

Volunteer Policy

Document Summary

To provide a framework for the Trust to engage effectively and consistently with volunteers.

DOCUMENT NUMBER	POL/004/025
DATE RATIFIED	June 2014
DATE IMPLEMENTED	June 2014
NEXT REVIEW DATE	June 2017
ACCOUNTABLE DIRECTOR	Director of HR/OD
POLICY AUTHOR	HR Business Partner

Important Note:

The Intranet version of this document is the only version that is maintained.

Any printed copies should therefore be viewed as "uncontrolled" and, as such, may not necessarily contain the latest updates and amendments.

TABLE OF CONTENTS

1	SCOPE.....	3
2	Introduction	3
3	Statement of Intent.....	3
4	Definitions.....	4
5	Duties.....	4
	5.1 CEO / BOARD RESPONSIBILITIES.....	4
	5.2 EXECUTIVE DIRECTORS/SENIOR MANAGERS/HEAD OF SERVICE.....	4
	5.3 LINE MANAGERS.....	4
	5.4 ALL STAFF	4
	5.5 HUMAN RESOURCES DEPARTMENT.....	4
7	Training.....	14
8	Monitoring compliance with this policy	14
9	References/ Bibliography	15
10	Related Trust Policy/Procedures.....	15
	Appendix 1.....	16
	Appendix 2.....	19

1 SCOPE

This policy applies to all staff within Cumbria Partnership (the Trust) that recruit and/or work with volunteers and all individuals who volunteer or wish to volunteer to give their time free of charge to contribute to the work of the Trust.

2 INTRODUCTION

The aim of this policy is to ensure that Trust staff work with volunteers in a consistent way and that volunteers are clear about what they can expect from Cumbria Partnership NHS Foundation Trust. The following documents support this policy:

- **Volunteers' Handbook**

This contains all the information that volunteers might need. Copies of all Trust Policies are available electronically via the Trust intranet site or from the Human Resources department.

- **Volunteer Agreement**

This sets out the commitment the Trust makes to volunteers and makes it clear what is expected from the volunteer.

- **Task Description Outline**

This sets out, in detail, the tasks to be undertaken by the volunteer. This will be reviewed in discussion with the volunteer and may be updated according to their interests, skills and abilities.

3 STATEMENT OF INTENT

- The Trust welcomes volunteers from all sections of the community it serves and all minority groups. However, Managers considering recruiting young volunteers should pay particular attention to Section 6.1.8.
- Volunteers will not replace the functions of paid staff but should complement the work undertaken by staff, contributing to the improved quality of life of patients and carers whilst enabling volunteers themselves to achieve their potential and maximum job satisfaction.
- Volunteers require satisfying work and personal development and the Trust will seek to help volunteers meet these needs, as well as providing appropriate induction and training to support them in integrating into the organisation and working effectively and safely in their volunteering role.

4 DEFINITIONS

Volunteering is “an activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives”.

A volunteer is therefore defined as:

“Someone who commits time and energy for the benefits of others and for personal satisfaction, who does so freely, through personal choice, and without expectation of financial reward, except for payment of actual out of pocket expenses.”

5 DUTIES

5.1 CEO / Board Responsibilities

The Chief Executive is ultimately responsible for this Policy and will delegate the day to day responsibility for its implementation, operation and review to the Lead Director for Human Resources.

5.2 Executive Directors/Senior Managers/Head of Service

Executive Directors/Senior Managers/Head of Service are responsible for the effective implementation of this policy within their designated Directorate or Service. They are responsible for ensuring that staff in their Directorate or Service are familiar with, and work to the requirements of this policy.

5.3 Line Managers

Line Managers are responsible for ensuring that volunteers within their designated area of responsibility are recruited, managed and supported in line with this policy.

5.4 All Staff

All staff should be aware of this Policy and will work collaboratively with volunteers.

5.5 Human Resources Department

The Human Resources Department will carry out appropriate checks on volunteers prior to their commencing volunteering with the Trust and will be responsible for reviewing and updating this policy as required.

6 Recruitment and On-Boarding

6.1. Recruitment

6.1.1 Interview

Prospective volunteers will be invited to meet with a line manager from the area in which they are interested in volunteering.

