# Volunteers Policy

*Solent NHS Trust policies can only be considered to be valid and up-to-date if viewed on the intranet. Please visit the intranet for the latest version.*

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| **Purpose of Agreement** | This policy aims to provide the Trust with robust and consistent approach for enrolment, induction, and support for volunteers. |
| **Document Type** | ☒ Policy ☐ SOP ☐ Guideline |
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**Amendments Summary:**

Please fill the table below:

| Amend No | Issued | Page | Subject | Action Date |
|---|---|---|---|---|
| 12 | October 2020 | Whole policy | Some information moved to different sections of the paper to align with the recommended policy template. All changes tracked, therefore final formatting will be undertaken once policy signed off. | December 2020 |
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**Review Log:**

Include details of when the document was last reviewed:

| Version Number | Review Date | Lead Name | Ratification Process | Notes |
|---|---|---|---|---|
| 12 | October 2020 | Joe Croombs | Policy reviewed by Volunteer Project Group, Finance Lead, Information Governance Team, Learning and Development Lead, Engagement and Inclusion Team, IPC Lead, H&S Lead, Fire Lead and Security Lead and People Services to ensure that it was in line with current guidelines and research. Additional information added to ensure all aspects included, including eligibility, data protections and confidentiality. | |
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**Summary of Policy**

The purpose of this policy is to ensure that Volunteers are recruited, managed, developed, and supported in line with Trust Policy, best practice, current NHS guidance and in compliance with both legislative and NHS standards.

This includes why the Trust values volunteers; what an essential part of the Solent family volunteers plays to support the work our people undertake to improve the care our patients and their families receive and how the Trust will support volunteers.

The policy has been developed to support service lines in the identification, development and safe recruitment of volunteers to support and enhance the experience of care for patients and their loved ones.

The policy details the responsibilities of those involved and these safe processes.  This includes the required checks that need to be undertaken before a volunteer can be placed and the statutory and mandatory training relevant to the volunteer's role. Who does what, what is and is not expected.

The purpose of the policy is to:

- To set out that recruitment of volunteers is in line with safe, timely, recruitment and training practices and in keeping with Trust policy
- To attract and retain a diverse volunteer community which is representative of the local community it serves
- To ensure that the roles are open to all sections of the community and consistent with the Trusts recruitment policy and our commitment to fair and equitable treatment
- To ensure that our people understand why volunteers are involved and the role they have within the organisation
- To support the aims of improving the experience of patients, engaging the local community, and maintaining the reputation of the organisation
- To help individuals gain the confidence and skills they need to join / re-join the jobs market and apply for paid posts

This document applies to volunteers that are recruited to support the Trust in line with the Solent NHS Trust Equality statement.  It does not relate to people who are involved in engagement activities, research or work experience and training schemes which have a specific context outside of volunteering.  This document does not relate to professional students who are undertaking clinical placements within the Trust as part of their training programme, e.g. student nurses, doctors etc.

This document should be read in conjunction with several other key Trust policies and the supporting documentation outlined in section 9 of this document, the specifics of which will be identified once the volunteer's role is known.

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**Zip file name: HR52 Volunteers Policy – Appendix B to H**

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**Volunteers Policy**

## 1. Introduction & Purpose

1.1. Solent NHS Trust recognises the important role and valuable contribution that our volunteers provide in enhancing experience of care enabling communities to participate in the community health agenda, supporting and complementing our people on a day to day basis. Providing volunteer opportunities and supporting volunteering helps promote active citizenship and social inclusion. Developing volunteer opportunities may increase the Trust's relationships and profile within the communities we serve and provides a pipeline for the Trusts future workforce. It is important to recognise that volunteers do not fulfil roles that paid staff provide; rather they enhance and enrich this work, in an unpaid capacity.

1.2. Volunteers are an essential part of the Solent family with their role to support and complement the work our people, improving the service our patients and their families receive. Some of the key roles are described here and include; experience of care volunteer, peer support/expert by experience, lead volunteer, ward buddy, mealtime support, driver, wellbeing volunteer, keeping in touch and admin volunteer. However, this is not a comprehensive list of volunteering opportunities.

