

Volunteer Policy

Public Participation

Doc Ref: ENG02

Additionally refer to:
W30 Equality, Diversity and
Inclusion
W16.1 Recruitment and
Selection
W38 Work Experience
W42 Dress Code and Appearance

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Version Control Sheet

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Version history

Version	Item	Date	Author	Status	Comments/Key Changes
V1		Feb 2005	Diane Davies	Final	
V2		Sept 2011	Kathryn Poli	Current policy	
V3		July 2013	Hannah Roy	Draft	Amendments to sections 1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 17 Sections 7, 16, 18, 19, 20 and all the appendices are new editions to the policy
V3.1		August 2013	Hannah Roy	Draft	Amendments following consultation to Sections 3, 6, 14 Appendix 2, 3, 4, 5, 7 Additional sections 1,3, 4, 21,22
V3.1		Jan 2014	C Webster		Changed the layout of appendix 6
V3.2		November 2014	Hannah Roy	Approved HEC November 2014	Addition of appendix 9 (Employer Supported Staff Volunteer Scheme)
V4		September 2020	Hannah Roy	Review Volunteer Policy	Take out appendices 3, 4, 6,7,8 Amend wording: <ul style="list-style-type: none"> • from Governance and Membership Office to Public Participation Team • Governance and Membership Manager to Head of Public Engagement • Document Formatted • No material changes to content

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V5		November 2023	Nicola Brockley	Approved	Amendments to sections 3, 4, 5, 6, 8, 9, 12, 15, 17, 18, 19, 20, 25, Appendix 2
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Review and Amendment log for minor changes

Version No	Type of Change	Date	Description of change

Policy on a Page – Key Points

- Volunteers make a unique contribution to our patients, carers, the public and staff at The Shrewsbury and Telford Hospital NHS Trust. A volunteer can be defined as an individual who gives their time under their own free will to undertake duties for which they receive no financial compensation, apart from reimbursement of travel expenses, if requested.
- The Trust encourages the involvement of volunteers within our hospitals and recognises the valuable contribution they make to the work of our organisation through their time, energy, and skills.
- The value of volunteers is in complementing the work of paid staff, not to substituting it; therefore, the roles carried out by volunteers will not threaten the livelihood of paid staff.
- The minimum age that an individual can volunteer at the Trust is 16 years old, whilst there is not upper age limit, it is important that the volunteer is able to fulfil the duties of their role safely.
- The Public Participation Team is responsible for recruiting volunteers and will reserve the right to decline applications from potential volunteers deemed unsuitable for the needs of the service.
- This policy outlines the relevant recruitment checks required prior to an individual being accepted to volunteer in the Trust, including references, occupational health, and DBS check (where applicable)
- The Public Participant Team are responsible for ensuring that all individuals who apply to volunteer have the necessary recruitment checks and training prior to starting their placement.
- Third party organisations (e.g. League of Friends) will be required to evidence that individuals recruited to volunteer in the Trust comply with the volunteer checks outlined in this policy before any start date is agreed. Employment checks can be carried out on behalf of the organisation by the Trust, if requested.
- Volunteers are free to leave their placement at any time, where possible volunteers should give as much notice as possible. Ideally, this should be a minimum of 4 weeks' notice in order that the Trust can make suitable arrangements to ensure there is no impact on the continuity of the service. For relevant reasons, the Trust may decide to terminate a volunteer's placement at the Trust, this will follow on from discussions with all parties.
- This policy outlines how a volunteer can raise issues regarding their placement, and the process the Trust will following in addressing this.
- This policy outlines the process Trust staff should follow if they need to raise a concern regarding a volunteer.

1. Document Statement

The purpose of this policy is to define the guidelines for the recruitment and involvement of volunteers in our work. This policy aims to:

- Ensure a fair and consistent approach to the recruitment of volunteers.
- Promote good practice and a consistent approach to volunteer management.
- Clarify the role of volunteers and the relationship between volunteers and paid members of staff within the Trust.
- Acknowledge the value of the contribution made by volunteers.
- Confirm the commitment of the Trust in involving volunteers in its work.

2. Overview

Volunteers make a unique contribution to patients, carers, the public, and staff at The Shrewsbury and Telford Hospital NHS Trust ("The Trust"). Volunteering can be defined as *an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.* (DH, p20)

The Trust encourages the involvement of volunteers within our hospitals and recognises the valuable contribution they make to the work of our organisation through their time, energy, and skills. Promoting and supporting volunteering can be an effective way for the Trust to enhance engagement of the public, patient and Trust member's within the organisation. As an organisation we recognise the important role volunteers have and seek to involve volunteers to:

- Improve the services and experience of patients, their families/carers, staff and the public.
- Provide individuals with new skills, confidence and experience within a hospital setting.
- Involve the local community in the Trust's activities.

The Trust is committed to developing, encouraging and supporting volunteer involvement in our work where appropriate. In doing so, it is clearly recognised that volunteers will complement, but not replace, the role of paid members of staff.

3. Scope

This policy applies to prospective and current volunteers of The Shrewsbury and Telford Hospital NHS Trust. This policy will be applied to assist ward/department managers and other staff who work with volunteers as part of their role. The tasks to be carried out by volunteers will be clearly defined in a role description so that both paid staff and volunteers are sure about their respective roles and responsibilities. The value of volunteers is in complementing the work of paid staff, not to substituting it; therefore, the roles carried out by volunteers will not threaten the livelihood of paid staff.