The Manager will tell the prospective volunteer about:

- The organisation and the role of the volunteer within it
- The type of training and support that will be offered
- The organisation's expectations of volunteers
- The commitment needed for the role
- The resources available to volunteers such as reimbursement of out of pocket expenses

And provide the prospective volunteer with an opportunity to explore:

- What they would like to do
- What they hope to gain from volunteering
- Their skills, interests, experience
- Their suitability for tasks available
- How best their potential might be realised

6.1.2 Volunteer Application Form

The Manager will complete a Volunteer Application form (Appendix 1) with the prospective volunteer as part of the interview process.

It may be necessary to explain to a prospective volunteer why they need to complete an application form and why they will also need to undergo employment checks as specified in the **NHS Employment Check Standards**.

The NHS Employment Check Standards include all pre-appointment checks that are required by law and those that are mandated by Department of Health policy. They form part of the robust risk assessment process which ensures patient and public safety, as well as the health and safety of the volunteer.

Where an agreement is in place with an independent third sector organisation for the provision of volunteers, they will usually have carried out all of the checks that are required by law. It is then the duty of the Trust to obtain confirmation from them, as part of the partnership agreement, that these checks have been carried out and meet all legal requirements. It is not generally necessary for these checks to be carried out again by the host organisation.

6.1.3 New Volunteer Appointment

The Manager will inform the Human Resources department of any new volunteer appointment as soon as possible following interview, and provide a Task Description Outline of the role the new volunteer will undertake, so pre appointment checks can be carried out. The Manager must make the prospective volunteer aware that pre appointment checks may take up to 8 weeks and that they cannot commence volunteering until all checks are complete.

It may not always be possible to find a suitable placement for someone offering to volunteer. The Manager must provide unsuccessful applicants with considerate, honest feedback and, wherever possible, signpost to other organisations, or suggest realistic alternatives.

6.2 Pre Appointment Checks

6.2.1 References

Prospective volunteers will be required to provide details of 2 people whom the Trust may contact for a reference. Family members are not acceptable referees. It is useful for one referee to be a previous or current employer or volunteer manager. For applicants who have not recently been in employment there are a number of individuals who could act as referees. These include:

- religious or cultural leader
- teacher or tutor
- case worker, community or social worker
- family doctor

6.2.2 Health Checks

All new volunteers will be expected to undergo a health check. It should be explained that the purpose of this check is to ensure that they will not be put at risk by the role they are about to undertake.

The Human Resources department will send the new volunteer a Health Questionnaire to complete. The volunteer will return the completed questionnaire to the Occupational Health Department who will review the information and advise the Human Resources department on their suitability for volunteering.

There are some volunteer roles where having a specific health condition may be seen as a requirement for the role, for example Expert Patients or Self-help groups where volunteers may themselves have the condition the group is set up to support and their experience is part of their contribution. The Task Outline Description is therefore important in providing the Occupational Health Department with information regarding the role the new volunteer will undertake, including whether having a particular health condition is a requirement for the role.

6.2.3 Criminal Records (DBS) Checks

Not all volunteers will be eligible for a DBS check. The decision to undertake a DBS check and the level of check required must be determined by the role, responsibilities and the level of contact the volunteer will have with vulnerable groups.

DBS checks are free for unpaid volunteers. For the purpose of a DBS check, it is deemed that 'unpaid' means not in receipt of any payment (for example, remuneration, allowance, financial benefit, payment in kind, or other means of support) in relation to the activity. The applicant must therefore not:

- receive payment for activities (except for travel and other approved out-of-pocket expenses)
- be on a placement/work experience
- be on a course that requires them to do this job role
- be in a trainee position that will lead to a full-time role/qualification.

There are 3 levels of DBS check:

- Standard check
- Enhanced check without barred list information
- Enhanced check with barred list information – either:
 - an adult's barred list check
 - a children's barred list check , or
 - an adult's and children's barred list check

Standard Check - volunteers who have access to persons in receipt of health services in the course of their normal duties require a Standard Check. "Access" does not include positions which only allow limited or 'incidental' contact with patients (i.e. where there is no more opportunity for contact with patients than that of a visitor to the hospital site), or where the individual is required to pass through patient areas to get to their normal place of work. This level of check does not show whether a person is barred from working with children or adults and therefore should not be applied for where the volunteer will be undertaking regulated activity.