1.3. This policy sets out the Trusts policy and procedures for volunteers.

1.4. The purpose of this policy is to describe and communicate the Trust approach to the recruitment, development and management of our volunteer works force. It outlines our commitment to providing volunteering opportunities to the diversity which is our local community.

1.5. The benefits of having volunteers as part of an organisation are widely recognised. The National Council for Voluntary Organisations NCVO (2019) indicate that:
- Volunteering includes activities like providing practical help, raising money, providing transport, doing the shopping, or just sitting and listening and befriending – all which could improve the patient experience
- Volunteers get involved in different ways, reflecting their lifestyles and values - which would bring a wealth of knowledge and experience

1.6. Recent research by National Council for Voluntary Organisations (NCVO) in 2019, Time Well Spent indicated that:
- Volunteering is a positive experience, for almost all volunteers – something we seek to enhance on with all volunteer's experience being a positive one
- Diversity continues to be an issue – something we are striving to work on as we seek inclusive volunteering opportunities for local people
- Making a difference matters – so we aim to evaluate and share the impact that volunteering has on our patients and staff and aim to support those who wish to use volunteering as a route to enjoyment as well as improved well-being
- Positive experiences are likely to lead to continued participation, as is having fun/feeling valued – both of which we will continue to strive to enable to support, guided in partnership with our volunteers

## 2. Scope & Definitions

2.1. This policy applies to volunteers that are recruited to support the Trust across an array of roles. An array of titles and definitions are used within this policy and therefore, a glossary can be found in Section 10 where these are explained.

2.2. It should be noted that this policy does not relate to people who are involved in engagement activities, research or work experience and training schemes which have a specific context outside of volunteering. This policy also does not relate to professional students who are undertaking clinical placements within the Trust as part of their training programme, e.g. student nurses, doctors etc. All queries about whether this policy applies in a specific context must be discussed and agreed with the Volunteer & Patient Experience Manager.

## 3. Policy Objectives

3.1. Through this policy the Trust aims:
- To set out that recruitment of volunteers is in line with safe, timely, recruitment and training practices and in keeping with Trust policy
- To attract and retain a diverse volunteer community which is representative of the local community it serves
- To ensure that the roles are open to all sections of the community and consistent with the Trusts recruitment policy and our commitment to fair and equitable treatment
- To ensure that our people understand why volunteers are involved and the role they have within the organisation
- To support the aims of improving the experience of patients, engaging the local community, and maintaining the reputation of the organisation
- To help individuals gain the confidence and skills they need to join / re-join the jobs market and apply for paid posts

## 4. Volunteering at Solent NHS Trust

### 4.1. Eligibility

4.1.1. The current minimum age for volunteers at Solent NHS Trust is 16 years of age. There is no upper age limit. Volunteer roles are non-clinical. However, volunteers can provide additional support for clinical groups run by our people in some settings. Volunteers are not allowed to undertake any role that is the responsibility of a paid member of our people anywhere in the Trust. Volunteer roles are clearly defined by their role profile and a under 18 risk assessment is undertaken for each volunteer before commencing a placement. Further detailed information on eligibility can be found in the glossary.

### 4.2. Recruitment

4.2.1. Prior to recruiting volunteers, consultation and discussion must take place within the service area and with the Volunteer & Patient Experience Manager to ensure there is a genuine need for volunteers and to develop a clear description of their role. Once a volunteer is placed, each department should have an identified lead to support the individual.

4.2.2    All new volunteers are required to:
- Complete an application form
- Attend an interview
- If provisionally accepted, complete pre-employment checks as required
- Commit to attending a programme of Trust induction and statutory and mandatory training

4.2.3    If for any reason the Trust does not feel that a volunteer is suitable to volunteer with us, we will ensure that we offer feedback in a timely manner and make any suggestions for alternative placements, as appropriate.

### 4.3    Role profiles

4.3.1    Role profiles are established prior to recruitment, these profiles outline; the role, what the volunteer will  do, what the volunteer will  not do, who the volunteer will  be accountable to, what skills the volunteer will need, what training is available to the volunteer and what the Solent NHS Trust can offer the volunteer . However, role profiles are also developed to meet the individual needs of the volunteer and/or the service requirements.