Volunteers who work within the hospital from other voluntary organisations are also expected to abide by the practices and procedures set out in this policy.

This policy does not cover:

- Work experience placements.
- Student employment.
- Patient and Public engagement activities.
- Shadowing days.
- Volunteering is not the same as work experience. Please see the Trust's policy W38 Work Experience for more information.

4. Definitions

Volunteer

An individual who gives their time under their own free will to undertake duties for which they receive no financial compensation, apart from reimbursement of out of pocket expenses, if requested

5. Duties and Responsibilities

5.1. Director of Public Participation

The Director of Public Participation has responsibility for volunteers within the Trust and will report to the Trust Board (quarterly public participation report).

5.2. Head of Public Participation

The Head of Public Participation has overall responsibility for:

- Ensuring that there is a robust system in place for the recruitment, training and ongoing support for volunteers in line with this policy.
- For developing, implementing, reviewing this policy.

5.3. The Volunteer Manager

- Managing the recruitment and selection of volunteers, as outlined in this policy
- Developing and implementing new volunteer roles
- Providing advice and support to managers, staff, and volunteers in matters relating to volunteering.
- Promoting volunteering within the trust and working with external organisations to develop new opportunities.
- Promoting volunteering within the trust and working with external organisations to develop new opportunities.
- Managing staff training, absences and appraisals

5.4. The Public Participation (Volunteer) Team

The team are responsible for:

- Processing and ensuring all checks and training are completed for new volunteer applications.
- Develop and allocate volunteer placements.
- Support departments in developing new volunteer roles.
- Maintaining up-to-date records of volunteers including personal details, training, and their placement.
- Provide support to managers and volunteers and support the implementation of this policy.

Undertake a review meeting with the volunteer after 1 months
Co-ordinating volunteer training, reporting volunteer's absences and sharing rota's

5.5. Ward/Department Manager

The department/ward manager in which the volunteer is placed is responsible for:

- Providing volunteers in their area with a local induction.
- Support and training to enable the volunteer to carry out their role.
- Provide clarity and direction about the volunteer's role and responsibilities.
- Provide day-to-day supervision and management of volunteers in their area.
- Notifying the public participation team of any volunteers who are absent or have terminated their placement.
- Ensuring that they and their staff are familiar and adhere to this policy.

Managers are responsible for ensuring that the tasks carried out by volunteers are appropriate to the role and are documented in the volunteer role description.

The department/ward manager is able to gain support and advice regarding volunteers from the Public Participation Team. It is the responsibility of the department/ward manager to raise any concerns regarding behaviour or conduct in relation to volunteers to the Public Participation Team.

5.6. All Staff

All members of staff, who have contact with Trust volunteers, should have an understanding of the involvement of volunteers in service delivery and the value they bring in complementing the work they do. Staff need to work alongside and support volunteers and assist in the development and implementation of new volunteer roles and adhere to this policy.

5.7. Volunteers

It is the responsibility of the volunteer to:

- Work within the role description.
- Adhere to trust policies and procedures the responsible manager agrees relevant, including infection prevention and control and safeguarding.
- Engage with support and supervision arrangements.
- Attending training, which is relevant to your role.
- Maintain the confidential information of the organisation and of its patients.
- Ensure they wear their id badge whilst volunteering.
- Meet the time commitments and standards to which have been mutually agreed.

5.8. Third party organisations

Third party organisations that provide volunteers to work within the Trust are responsible for:

- Ensuring their volunteers are aware of and comply with relevant trust policies
- Notify and provide evidence to the trust that the volunteer has passed all the necessary checks, as outlined in this policy. The name, address, and confirmation of checks will be kept on volunteer database by the public participation team.
- Notifying the public participation team of any volunteer who ceases their volunteer placement.

6. Equality and Diversity

The Shrewsbury and Telford Hospital NHS Trust is committed to equal opportunities and diversity. This commitment is extended to our volunteers. We will not discriminate against our volunteers on the grounds of gender, sexual orientation, disability or impairment, age, race, nationality, marital status, religion or belief.

As an organisation we value difference, and recognise the value that different backgrounds, skills, outlooks, and experiences of our volunteers bring to the organisation. Any behaviour that contradicts the spirit of this statement or the Trust's Equality and Diversity Policy (W30) will not be tolerated.

In many circumstances, volunteers from overseas can be considered. There are, however, restrictions in some situations. Potential volunteers are advised to check with the relevant authority, such as the UK Border Agency. The Trust may seek additional advice from the Trust's Human Resources department.

The minimum age that an individual can volunteer at the Trust is 16 years old, whilst there is not upper age limit, it is important that the volunteer is able to fulfil the duties of their role safely. The Trust monitors its accessibility of volunteering through its Equality Opportunity form, which we ask individuals to complete when applying to become a volunteer.

7. Recruitment and Selection

The aim of the recruitment process is to ensure that we match volunteers' skill and abilities with volunteer roles as well as having all the necessary checks needed to volunteer within a hospital setting. The sole qualification for volunteer recruitment will be the suitability for the volunteer to perform the voluntary role on behalf of the Trust. The Public Participation team is responsible for recruiting volunteers and will reserve the right to decline applications from potential volunteers deemed unsuitable for the needs of the service. All volunteer applications should be processed by the Public Participation Team and the recruitment process is outline in Appendix 1.