Enhanced Check without Barred List Information - to be eligible for this level of check, individuals must be involved in providing one of the following activities at least once a week on an on-going basis, more than four days in any 30 day period, or at any time between the hours of 2am and 6am:

- care or supervision
- treatment or therapy
- teaching, training instruction, assistance, advice or guidance on emotional, physical or educational well-being - wholly or mainly for children or adults in receipt of a health care service
- the management of people engaging in any of the above activities on a day to day basis.

Where individuals are providing any of the above activities in an 'unsupervised' capacity for Children, this would be deemed regulated activity and therefore eligible for a barred list check - see section below

Regulated Activity - There are six categories within the new definition of regulated activity, these include where the individual will be providing any one of these activities as part of their role:

- healthcare
- personal care
- social work
- assistance with cash, bills or shopping
- assistance with the conduct of their own affairs
- conveying services

There is no frequency test for providing these activities.

In addition to the above activities, regulated activity also includes where an individual is providing 'unsupervised' teaching, training, instruction, caring for or supervision of children, where these activities are undertaken 'frequently'. Frequently is determined as once a month or more, three or more days in any 30 day period or overnight between the hours of 2am and 6am.

Activities undertaken in a supervised capacity i.e. reasonable day to day supervision under the direction of a healthcare worker, is not regulated activity, therefore the responsible Manager should consider whether the roles and responsibilities meet the criteria for an Enhanced without barred list check or a Standard level check.

Enhanced Check with a Check of the Barred List(s) – a volunteer who will be engaged in carrying out Regulated Activity will require an Enhanced check with a check of the appropriate Barred List. Where individuals are undertaking activities with both adults and children it would be appropriate to check against both barred lists.

It is an offence for any organisation to 'knowingly' appoint or continue to allow an individual who is barred from working with children and/or adults to engage in a regulated activity with that group.

6.2.4 Portability of DBS Checks

Information included as part of a disclosure certificate has no term of validity and it only provides information in relation to what is known about the individual up to the point of its issue. A DBS certificate issued to a volunteer for a position within another organisation can only be accepted by the Trust if the volunteer subscribes to the Update Service which allows the Trust, with the volunteer's permission, to carry out a status check of their DBS certificate online. Subscription to the Update Service is free for unpaid volunteers. Where the new position requires a different level of clearance, i.e. the volunteer is moving into regulated activity for the first time, or

where they were previously working with a different vulnerable group, then a new DBS check must always be undertaken

6.3 Induction

The Responsible Manager must ensure the new volunteer receives an induction which is appropriate to their level of involvement. The induction should identify any training the volunteer may require in order to function safely and effectively in their role and the Responsible Manager will ensure that the volunteer is supported in accessing that training. A Volunteer Induction Checklist is included as Appendix B of this policy.

6.4 Trial Period

The volunteer will be able to try out their volunteer role, giving them an opportunity to decide if the tasks they are undertaking or the location they are working in suits them. The Trust can also see how the volunteer is settling in. The Responsible Manager will agree the length of the trial period with the volunteer. At the end of the trial period, the Responsible Manager will meet with the volunteer to discuss how the trial has gone and identify any changes that need to be made or any additional support the volunteer may require to ensure both they and the Trust get maximum benefit from their role. Should the trial period indicate that the role is not suitable for the volunteer, the Responsible Manager will provide feedback and wherever possible, signpost to other organisations, or suggest realistic alternatives.

6.5 Young People

The Trust is unable to support Volunteers under the age of 18 in clinical services. Young people may be able to volunteer to undertake tasks in non-clinical areas.

Young volunteers between the ages of 16 and 18 must have written permission from a parent or guardian. There is an enhanced duty of care when involving younger volunteers and it is important to remember that such volunteers should be regarded as vulnerable. In such cases an individual risk assessment should be carried out to determine whether or not placing a young person in a voluntary role would put them or the people they will be working with at risk.

Any young person, over the age of 14, can become a Member of the Trust and get involved in the shaping of community health services in Cumbria. Members can join on-line via the Trust's website or by calling the Membership Support Office on 0300 123 9014 or email communications.helpdesk@cumbria.nhs.uk.