### 4.4   Pre-Employment Checks and Requirements

4.4.1    Volunteers are required to complete the following checks and requirements before they are issued with an identification badge and volunteer agreement:
- Provide the names, contact details of two independent referees for reference clearance
- If necessary, provide evidence of right to remain and work in Great Britain
- To have Disclosure and Barring Service clearance commensurate with role i.e. regulated/unregulated and provide copies of the certificate when issued
- Undergo Occupational Health Screening
- Attend Corporate Induction
- Undertake mandatory training (or have a plan to undertake within 3 months)

### 4.5   Data Protection

4.5.1    The Trust requires up to date contact details from volunteers, including who to contact in an emergency. The Trust follows the guidance of the Data Protection Act 2018. The Trust keeps records of recruitment information, start date, role profile and training.  Volunteer files will be destroyed 3 years after an individual's volunteer placement has ended.

### 4.6   Confidentiality

4.6.1    Due to the nature of the Trust's business, volunteers may be party to confidential and sensitive information. Volunteers are responsible for maintaining the confidentiality of all privileged information and are expected to follow Trust policies and procedures relating to confidentiality. Once all necessary checks have been completed and a volunteer placement has been agreed, a Declaration of Confidentiality will be completed and signed by the volunteer. The volunteer agreement is binding in honour only, is not intended to be a legally binding contract, and may be cancelled at any time at the discretion of either party.

4.6.2    Failure to maintain patient confidentiality may result in the termination of the volunteer agreement. Volunteers are reminded of the importance of confidentiality at all times – they must under no circumstances discuss patients' affairs with any person other than the

relevant members of our people.  If a volunteer has any concerns relating to issues of confidentiality, he / she must report these to the department/ward supervisor as soon as possible.

### 4.7 Equality, diversity, and inclusion

4.7.1    Our commitment to equality, diversity and inclusion starts with our people; shapes the way we deliver our services and the way we build our teams. We welcome candidates from diverse backgrounds to help us deliver great care to all of our communities. We are as a Trust committed to equal opportunities, equality, diversity, and inclusion. Further detailed can be found in the glossary in section 10.

### 4.8 Induction and Training

4.8.1    All volunteers are required to attend a planned programme of corporate and mandatory training relevant to their role; this should include health & safety, safeguarding, fire and evacuation strategy, fraud and bribery awareness, and infection prevention and control that are updated three yearly, or more frequent as current situations dictate. Information Governance training should be completed yearly. Any additional local training will also be provided at no cost to the volunteer. All volunteers are to attend requested training that will provide updates on any trust changes or that may help to enhance their role.

4.8.2    All volunteers will also receive a Volunteer Handbook, which should be read in line with this policy. The handbook will provide further information on volunteering with us, as well as how volunteers can access further information on how to contact relevant key people and relevant policies and procedures.

4.8.3    Volunteers are expected to follow relevant standard operating procedures (SOP) for incidents and pandemics to ensure that volunteers are kept safe and local and national guidance is adhered to, these will be added to the toolkit (see Toolkits for Covid SOP).

### 4.9 Expenses

4.9.1    A contribution towards refreshments is provided for those who volunteer for more than 5 consecutive hours in one day. An additional contribution towards travel costs can be made to ensure the volunteer role is accessible. This must be agreed in advance with the Volunteer Lead (see toolkit 15.1 for further information).

### 4.10 Reporting Concerns

4.10.1   Volunteers are encouraged to raise concerns they may have with their Volunteer Lead.  A record should be kept of any issues raised. Volunteers are given local contact names where possible and are encouraged to raise any issues or concerns, for early resolution. Any unresolved issues should be escalated to the Volunteer & Patient Experience Manager.

4.10.2   If at any time a volunteer does not feel they can raise a concern with their lead, the volunteer can contact the Freedom to Speak up Team on 023 8103 0100.  Volunteers are encouraged to familiarise themselves with the Freedom to Speak up policy.

4.10.3   Our people should raise any non-safeguarding concerns about a volunteer with the departmental lead where the volunteer is based; if their concern is unresolved then it should be escalated to the Volunteer & Patient Experience Manager.

4.11    **Insurance**

4.11.1    Volunteers are insured for the activities they do on behalf of the Trust, provided they are within the volunteer role profile as agreed by their volunteering lead and within the time frames of their agreed volunteering hours.

4.12    **Statement of Agreement**

4.12.1    A written volunteer agreement is signed to clarify the intended relationship between the Volunteer and the Trust.  Further details of this can be found in the glossary.