7.1. Defining the role

For all volunteer opportunities, a role description will be created. Role descriptions are developed by ward/department managers with assistance from the Public Participation Team (please see Appendix 2 for role description template). The Public Participation Team will liaise with the relevant Manager regarding a volunteer placement prior to any individual agreement being made with a volunteer. All volunteers should work to a role description, which clarifies the tasks and responsibilities associated with the role.

7.2. References and Occupational Health

NHS Employers requires all NHS staff (including volunteers) to provide two references and be subject to health screening. Offers of a placement are subject to these requirements being met successfully and time should be allowed for these checks to be made before an individual can commence volunteering.

All individuals applying to volunteer will need occupational health clearance; it is the responsibility of the individual to declare any pre-existing medical conditions. If an individual does not attend two occupational health appointments without previously notifying Occupational Health then their volunteer application will be automatically withdrawn by the Trust, apart from in exceptional circumstances.

It should be noted that not everyone who wishes to become a volunteer will be suitable for their role. If a prospective volunteer is not suitable for volunteering in a health setting, then he / she should be provided with honest feedback in a sensitive manner. In addition, the Trust is able to withdraw the offer of a volunteering opportunity with an individual at any stage.

7.3. Disclosure Barring Service (DBS)

As appropriate for the protection of vulnerable adults and children and in accordance with the Rehabilitation of Offenders Act, any individual applying to volunteer in the Trust will be subject to screening by the Disclosure Barring Service (DBS).

When a DBS check is required if a volunteer does not agree to a DBS check they will not be able to volunteer.

Volunteers with criminal convictions are not automatically excluded and a decision regarding recruitment is subject to the discretion of the Trust. A risk assessment by our Workforce team will be carried out in relation to any previous convictions, and acceptance to volunteer within the Trust.

In determining whether a criminal record is relevant to the volunteer's role, factors such as the nature of the offence, nature of the voluntary role applied for, how long ago the offence took place etc. should be considered.

When completing the DBS form, prospective volunteers must provide specific identification for verification by the Public Participation Team. Without sight of original documentation, the Trust will be unable to apply for DBS disclosure.

Volunteers will not commence volunteering until a DBS certificate is provided by the prospective volunteer. The current requirement is that such Disclosures are repeated every three years.

Subsequent convictions once a volunteer placement has started must also be declared, in order that a decision can be made as to whether a volunteer placement can continue. This decision will be made jointly between the Public Participation Team, Workforce and the manager of the placement area.

7.4. Three Month Agreement

It is good practice to have a clearly defined trial period for volunteers. This allows the volunteer an opportunity to try out the role and the Trust can see the individual volunteer in action.

All volunteers will complete a provisional period of three months, during which time they should receive a higher level of support from the ward/department supervisor. A review meeting should be held at the end of the trial period and, if the volunteer does not wish to continue with the volunteer role

after this time, or if he / she is not considered to be suitable for the role, an alternative volunteer opportunity may be offered or the volunteer's agreement may be terminated.

7.5. Volunteers recruited through a third party

Third party organisations (e.g. League of Friends) will be required to evidence that individuals recruited to volunteer in the Trust comply with the volunteer checks outlined in this policy before any start date is agreed. Employment checks can be carried out on behalf of the organisation by the Trust if requested.

8. Induction and training

The Trust aims to ensure that all volunteers have the appropriate induction, training, and support and to carry out their voluntary role within the Trust. The Trust reserves the right to withdraw a volunteer placement to individuals who do not comply with the necessary training requirements outlined by the Trust.

8.1. Training

All volunteers have to complete the volunteer mandatory training, which can be accessed online. All volunteers have to complete this training prior to starting their placement. It is the responsibility of the both the Public Participation Team and volunteer to ensure that any mandatory training requirements are met.

Other training will be available to volunteers, and some additional training will be mandatory for particular roles. All volunteer training must be approved by the Head of Public Participation and the relevant department, as training provided to volunteers, which is not relevant to their role can be classed as a monetary benefit, and an has implications regarding pay and tax.

8.2. Volunteer Handbook

All individuals who volunteer with the Trust will also receive a Volunteer Handbook, which will provide further information on volunteering in the Trust, as well as how volunteers can access further information on relevant Trust-wide policies and procedures.

8.3. Volunteer Agreement and Declaration of Confidentiality

Once all necessary checks have been completed and a volunteer placement has been agreed, a Volunteer Agreement and a Declaration of Confidentiality should 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.

8.4. Identification (ID) Badges

All volunteers will be issued with a Trust ID badge by the Public Participation Team prior to commencing their role. Volunteers must wear their ID badge at all times whilst undertaking volunteer activities. ID badges should not be provided to a volunteer prior to all the necessary checks and training being completed.

Volunteers are responsible for returning their volunteer badge when they stop volunteering at the Trust

8.5. Car Parking Permit

Volunteers will be offered the opportunity to apply for a car parking permit to allow them to park their vehicle at no cost within the designated staff parking areas. The car parking permit should only be used for the purposes of volunteering. The Trust will not refund the cost of parking in hospital grounds. The Trust will not reimburse the cost of parking fines. Volunteers should only use their parking permit sole for the purposes of volunteering and not for other visits to the hospital.