6.6 Older People

There is no upper age limit for volunteers, the only measure of suitability being their capability to carry out duties in a safe manner and in line with Trust policies and procedures.

6.7 Data Protection

The Trust will only ask for information which is necessary for the volunteer's involvement. This information will be held securely in line with the Data Protection Act and access restricted to relevant parties.

6.8 Volunteer Agreement and Task Description

Each volunteer will have a volunteer agreement showing what Cumbria Partnership NHS Foundation Trust and the volunteer can expect from each other. In addition, they will agree and sign up to a task description, which is a written outline of the specific work they will be undertaking. Volunteers should not be asked to undertake tasks, which are not in their task description. Neither of these documents is a contract. Cumbria Partnership NHS Foundation Trust has no intention of creating a contract with any volunteers.

Each volunteer will also receive a copy of the Volunteers Handbook.

6.9 Responsibilities

In addition to the responsibilities outlined in the Volunteer Agreement volunteers:-

MUST:

- Always inform the person in charge of the clinical area of their presence, and where applicable wear an alarm in accordance with the procedures of the clinical area.
- Contact their Responsible Manager or Volunteer Co-ordinator as soon as possible to let them know if they are unable to attend for a planned volunteering session.
- Document every visit on a daily log sheet and record any concerns, compliments and questions, making additional notes as necessary. This log should be signed off by the Team Volunteer Coordinator. The Patient Experience Facilitator will monitor activity for Patient Experience Team volunteers. Daily log sheets must be completed by the volunteers.
- Follow the guidance provided in the Trust's Managing Relationships Policy when working with patients and service users.
- Direct requests for clinical care to Trust staff.
- Direct any concerns that patients, their families or friends may have to Trust staff
- Inform their Responsible Manager or Volunteer Co-ordinator if a relative or close friend is a patient or service user on the ward or service where they are volunteering. The Responsible Manager or Volunteer Co-ordinator will discuss

the situation with the volunteer and agree an appropriate course of action. It may be appropriate for the volunteer to be moved to another area for the duration of the service user's treatment. Managers should refer to the Trust's Policy on Managing Personal Relationships for guidance.

MUST NOT:

- Try to resolve any concerns that patients, their families or friends may have.
- Discuss the concerns of patients, their families or friends with other volunteers, staff (unless appropriate staff within the patient area) or members of the public as confidentiality must be maintained at all times.
- Breach the standards of behaviour outlined in the Volunteer Handbook.
- Volunteers **MUST NOT** provide physical care
- Volunteers **MUST NOT** carry out 1:1 observations
- Volunteers **MUST NOT** escort detained patients on escorted ground leave

6.10 Expenses

Cumbria Partnership NHS Foundation Trust is committed to reimbursing volunteers out of pocket expenses to ensure that all individuals who would like to volunteer are able to do so. If volunteers are paid less than actual expenses, then there are equal opportunities implications, as some people may not be able to afford to volunteer. If we pay more than actual costs incurred, then the volunteer is liable to pay tax on the whole of the expense and there would be implications as to the number of volunteers that the Trust could support and for the sustainability of the initiative in the long term.

Volunteers are entitled to have the following expenses reimbursed:

- Travel to and from the place of volunteering
- Journeys undertaken in the course of volunteering
- Meals taken where a volunteer works for a period of over 3.5 hours.

Journeys undertaken by bus or train will be reimbursed on receipt of a valid bus or train ticket.

Volunteers who use their private vehicles to travel to and from the place of volunteering, or for journeys undertaken in the course of volunteering, will be reimbursed at HM Revenue and Customs Approved Mileage Rate – please refer to www.hmrc.gov.uk/rates/travel.htm.

Journeys undertaken by taxi will only be refundable where this is necessary to enable a disabled volunteer to participate and must be agreed in advance by the Responsible Manager or Volunteer Co-ordinator.

Where a volunteer works for a period of over 3.5 hours they are entitled to claim the actual receipted cost of a meal up to the value of £5.00.

Expenses can be paid via Payroll or via cashier services.

It is the responsibility of the volunteer to keep records of expenses received and provide information to HM Revenue and Customs if requested.