4.13    **Sharing Information with Staff Side**

4.13.1    Staff side will be kept informed through Joint Consultation Committee of developing roles to ensure the positions of volunteers remain complementary and distinct from paid roles.

## 5.    Roles and Responsibilities

5.1    The **Chief Nurse** is the executive lead for volunteering and is responsible for ensuring effective leadership for volunteering, holding the team to account for delivery and reporting to Trust Board. Specific responsibilities can be seen in the glossary in section 10.

5.2    The **Associate Director - Community Engagement and Experience**, is the operational lead for volunteering and is responsible for ensuring that the policy is effectively delivered and seeks assurance for this delivery.

5.3    The **Volunteer Lead** is someone identified within the service area/team that will identify the need for a volunteer. Their responsibilities have been outlined however the operational application of these need to be reviewed with the service to ensure these are deliverable and meet current operational requirements.

5.4    **The Volunteer & Patient Experience Manager/team** are responsible for ensuring the day to day delivery of the volunteering service and ensuring the policy is adhered to and provides assurance on its implementation, specific requirement is outlined in the glossary in section 10.

5.5    **Volunteers** are responsible for ensuring that they follow the Volunteers handbook and update the Trust on any changes. Specific requirement is outlined in the glossary in section 10.

5.6    **People Services** will support and advise the volunteering team in the recruitment and selection process in line with Trust policy and procedures.

5.7    **Our people across clinical and departments across the Trust** are responsible for the role of the volunteer in their work setting, including local induction, provision of any necessary training, detail of their access within departments, boundary of roles including relationship with service users and daily support.

5.8    The **Learning and Development Department** will work with the Volunteer & Patient Experience Manager to deliver a programme of statutory and mandatory training for volunteers in compliance with legislative and organisational requirements. The Trust will organise training as required to ensure fulfilment of volunteering roles, including any updates.

## 6. Equality Impact Assessment

6.1. Please see Appendix A for the Equality Analysis and Equality Impact Assessment.

## 7. Success Criteria and Monitoring Effectiveness

7.1. The process for monitoring compliance is outlined in the following table:

| Policy Objectives | Monitoring Method | Assurance | Lead |
|---|---|---|---|
| To set out that recruitment of volunteers is in line with safe recruitment practices and in keeping with Trust policy. This should include DBS checks. | Annual audit of recruitment practice | Safeguarding Steering Group. | The Volunteer & Patient Experience Manager/People Services Lead |
| To attract and retain a diverse volunteer team which is representative of the community it serves. | Review of recruited volunteers annually | Quality Improvement & Risk (QiR) Group | The Volunteer & Patient Experience Manager / Volunteer Lead/ Diversity and Inclusion Lead |
| To ensure that the roles are open to all sections of the community and consistent with our Equal Opportunities policy on recruitment. | Audit recruitment process annually | Quality Improvement & Risk (QiR) Group | The Volunteer & Patient Experience Manager / Volunteer Lead/ Diversity and Inclusion Lead |
| To ensure that our people understand why volunteers are involved and the role they have within the organisation. | Audit our people's understanding biannually | Quality Improvement & Risk (QiR) Group | Chief Nurse / The Volunteer & Patient Experience Manager /People Services |
| To support the aims of improving the experience of patients, engaging the local community, and maintaining the reputation of the organisation. | Annual staff survey | Community Engagement Group | Associate Directors of Community Engagement and Experience & Diversity and Inclusion |
| To help individuals gain the confidence and skills they need to join / re-join the jobs market and apply for paid posts. | Volunteer feedback Annually People Services | Workforce and OD Committee | People services/The Volunteer Lead / Departments |

## 8. Review

8.1. This document may be reviewed at any time at the request of either staff side or management but will automatically be reviewed 3 years from initial approval and thereafter on a triennial basis unless organisational changes, legislation, guidance, or non-compliance prompt an earlier review.