8.6. Support and Supervision

The Trust believes it is important to recognise volunteers' contribution through regular supervision and support. Upon starting a voluntary placement an individual will be introduced to a local ward/department nominated supervisor(s). The supervisor will be responsible for ensuring that the volunteer has had a local induction when starting their placement and provide any ongoing departmental local training as required for the volunteer to carry out their role. They will be the

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primary contact should the volunteer have any immediate issues and will also provide ongoing informal support and guidance to the volunteer.

The Public Participation Team provide regular focus groups, training and one-to-one support to volunteers.

The Public Participation Team is available to offer support and guidance to all volunteers and staff.

9. Expenses

Volunteers should be offered reasonable reimbursement for their travel expenses and out-of-pocket expenses. The Trust will only reimburse actual expenses and the amount claimed should never be rounded up, as this can affect benefit and the employment status of the volunteer. Claims for reimbursements need to be submitted on a volunteer claim form (Appendix 3) which must be signed by the appropriate manager and payment authorised by the Head of Public Participation. All expense forms must be submitted within three months of expenses being incurred.

It is expected that volunteers should use the cheapest and most practical form of transport available to them to get to where they volunteer. Travel expenses should only be claimed from the individual's home to the place of volunteering unless a diversion in relation to the volunteering activity is needed. Travel expenses that will be reimbursed include:

- Car and motorbike mileage. It is normal practice for the Trust to monitor distances travelled/claimed by individuals as part of the Trust regular audit arrangements. All car mileage will be paid at the The UK Government HMRC Approved Mileage Allowance Payments approved (tax free) rates, with a maximum claim of 20 miles each way. At the discretion of the Public Participation Team, volunteers who reside outside of the 20-mile radius can claim the additional mileage.
- Public Transport (e.g. buses, trains). NHS accounting rules require such claims to be submitted with receipts.
- Taxis. The cost of taxis can only be reimbursed where there is a specific need, which excludes other forms of transport, and where there has been prior agreement and approval from the Head of Public Participation. Receipts must be submitted to allow reimbursement to take place.

Any travel claims not supported by receipts cannot be reimbursed, with the exception of mileage costs.

Those not eligible for reimbursement under this policy include:

- Individuals attending public meetings or meetings open to the public.
- Individuals giving views through a public consultation or survey.
- Patient and public engagement activities.
- Individuals attending health programmes as part of their treatment regime.
- Individuals mandated to undertake a volunteer placement as part of a course, or work-based training to obtain a qualification.
- Individuals receiving payment from any other organisation for volunteering.

The Trust withholds the right to withdraw the offer of reimbursement of travel (or other) expenses to volunteers at its discretion. This includes instances where an individual undertakes a volunteer role for reasons believed to be other than in the spirit the policy statement (1).

10. Volunteering and Benefits

It is the responsibility of the individual to ensure that they meet the conditions of their benefit and/or tax credits (where applicable) whilst volunteering. As legislation changes over time, the Trust cannot offer individuals advice regarding volunteering and their benefits and shall not be liable for individuals who do not meet their benefit conditions.

11. Confidentiality

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. Volunteers will need to sign a 'Declaration of Confidentiality' prior to starting their placement.

Failure to maintain patient confidentiality may result in the termination of the volunteer agreement.

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.

12. Data Protection

Electronic records will be kept of individuals who volunteer within the Trust as well as the nature of work carried out by them; these will be kept by the Public Participation Team. This information will also be stored on an online volunteer database, which is only accessible to the Public Participation Team.

Volunteers can be reassured that the Trust only asks for information that it needs and will keep the information securely, limit access to it and will not pass personal details on without the express consent of the volunteer, unless legally obliged to do so. Volunteer personal records will be afforded the same confidentiality as staff records in accordance with the Data Protection Act.

Volunteer files will be destroyed 3 years after an individual's volunteer placement has ended.

Volunteers are expected to follow Trust procedures and policies in relation to patient information and confidentiality.

13. Health and Safety

The Shrewsbury and Telford Hospital NHS Trust recognises its duties under the Health and Safety at Work Act 1974 and is committed to the health and safety of our volunteers. Volunteers are required to carry out their duties in a manner which is safe both to themselves and others and the Trust will provide volunteers with any information, training, or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them and not act in any way that might endanger those around them and bring to the notice of the Ward / Department Manager or the Public Participation Team of any activity or hazard which could have an adverse effect.

14. Insurance

Volunteers will be indemnified through the organisations insurance (by the NHS Litigation Authority), providing they carry out activities with the agreement of their supervisor and within the roles description.

It is the volunteer's responsibility to ensure that his / her own insurance policy covers the use of their own vehicle being used as part of his / her voluntary work if this is appropriate.

The Trust will not be held responsible for the loss of any personal items and it is recommended that the volunteer does not bring any personal and/or high value items in to the hospital.

15. Offers of Gifts

In the event that a volunteer is offered a personal gift or inducement, he/she should:

- Refuse the gift unless it is of low intrinsic value i.e. chocolates.
- Inform the Head of Public Participation, who will determine what action should be taken.

