and retaining volunteers, through the Wellbeing for Life programme who had already successfully achieved it. DCA offered support over several months by providing guidance, documents, training and compiling an evidence file. The award process gave them time to step back and reflect on current practices. It gave an independent perspective from a specialist in volunteering and has given them more confidence that what they are doing is right and has provided a quality assurance.

"Liaising with the DCA team has given us the opportunity to reflect on our current procedures and protocols we have in place to support and safely manage our volunteers. The volunteers found the team to be approachable, engaging and professional. The support offered has been positive and much appreciated. Thank you!"  
Jill Salkeld, Patient Experience Manager