## 9. References and Links to Other Documents

### 9.1. Recruitment packs for volunteers and information for managers when recruiting volunteers:

| Document Name | Document: | Contains/comments: | Document Owner: |
|---|---|---|---|
| Recruitment Pack for Volunteers | The most up to date recruitment form can be found:<br><br>https://recruitment.solent.nhs.uk/your-career/volunteers/<br><br>Under - How do I become a volunteer?<br><br>**See Appendix B and C for Current ones** | Application Form<br>Easy Read Application Form<br>Offline Disclosure and Baring Service (DBS) Form<br>Occupational Health and Wellbeing Service – Volunteer Health Assessment Form<br>Code of Confidentiality Agreement and Data Protection Form<br>Monitoring Information Form (optional) | Volunteer & Patient Experience Manager |
| Enrolment Pack for Managers | Current role profiles can be found:<br><br>https://recruitment.solent.nhs.uk/your-career/volunteers/<br><br>Under – What can I do as a volunteer?<br><br>**See Appendix D** | Role Profiles<br>Role Hazard Form<br>Induction Form<br>Leavers Form | Volunteer & Patient Experience Manager |
| Standard Operating Procedure (SOP) for: Voluntary Services during Covid 19 | **See Appendix E** | Current SOP for Volunteers, needs to be reviewed regularly and in line with changing guidance | Volunteer & Patient Experience Manager/ Head of Infection Prevention |
| Handbook | **See Appendix F** | | Volunteer & Patient Experience Manager/Team |
| Induction | **See Appendix G** | Volunteers are expected to attend the Trust induction or specific volunteer induction. | Learning and Development Lead |

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| Expense Form | **See Appendix H** | Claims can only be made up to 3 months of the original claim date. Any receipts that aren't attached can unfortunately not be claimed. | Volunteer & Patient Experience Manager/Team |

9.2. **Trust Policies Links**

Below are a range of policies that Volunteers will be directed to dependant on their role profile and can be found on https://www.solent.nhs.uk/our-story/publication-scheme/our-policies-and-procedures/ .

- Dignity at Work (Bullying and Harassment) Policy
- Recruitment & Selection Policy
- Data Protection Compliance Policy
- Complaints, Concerns, Enquires and Compliments Policy
- Resolution Policy
- Freedom to Speak Up: Raising Concerns Policy
- Health & Safety Policy
- Hand Hygiene Policy
- Policy for Infection Prevention and Control Standard Precautions Policy
- Policy for Security and Management of Violence & Aggression (PMVA)
- Local Counter Fraud, Bribery and Corruption Policy
- Fire Safety Policy
- Safe Use of Display Screen Equipment and Mobile Devices Policy
- Moving & Handling of People and Inanimate Load Policy
- Uniform and Dress Code Policy
- Safeguarding Children, Young People & Adult Policy
- Induction & Essential training Policy
- Lone Working Policy
- Drug, Alcohol & Substance Misuse Policy
- Deprivation of Liberty Safeguards and Mental Capacity Act 2005 Policy
- Policy on the Management of Allegations of Abuse against Staff Under Safeguarding Procedures
- Disclosure & Barring Service (DBS) Policy
- Equality, Diversity, Inclusion and Human Rights Policy

9.3. **References**

1. The National Council for Voluntary Organisations (NCVO, 2019) https://almanac.fc.production.ncvocloud.net/volunteering/
2. The National Council for Voluntary Organisations (NCVO, 2019) - Time Well Spent: A national survey on the volunteer experience https://www.ncvo.org.uk/policy-and-research/volunteering-policy/research/time-well-spent

## 10. GLOSSARY

10.1 The following glossary aims to describe any acronyms used and explain further some important aspects indicated in the paper:

| Word/Acronym | Meaning/Explanation |
|---|---|
| Associate Director - Community Engagement and Experience | The Associate Director - Community Engagement and Experience, is the operational lead for volunteering and is responsible for ensuring that the policy is effectively delivered and seeks assurance for this delivery. |
| Chief Nurse | The Chief Nurse, is the executive lead for volunteering and is responsible for ensuring that effective leadership for volunteering, holding the team to account for delivery and reporting to Trust Board. Specific responsibilities include, ensuring that:<br>• This policy is effectively implemented across the Trust<br>• Resources are provided for effective implementation of this policy<br>• This policy is followed across the Trust by all of our people<br>• Voluntary services are developed, promoted, organised, and managed across the Trust<br>• Effective policies and procedures are established and developed for the utilisation of volunteers<br>• Volunteers are recruited, trained, and placed appropriately and safely across the Trust |
| Eligibility | • The current minimum age for volunteers at Solent NHS Trust is 16 years of age. There is no upper age limit. Volunteer roles are non-clinical. However, volunteers can provide additional support for clinical groups run by our people in some settings. Volunteers are not allowed to undertake any role that is the responsibility of a paid member of our people anywhere in the Trust. Volunteer roles are clearly defined by their role profile and a risk assessment is undertaken for each volunteer before commencing a placement.<br>• The advice from the Health and Safety Lead at the Trust, is that any volunteer that is 16 or 17 years of age, should not be undertaking any activities that would be assessed as medium risk or above without a full health and safety risk assessment undertaken by the lead.<br>• We welcome the inclusion of people who have used Trust services and recognise the value of their unique experience. A volunteer application will not be accepted from service users who are currently receiving inpatient care from this or any other trust. Upon their request they may receive information regarding volunteering and details of how they may apply once they have been discharged.<br>• A volunteer may be recruited to a service where they have previously received mental health treatment if agreed appropriate following a discussion between the Volunteer & Patient Experience Manager, Volunteer and Lead Practitioner, once cleared by Occupational Health. A risk assessment will be completed and if all parties are comfortable with the circumstances and level of risk, the volunteer will be accepted, and a record of the outcome will be filed in the volunteers' personnel file.<br>• An active volunteer who becomes an inpatient will be sensitively requested to temporarily discontinue their volunteering role while they are in hospital and supported with dignity upon their return. If circumstances suggest that continued involvement may not be beneficial to their recovery, discussion will |

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| | take place between the Volunteer and Volunteer & Patient Experience Manager to explore alternative options. Current and former service users will be registered and inducted in the same way as all volunteers.<br><br>• Non-UK students can undertake a voluntary role if they are permitted to work, but this work and any other (for example paid) work must not exceed the total number of hours they are permitted to work during term time. For example, if a student is permitted to work 20 hours a week during term-time and has paid work of 15 hours a week during term time, they cannot do more than 5 hours voluntary time. If they do not have a permit to work, they cannot do any voluntary work. Prospective volunteers will be asked to provide evidence of right to remain and work in Great Britain. |
| Equality, diversity, and inclusion | • Our commitment to equality, diversity and inclusion starts with our people; shapes the way we deliver our services and the way we build our teams. We welcome candidates from diverse backgrounds to help us deliver great care to all of our communities. We are as a Trust committed to equal opportunities, equality, diversity, and inclusion.<br><br>• As part of our Great Place to Work programme we know that people perform better when they feel they can be themselves. As a Trust we want to foster a culture of 'acceptance without exception'. Investing in a diverse NHS workforce enables us as a Trust to deliver a more inclusive service and improve patient care.<br><br>• Equality is about creating a fairer society where everyone has the opportunity to fulfil their potential. Diversity is about recognising and valuing difference in its broadest sense. Inclusion is about an individual's experience within the workplace and in wider society and the extent to which they feel valued and included.<br><br>• In order to continually improve our volunteer services, the Trust collects monitoring data about volunteers. This will be fully explained at interview and remains optional. The kind of information we record is age, gender, religion, sexual orientation, ethnicity, and disability. Data is securely held, used sensitively, and reported anonymously. |
| Statement of Agreement | • A written volunteer agreement is signed to clarify the intended relationship between the Volunteer and the Trust. Volunteers will not have a contract with the Trust nor will they be considered an employee in law.<br><br>• Volunteers are free to leave their placement at any time, where possible volunteers are asked to give as much notice as possible. Ideally a minimum of 4 weeks' notice in order for us to make suitable arrangements to ensure there is no impact on the continuity of the service.<br><br>• There may be occasions where we decide to terminate a volunteer's placement with us. In these circumstances the reasons for terminating the placement will be discussed with the volunteer.<br><br>• The Trust will end a volunteer placement with immediate effect in cases of concern relating to harm or risk of harm by a volunteer is found following investigation. Should the matter of concern relate to safeguarding; this should be escalated to the Safeguarding Adults Management of Allegations Lead and reported to the Disclosure and Barring Service, as appropriate. Trust policy would be used as good practice to guide this process.<br><br>• Our people should raise any non-safeguarding concerns about a volunteer with the departmental lead where the volunteer is based; if their concern is unresolved then it should be escalated to the Volunteer & Patient Experience Manager. |