Please refer to the 'Managing Conflicts of Interest' Policy (GOV06)

16. Absence and holidays

Working times will be negotiated and agreed between the volunteer, the Public Participation Team and the ward / department manager. If a volunteer is expecting to be absent, he/she should contact their Ward/department supervisor directly at the earliest opportunity. The Public Participation Team should be made aware of any unplanned or long-term non attendances of volunteers by the ward/department.

17. Notice of departure

Volunteers are free to leave their placement at any time, where possible, volunteers should give as much notice as possible. Ideally, this should be a minimum of 4 weeks' notice in order that the Trust can make suitable arrangements to ensure there is no impact on the continuity of the service. For relevant reasons, the Trust may decide to terminate a volunteer's placement at the Trust, this will follow on from discussions with all parties.

Volunteers should return ID badges and uniform to the Public Participation Team once they cease volunteering.

Each volunteer will be asked to complete an exit questionnaire, which will include the reason for leaving and any comments and suggestions. This will allow the service to be evaluated on a regular basis and where possible, to make improvements.

18. Problem solving procedures

The Trust aims to identify and solve problems at the earliest opportunity and seeks to ensure fairness and equality in resolving issues. Emphasis will be placed on resolving issues as quickly and informally as possible.

18.1. Volunteers with problems

If a volunteer has a complaint about a member of staff or volunteer, then he/she should raise it with their ward/department manager in the first instance. If the issue is not resolved, then the volunteer can take the complaint to the Head of Public Participation. The volunteer may be required to put any such grievance in writing and assistance can be provided, if appropriate and necessary. The complaint will be investigated and a decision reached usually within 14 days.

18.2. Problems with volunteers

Volunteers are expected to conduct themselves to the same standard of behaviour as employed Trust staff. If a ward or department has a concern regarding a volunteer's behaviour or their ability to carry out their role, then in the first instance, the ward/department manager should discuss their concerns with the volunteer directly. If the problem cannot be resolved informally, it should be referred to the Head of Public Participation to be investigated. The volunteer will have an opportunity to put their case forward during the investigation. Following an investigation, an informal warning may be issued and a timeframe for improvement agreed. If there is insufficient progress after the agreed timeframe, then a formal warning may be issued, again following an opportunity for the volunteer to put their case. The final stage is the exclusion of the volunteer, again following investigation.

Where a volunteer is accused of committing serious misconduct (this may include, but not limited to, theft, acts of violence, harassment, malicious damage, breaches of confidentiality etc.), then the individual will be asked to stop volunteering while the matter is investigated. This should take no longer than 14 working days. As an outcome of the investigation, the volunteer may then have their volunteering role ceased permanently.

The Trust has the right to terminate a volunteer agreement if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

19. Young People

The Trust is committed to providing volunteer roles for young people from schools and colleges in the area. The Trust has established a Youth Volunteer Scheme for 16- and 17-year-olds. Young

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Volunteers are expected to abide by the Volunteer policy.

The minimum age for volunteering within the Trust is 16. All individuals who want to participate in the young volunteer scheme will go through the volunteer recruitment process. Individuals who have an interest in a career within health will be given priority.

The Public Participation Team will ensure the most age-appropriate placement is provided to the young volunteer and this will be agreed with the individual prior to commencing their role.

The parent/guardian of the young person accepted onto this scheme will need to complete a young persons risk assessment and consent form.

Whilst on placement, all the young volunteers are provided with support from their department/ward supervisor and the Public Participation Team

20. Recognition of volunteers

The Trust recognises the time, energy, and commitment that volunteers make to our organisation. In acknowledging the important contribution volunteers make to our organisation, we will hold a number of different events throughout the year including celebratory events, focus groups, and long service awards, which all volunteers are invited to attend.

21. Training Needs

There is no mandatory training associated with this policy. If staff have queries about its operation, they should contact their line manager or the Head of Public Participation.

22. Monitoring of this Document

Aspect of compliance or effectiveness being monitored	Monitoring method	Responsibility for monitoring (job title)	Frequency of monitoring	Group or Committee that will review the findings and monitor completion of any resulting action plan
Compliance of volunteer documentation requirements	Volunteer database and audit of volunteer files	Volunteer Manager	Annually	N/A
Accurately maintaining volunteer database and where individuals are volunteering	Audit of all volunteer placements with ward/department	Public Participation Facilitator	Annually	N/A

23. Equality and Health Inequality Impact Assessment (EHIA)

This document has been subject to an Equality Impact Assessment and is not anticipated to have an adverse impact on any group. In some areas we the policy will have a positive impact on specific groups and those individuals they support.