Reimbursement of "out of pocket" expenses for volunteering should not affect payment of state benefits. However it is the responsibility of the Volunteer to declare their voluntary activity to Jobcentre staff and to seek advice from the Jobcentre, the Department of Work and Pensions, or in the case of Housing Allowance, the Local Authority, with regard to any benefits, pensions or allowances they receive.

6.11 Support and Supervision

All volunteers will have a Responsible Manager as their main point of contact. The Responsible Manager will meet regularly with the volunteer and provide them with support and supervision under the framework of the Trust's Supervision Policy.

6.12 Insurance

Volunteers are covered under the definition of relevant persons under the Liabilities to Third Parties Scheme (LTPS) if they are working on behalf of the Trust. If they are injured due to negligence of the Trust, then they can make an Employers Liability Claim or a Public Liability Claim.

Volunteers are covered under the definition of relevant persons under Professional indemnity insurance and Personal accident insurance. Volunteer drivers need to inform their insurance company that they are using the car for voluntary work. Staff managing volunteers should ensure that all work undertaken by volunteers is authorised and that they have taken reasonable care to ensure the health and safety of all volunteers and those they work with.

Should volunteers sustain injury, witness, or be involved in any form of Incident/significant event during the course of their voluntary work they will be expected to complete an accident/incident form. If a volunteer experiences verbal or physical aggression from a patient they will be required to complete an incident form.

Should the actions of volunteers lead to injury to others or damage to property they shall be treated the same as employees in accordance with the policy on employer's liability.

6.13 Health and Safety

Volunteers are covered by the Trust's Health and Safety Policy, which is available electronically via the Trust internet/intranet sites.

6.14 Problem Solving

It is recognised that from time to time problems may occur during a volunteer's assignment. Volunteers must, in the first instance, raise any concerns relating to their volunteering work with their Responsible Manager (or the next level of management in the area in which they are assigned). The Responsible Manager (or next level of management) will seek to facilitate informal resolution wherever possible. If the issues are not successfully resolved the volunteer may raise their concerns formally with the Trust in line with the Grievance Policy.

Contained within the Volunteer Handbook are the Standards of Behaviour that Volunteers are expected to adhere to together with the actions that will be taken should a Volunteer fail to meet these standards.

In the case of serious concerns or misconduct, the Trust reserves the right to end a Volunteer's involvement with immediate effect.

6.15 Confidentiality

In the course of their normal work with the Trust, volunteers will come into possession of confidential information concerning patients, the Trust and its staff. Volunteers are responsible for maintaining strict patient confidentiality and will be asked to sign a confidentiality statement. They must not disclose or discuss the concerns of patients, their families/friends with anyone unless they have the patients/relative/friends consent to do so. This includes the communicating of information with other volunteers, staff or members of the public.

6.16 GIFTS

Volunteers are not allowed to receive any personal reward or gain from any person, organisation or user connected with the organisation.

6.17 SECURITY

Volunteers must wear their Identification badges with a red lanyard at all times whilst undertaking volunteer duties for the Trust. Volunteers are encouraged to be observant and not to be afraid to enquire of people as to their business within Trust property. Any suspicious behaviour should be reported immediately.

Volunteers must always inform the person in charge of the patient area of their presence and where applicable wear an alarm in accordance with the relevant procedures.

Volunteers will not be provided with keys or access codes unless authorised. If a volunteer is provided a computer username and password, the volunteer must abide by the Trust's Information Security Policy and Acceptable Use Policy (ICT Systems).

6.18 EXIT INTERVIEWS

Volunteers who leave the Trust will be offered the opportunity to give feedback regarding their volunteering experience. The Exit Interview and Volunteer Exit Form (contained within the Volunteer Handbook) are seen as a way to collect exit data, which enables the Trust to understand the reason(s) why a volunteer has decided to cease volunteering, enabling the Trust to improve the way in which it works with volunteers and ultimately, reduce volunteer turnover.

When a Volunteer informs the Trust that he or she has decided to cease volunteering, the Responsible Manager should arrange to hold an exit interview before the volunteer leaves the Trust.

The Responsible Manager should arrange to meet the volunteer face to face and complete the exit form during the course of the interview. The completed form should then be forwarded to the Human Resources Department.