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| | • Volunteers who require training on patient information systems will be issued with an Honorary Contract prior to accessing training in line with Trust Information and Governance Policy.<br>• Each volunteer will be asked to complete an exit questionnaire which will include the reason for leaving and any comments and suggestions for improvements. This will allow the service to be evaluated on a regular basis and where possible, to make improvements. |
| Volunteer/s | Volunteers are people, who, of their own free will and without payment or expectation of payment, contribute their time, energy, knowledge, skills and experience to enhance the care and quality for our patients, their community, or to acquire relevant experience.<br><br>Volunteers are responsible for ensuring that they follow the Volunteers handbook and update the Trust on any changes. Specific requirements include:<br>• Undertake all relevant checks required before starting any placements, notifying the Volunteer & Patient Experience Manager if circumstances change following appointment<br>• Adhere to all Trust polices (and values) including the Trust's policy on Data Protection and confidentiality, Safeguarding and Infection Prevention and Control<br>• Keeping within the boundaries of agreed activities and may refuse those not specified within their role description<br>• Engage and actively take part in induction, any training identified and supervision arrangements<br>• Wearing an official identity badge whilst volunteering within the Trust and returning this and any parking permit when they leave<br>• Behaving in a manner which reflects positively on the organisation and to promote our vision and values<br>• Not to misuse or interfere with anything provided for safety<br>• To bring the attention immediately to their direct supervisor of any incidents or concerns that may arise from work activities or work environments that they feel are unsafe |
| Volunteer Lead | The Volunteer Lead is someone identified within the service area/team that will identify the need for a volunteer. Their responsibilities have been outlined however the operational application of these need to be reviewed with the service to ensure these are deliverable and meet current operational requirements. Expected to be responsible for:<br>• Ensuring that volunteers follows the correct protocols and procedures and adhere to Trust policies and receive a local induction<br>• Ensuring the procedures for recruiting and supporting volunteers are proportionate to the roles being undertaken and kept as simple and straightforward as possible within legal and organisational constraints<br>• Promoting the benefits of volunteering and developing placement opportunities<br>• Ensuring that volunteers have undergone the appropriate training relevant for their area and are properly supervised<br>• Keeping in regular contact with the Volunteer Services Manager regarding the review of volunteer placements, training, change of address<br>• Liaising with the Volunteer Services Manager around any issues that emerge because of the placement<br>• Ensuring our people have the support and information they need to work well with volunteers |

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| | • Ensuring good practice in health and safety matters i.e. a duty of care towards volunteers<br>• Ensuring volunteers have the same respect and care as employees with clarity for all that the relationship is non contractual<br>• Ensuring volunteers are aware of how to raise any matters of concern<br>• Ensuring regular feedback sessions are organised for volunteers<br>• Provide supervision and check in on the volunteer's wellbeing<br>• Interacting with volunteers, respecting, and valuing their contribution<br>• Providing assurances to the Trust of the recruitment, pre-employment screening and adherence to equality legislation processes<br>• Ensuring a sign-in/out system is in place |
| Volunteer & Patient Experience Manager/team | The Volunteer & Patient Experience Manager/team for ensuring the day to day delivery of the volunteering service and ensuring the policy is adhered to and provides assurance on its implementation, specific requirement are:<br>• Providing advice and support to managers, our people and volunteers in matters relating to volunteering<br>• Promoting volunteering within the Trust and working internally and with external organisations to develop new opportunities<br>• Performing administration relating to recruitment and selection, including all pre-employment checks, which includes disclosure and barring service (DBS) clearance and ongoing arrangements<br>• Arranging a programme of statutory mandatory training in partnership with Learning and Development; ensuring three yearly training such as safeguarding is undertaken<br>• Maintaining up to date records of volunteers including personal details, training, and placements<br>• Monitoring the reliability, attendance, and performance of volunteers<br>• Interacting with volunteers, respecting, and valuing their contribution<br>• Gain service evaluation and feedback<br>• Assisting managers in identifying and developing appropriate volunteer roles<br>• Preparing and sharing reports, including service evaluation<br>• Keeping a central record of all volunteers within the Trust, their placement and volunteer supervisor |

## Appendix A

## Equality Analysis and Equality Impact Assessment

**Equality Analysis** is a way of considering the potential impact on different groups protected from discrimination by the Equality Act 2010. It is a legal requirement that places a duty on public sector organisations (The Public Sector Equality Duty) to integrate consideration of Equality, Diversity and Inclusion into their day-to-day business. The Equality Duty has 3 aims, it requires public bodies to have due regard to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and other conduct prohibited by the Equality Act of 2010;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not;
- **foster good relations** between people who share a protected characteristic and people who do not.