24. Review Process

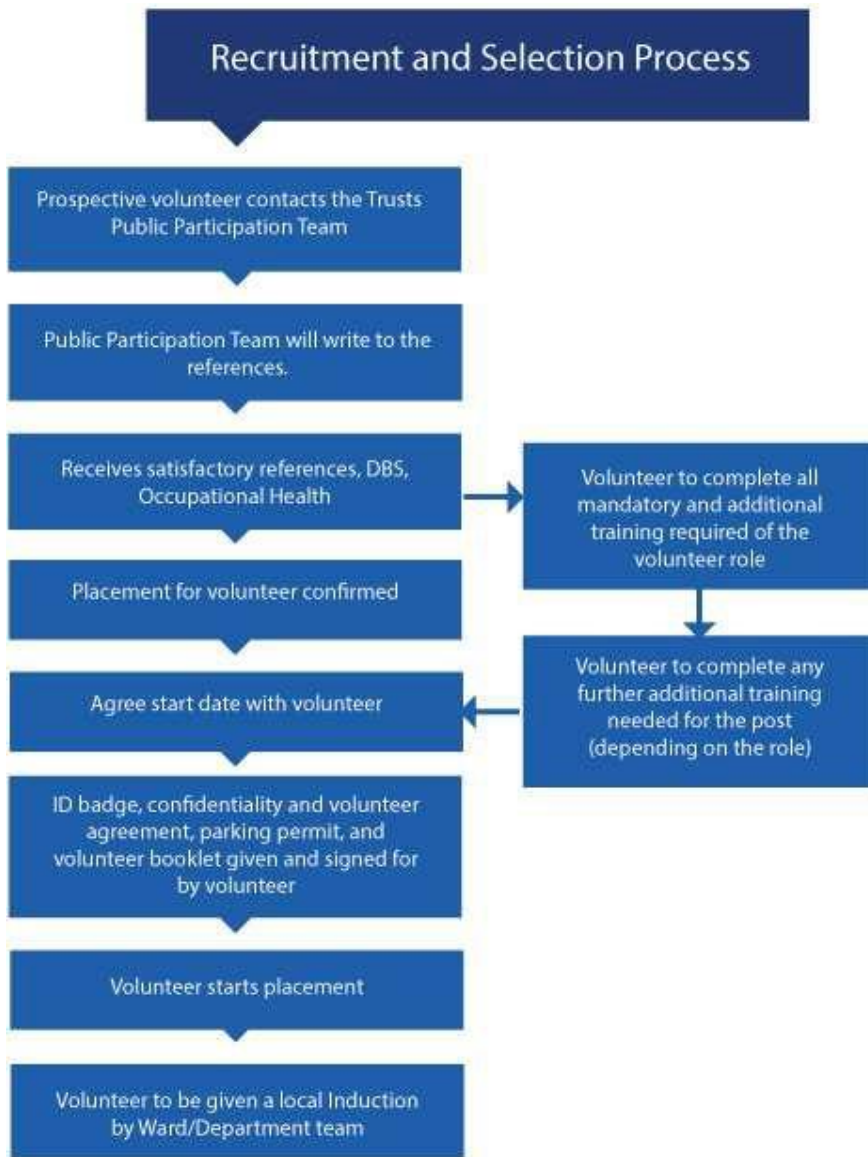
This policy will be reviewed three years from the date of ratification or earlier in the event of significant changes, following feedback or to take account of changes in local or national guidance.

In order that this document remains current, any of the appendices to the policy can be amended and approved during the lifetime of the document without the document having to return to the ratifying

committee.

- 25. Associated Documentation
- GOV06 Managing Conflicts of Interest
- W30 Equality, Diversity and Inclusion Policy
- HR01 Equality and Diversity
- W16.1 Recruitment and Selection
- W38 Work Experience
- W42 Dress Code and Appearance

Appendix 1 Recruitment diagram



Appendix 2 Volunteer Role Description Template



ROYAL SHREWSBURY HOSPITAL / PRINCESS ROYAL HOSPITAL

Volunteer Role description TEMPLATE

Post:

Role Summary:

Nature of duties:

Important points:

- If in doubt, seek help or advice
- Treat all information in the strictest of confidence
- Treat patients, visitors and staff with care, respect and dignity at all times
- Able to commit reliably to agreed volunteering attendance
- To abide by the Trust's policies and procedures
- To be undertake any training deemed appropriate to the volunteer role

GENERAL INFORMATION

- Volunteers should not undertake duties outside this role description without checking first with their ward/department supervisor
- Volunteers must not undertake any manual handling tasks (unless they have receive the relevant training) or provide clinical care
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature
- 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 staff.
- If a patient / visitor raises concerns about their treatment or visitor to the hospital, the volunteer should direct the person to the ward/department manager or the Patient Advice and Liaison Service (PALS).

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

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- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Equality, Diversity and Inclusivity

- Create a culture of equality, diversity and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and

waste.

Health & Safety

As a volunteer of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust.

Any breach of infection control policies is a serious matter which may result in the termination of your volunteer placement. As volunteer of the Trust you have a responsibility to:

- Are compliant with Infection Prevention and Control standards as set by your department/ward supervisor and outlined in your induction.
- Be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Safeguarding Children and Vulnerable Adults

We all have a responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk.

Further information and associated documentation:

W30 Equality, Diversity and
Inclusion

W16.1 Recruitment and
Selection

W38 Work Experience

W42 Dress Code and Appearance

If you would like to view any of these policies please ask your ward/department supervisor or the contact the Public Participation Team

For further information on this volunteer role please contact:

Public Participation Team
Royal Shrewsbury Hospital
Mytton Oak Road
Shrewsbury
SY3 8XQ

Tel: 01743 261473

Appendix 3 Volunteer Claim for Expenses



The Shrewsbury and
Telford Hospital
NHS Trust

VOLUNTEER CLAIM FORM FOR EXPENSES

Please complete in block capitals. For reimbursement, all expenditure must be agreed in advance and receipts must be provided and be attached to this form.

