

Important Note



This toolkit provides general good practice and links to authoritative guidance; it's not legal advice. For borderline DBS eligibility, complex data processing, or safeguarding cases seek specialist advice. Always check the latest national guidance and your organisation's policies.



Purpose of this Toolkit

This toolkit provides a proportionate, consistent and inclusive approach to managing volunteers in health and care.



Who it's for

Volunteer managers/leads/coordinators, service managers, safeguarding leads, HR/people teams, health-related VCFSE partners, and data protection staff.

Core Principles

- Safeguarding first: keep people safe while enabling inclusive access to volunteering.
- Consistent with agreed VCFSE standards: aligned with NHS Volunteer recruitment.
- Safe recruitment – Proportionate risk management for roles
- Inclusive & fair – equity, diversity and inclusion embedded across the journey.
 - Equity is ensuring fairness by giving people what they need to have equal opportunities, rather than giving everyone the same thing.
- Compliant – follows GDPR regulations.
- An agreement, not a contract – avoid creating employment contracts; handle benefits/expenses carefully.
- Passport volunteering – enable volunteers' portability through shared standards.
- Volunteer to Career – signpost into paid roles where relevant.