**Equality Impact Assessment** (EIA) is a tool for examining the main functions and policies of an organisation to see whether they have the potential to affect people differently. Their purpose is to identify and address existing or potential inequalities, resulting from policy and practice development. Ideally, EIAs should cover all the strands of diversity and Inclusion. It will help us better understand its functions and the way decisions are made by:

- **considering the current situation**
- **deciding the aims and intended outcomes of a function or policy**
- **considering what evidence there is to support the decision and identifying any gaps**
- **ensuring it is an informed decision**

## Equality Impact Assessment (EIA)

| Step 1: Scoping and Identifying the Aims | |
|---|---|

| | | |
|---|---|---|
| Service Line / Department | Volunteer Services/Engagement and Inclusion Team | |
| Title of Change: | Volunteer Policy review | |
| What are you completing this EIA for? (Please select): | Policy | *(If other please specify here)* |
| What are the main aims / objectives of the changes | To update the policy to reflect developments in practice and provide details on changes to policy and procedures when recruiting volunteers to provide an accessible, responsive and creative voluntary services offer to members of our local community by working in partnership with local communities. | |

| Step 2: Assessing the Impact | |
|---|---|

Please use the drop-down feature to detail any positive or negative impacts of this document /policy on patients in the drop-down box below.  If there is no impact, please select "not applicable":

| Protected Characteristic | Positive Impact(s) | Negative Impact(s) | Not applicable | Action to address negative impact: *(e.g. adjustment to the policy)* |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| Sex | | | X | All would be treated equally |
| Gender reassignment | | | X | All would be treated equally |
| Disability | X | | | Volunteers are to be actively encouraged from all community groups. |
| Age | | | X | All would be treated equally |
| Sexual Orientation | | | X | All would be treated equally |
| Pregnancy and maternity | | | X | All would be treated equally |
| Marriage and civil partnership | | | X | All would be treated equally |
| Religion or belief | X | | | Positive impact as people of faith are also part of the community groups that you are reaching |
| Race | X | | | Volunteers are to be actively encouraged from all community groups. |

*If you answer yes to any of the following, you MUST complete the evidence column explaining what information you have considered which has led you to reach this decision.*

| Assessment Questions | Yes / No | Please document evidence / any mitigations |
|---|---|---|
| In consideration of your document development, did you consult with others, for example, external organisations, service users, carers or other voluntary sector groups?) | Yes | The policy document has been shared with the volunteer project group, which has representation from community partner, volunteers, service line as well as internal Trust colleagues. It will also be shared with the Engagement and Inclusion Team and with representatives from Learning and Development. Health and Safety, Infection, Control and Prevention, Safeguarding and Human resources to provide feedback before going to the Policy Review Committee. |
| Have you taken into consideration any regulations, professional standards? | Yes | The policy has been reviewed considering recent government advise on Covid 19, review of neighbouring Trust and NHS England and Improvement Volunteering information. |

## Step 3: Review, Risk and Action Plans

| | Low | Medium | High |
|---|---|---|---|
| How would you rate the overall level of impact / risk to the organisation if no action taken? | ■ | ☐ | ☐ |
| What action needs to be taken to reduce or eliminate the negative impact? | Ensure that the measures outlined in the policy are adhered to. | | |
| Who will be responsible for monitoring and regular review of the document / policy? | The Volunteer & Patient Experience Manager | | |

## Step 4: Authorisation and sign off

*I am satisfied that all available evidence has been accurately assessed for any potential impact on patients and groups with protected characteristics in the scope of this project / change / policy / procedure / practice / activity. Mitigation, where appropriate has been identified and dealt with accordingly.*

| *Equality Assessor:* | *Kate Sonpal* | *Date:* | *17.09.20* |
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