Attendance confirmation (to be signed by ward/department)			
DATE	AREA OF VOLUNTEERING	PRINT NAME	SIGNATURE

ITINERARY OF JOURNEY OR NATURE OF EXPENSE				
Car: The starting point and the finishing point must be shown in the order visited and current public transport rate applies to all claims		Public Transport: The starting point and the finishing point must be shown in the order visited and current public transport rate applies to all claims		
Details	Miles	R=Rail, B=Bus, C=Carpark	£	p



VOLUNTEER CLAIM FORM FOR EXPENSES

Name of volunteer:			
Address of volunteer:		Postcode:	
Hospital site:	Department:	Public Participation Team	Return mileage home to hospital site:
All expense claims are paid directly into your bank account by BACs payment. Please provide the bank details for the account you would like payment to be made:			
Account Number:		Sort Code:	

I certify that:

- (a) The travelling allowance claimed is in respect of expenses actually incurred whilst volunteering
- (b) I had a valid driving licence, MOT certificate and insurance throughout the period claimed.
- (c) My insurance policy current throughout the period claim provided full party insurance cover against risk or injury to, or death of passengers and damage to property. I undertake to indemnify the authority in respect of any claim made against me for which my insurance policy does not provide cover
- (d) I further declare that no other claim for reimbursement from public or charitable funds has been nor will be made in respect of this claim.

Volunteer signature:		Date:	
To be completed by volunteer office – I certify that to the best of my knowledge and belief, the claimant was volunteering on the dates shown			
Volunteer Office signature:		Date:	

Notes:

1. The claim has to be countersigned by the department/ward manager. All forms should then be forwarded to the Public Participation Team Office
2. All expense claims to be agreed with the Public Participation Team Office in advance and receipts (where applicable should be attached to this form, e.g. public transport tickets, parking tickets etc).
3. All car mileage will be paid at the Reserve Rate; to a maximum of 20 miles each way can be claimed. At the discretion of the Public Participation Team Office volunteers who reside outside of the 20 mile radius can claim the additional mileage.
4. Please see Volunteer policy for exclusions to reimburse expenses.



Our Vision: To provide excellent care for the communities we serve

Appendix 4 Employer-Supported Staff Volunteer Scheme

1. Introduction

The Shrewsbury and Telford Hospital NHS Trust already has a strong volunteer community that provides support to a range of clinical and non-clinical services.

Volunteering opportunities have now been extended to provide staff within the organisation the opportunity to volunteer. Research has shown that employers with successful volunteering programmes find that the organisation benefits from a more positive image, staff feel proud to work for them and potential employees want to join them.

Evidence also indicates that staff volunteering programmes may also support the retention of staff, and help reduce the loss of trained and experienced staff who may otherwise consider leaving. (Volunteer England, *Employer Supported Volunteering*¹).

This appendix is an extension of the Trust's Volunteer Policy, and staff volunteers are expected to adhere to the requirements of the policy as well as those contained in this additional appendix.

2. Benefits for Staff

Staff may choose to volunteer for many reasons; from wanting to develop new skills to being able to 'give something back'. Staff volunteer programmes have been shown to have a positive impact upon the members of staff's health and well-being. Other benefits include:

- Giving individuals a sense of pride and ownership and feeling valued by the organisation.
- Contributing to an individual's life-long learning
- Helping improve staff motivation and developing key skills, such as communication and problem-solving
- Enabling staff to develop skills which may not be possible in their day-to-day job but may enhance the way they do their job
- Increasing an individual's awareness and understanding of how other parts of the organisation work.
- Improving and increasing staff engagement
- Having a beneficial effect on personal and mental well being

3. Benefits for the Organisation

An internal volunteer programme can have many benefits for the organisation as well, including:

- Existing and potential new staff having a more positive view of the Trust
- Helping staff to develop as individuals, bringing back new skills, confidence and enthusiasm to their department
- Enhancing the Trust's reputation and truly living by our values
- Potentially improving staff retention, through improving staff morale and sense of 'team'
- Improving the patient's experience

4. Volunteering opportunities

¹ NHS Employers (2010), *Volunteering pack – Staff as Volunteers*, www.nhsemployers.org/publications

The Trust recognises that staff have different needs and commitments in relation to volunteering within the organisation. As such, there are several types of placements available to staff who want to apply for this scheme:

- (i) Regular volunteer placement – This type of placement is for staff that would like to commit to a regular day and time to volunteer. Placements would be on a specific ward or department and there would be an expectation that the member of staff would attend this placement for a minimum of 6 months. For example, for two hours in the afternoon every alternate Wednesday
- (ii) Ad-hoc volunteer placement – This type of placement would be for an individual who could not commit to a regular day/time and would need a volunteer placement that could be tailored around an unpredictable workload. Individuals could volunteer in a number of different areas/departments depending on service need at the times they can volunteer. For example, if a ward needed additional support temporarily to comfort or settle a confused or disorientated person, or to provide a visitor for a patient, they could contact the Public Participation Team to approach an ad-hoc staff volunteer for a short period of support
- (iii) Informal volunteering – This type of placement is for staff who do not want to commit to a long-term volunteer placement. Throughout the year the Trust offers opportunities for individuals to participate and volunteer on specific projects, where individuals only have to commit to half a day/full day. For these volunteer opportunities, the individual does not usually have to have the recruitment checks required for other volunteering placements, due to the projects being supervised and not having patient contact. For example, to work with community volunteers on a small-scale gardening project.