If the volunteer does not wish to have an exit interview with their Responsible Manager they can request that the exit interview is held with the next level of management in the area to which they have been assigned.

7 TRAINING

There is no mandatory training associated with this policy. Individual's training needs will be identified through annual appraisal and supervision.

8 MONITORING COMPLIANCE WITH THIS POLICY

The table below outlines the Trusts' monitoring arrangements for this policy/document. The Trust reserves the right to commission additional work or change the monitoring arrangements to meet organisational needs.

Aspect of compliance or effectiveness being monitored	Monitoring method	Individual responsible for the monitoring	Frequency of the monitoring activity	Group / committee which will receive the findings / monitoring report	Group / committee / individual responsible for ensuring that the actions are completed
Effectiveness in engaging with and working with volunteers	Report on (i) number of volunteers working with the Trust; (ii) number of volunteer hours logged; (iii) range of	Head of Patient Experience	Annual	Director of Business Development	Director of Business Development

	tasks performed; (iv) impact on the patient experience				

9 REFERENCES/ BIBLIOGRAPHY

NHS Employers Volunteering Pack Recruiting Volunteers - This document is available in pdf format at www.nhsemployers.org/publications

NHS Employers Check Standards – www.nhsemployers.org

10 RELATED TRUST POLICY/PROCEDURES

Health & Safety Policy – POL/002/019
 Management Supervision Policy – POL/004/010
 Information Security Policy – POL/002/077
 Acceptable Use (ICT) Policy – POL/002/037
 Managing Personal Relationships- POL/004/031
 Grievance Policy- POL/004/002

APPENDIX 1

Volunteer Application Form

Surname/Family Name	
First Name(s)	
Title	
Address	
Postcode	
Home Telephone	
Mobile Telephone	
Email Address	
Date of Birth	

Do you have any previous experience of voluntary work, or are you currently a volunteer? Yes / No

If yes, please give details:

.....

What type of volunteering roles are you interested in?

.....

Availability:

When you are able to help?

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Referees:

Please supply details of two referees. These can be your current employer, teacher, tutor or a community leader, GP, youth worker or support worker. You may not use family members as referees.

Name:	Name:
Address:	Address:
Postcode:	Postcode:
Telephone:	Telephone:
Email:	Email:

Disability Information:

Do you consider yourself to be disabled?

.....

.....

If yes, what support or adjustments do you think you will need to take up a volunteering post with us?

.....

.....

.....

Nationality and Immigration status:

Are you a United Kingdom (UK) or European Community (EC) or European Economic Area (EES) National? YES/ NO

Non-EU nationals:

Not all visas allow you to volunteer. Please supply details of any visa currently held, including number, start/expiry date and details of any restrictions. Please confirm that the visa allows you to volunteer (if in doubt you should check with the UK Border Agency)

.....

.....

.....

Important Information:

Because of the nature of voluntary help given in healthcare, exemption under the Rehabilitation of Offenders Act 1974 applies;

Have you ever been convicted of an offence? YES/NO

If yes, details of the conviction will be required and will be treated in the strictest confidence. Please supply details.

.....
.....
.....

All volunteers will be required to undergo a Criminal Records (DBS) Check

You will also be asked to complete a Health Questionnaire which may or may not require you to be seen by Occupational Health.

Your SignatureDate.....

Appendix 2 – Volunteer Induction Checklist

Department/unit and site			
Volunteer's name			
Responsible Manager			
Date			
Subject (This list is not exhaustive and is intended as a baseline to be added to or subtracted to depending upon the volunteer's role)	Volunteer's Signature	Manager's Signature	Date
Where to sign in			
Where to put personal property			
Location of toilets			
Introduced to key staff			
Tea and coffee arrangements			
Explanation of client group			
Explanation of volunteer role			
Complete New Starter Form and send to Human Resources for Volunteer to be registered on ESR for payment of Expenses			
Explain Procedure for Claiming Expenses			
Waste management			
Fire procedures and exits			
Manual handling training			
Health and safety training			
Customer care			
Food hygiene			
Diversity training			
Infection control			
Volunteer Agreement and confidentiality Agreement Signed			
ID Badge Issued			

To the Volunteer: Always ask if you don't know. Keep a copy of this form for your records.