5. Recruitment and Selection Process

All members of staff interested in volunteering with the Trust will need to first have the permission of their line manager to participate in this Scheme. Prior to applying for this Scheme, the member of staff will need to agree with their manager the number of hours per month they can volunteer. Volunteering hours can either be taken as part of the individual's paid working hours or the individual can choose to volunteer outside of their working hours. Once line management approval has been given, Form A needs to be completed and signed by the line manager and returned to the Public Participation Team.

All individuals that take part in the scheme will need to have Disclosure and Barring Service (DBS) and Occupational Health clearance (if they do not have this already). If an individual does not have these clearances from their normal employment, the Public Participation Team will carry out these checks. No individual will be able to volunteer in a clinical area without these clearances.

For some voluntary roles individuals will need to attend an additional training session prior to starting their placement, for example dementia awareness buddy, mealtime buddy.

Once all checks and training have been completed, a placement will be organised by the Public Participation Team, to suit the individual's choice of role and the needs of the service.

The Trust recognises that all volunteers should complement, but not replace, the role of paid members of staff. Staff volunteers should only carry out duties outlined in their role description, and should never provide clinical care to patients whilst volunteering, even if the member of staff has the relevant clinical training.

Whilst volunteering the employee will be:

- subject to the normal HR policies
- supervised by the ward/department where they are allocated (with support from the Public Participation Team)

Volunteer Policy

- only required to carry out tasks that are outlined with their role description.

Please note:

- No additional remuneration will be paid to staff to undertake voluntary work associated with this scheme
- Staff should not be expected to volunteer during their lunch break.
- Staff should not be placed in a volunteer role that has any relation to their paid work within the organisation.
- The needs and demands of a member of staff's paid role should always take priority over their volunteer placement. Releasing staff for volunteering should be subject to the needs of the service.

The Trust has the right to terminate a volunteer agreement if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

6. Problem Solving

The Trust aims to identify and solve problems at the earliest opportunity and seeks to ensure fairness and equality in resolving issues. Emphasis will be placed on resolving issues as quickly and informally as possible.

(i) Staff volunteer with problems

As outlined in the Volunteer Policy, if a staff volunteer wishes to raise a concern regarding their volunteer placement, then he/she should raise it with the ward/department manager in the area where they are volunteering the first instance. If the issue is not resolved then the volunteer can take the complaint to the Public Participation Team. The volunteer may be required to put any issue in writing and assistance to do this can be provided if appropriate and necessary. The concern will be investigated by the Head of Public Participation and a decision reached usually within 14 days.

(ii) Problems with a staff volunteer

Whilst volunteering all staff are still subject to the normal Trust HR policies and are expected to conduct themselves with the same standard of behaviour as they do in their paid role. If a ward or department has a concern regarding a staff volunteer's behaviour or their ability to carry out their role, then in the first instance, the ward/department manager should discuss their concerns with the volunteer directly. If the problem cannot be resolved informally it should be referred to the Public Participation Team.

FORM A Staff Volunteer application form – Confidential

Section A				
Name				
Job Title				
Contact Telephone Number				
I am based at	RSH		PRH	
Name of Line Manager				
Line Managers Telephone Number				

To participate in this volunteer scheme you will need line management approval, including agreement for the number of hours and days you volunteer. Please complete Section B with your line manager.

Section B							
The volunteer role I am applying for is:							
Would you like to volunteer on a specific ward/department?							
I would like to apply for the following type of volunteer placement	Regular Volunteer placement		Ad-Hoc volunteer placement		Informal volunteer placement		
I would like to volunteer at:	Royal Shrewsbury Hospital		Princess Hospital	Royal			
AVAILABILITY							
Please specify the day and time you would like to volunteer							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							
Evening							
How many hours will you volunteer per week or month?hours						
	Week		Month				
Have you a DBS clearance from The Royal Shrewsbury and Telford Hospital NHS Trust?	YES/NO						
If yes, please state the year of your DBS clearance.							
Section C							

Health		
The Shrewsbury and Telford Hospital NHS Trust has a positive approach to disabilities and welcomes volunteer applications from individuals with a disability. Under the terms of the Disability Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'.		
Do you have a disability within the meaning of the Disability Discrimination Act 1995	YES	NO
Are there any special arrangements we would need to make because of your disability	YES	NO
If yes please give details		
Rehabilitation of Offenders Act 1974 (Exemption Order 1976)		
Because of the sensitive roles undertaken by volunteers and their contact with vulnerable people you must declare any criminal convictions against you even if they are regarded as 'spent' under the above act. Applicants for roles involving substantial access to children or vulnerable adults will be subject to 'Disclosure' screening by the Disclosure and Barring Service (DBS). To assist us please complete the following:		
A. Have you been convicted of a criminal offence, been bound over or cautioned, or are you currently the subject of any police investigations which might lead to a conviction, an order binding you over, or a caution in the UK or any other country? YES/NO.		
If yes please give details:		
Declaration		
I declare that the information given on this form is true and complete to the best of my knowledge and beliefs.		
Signed.....		
Date.....		
Data Protection: The information you have provided and agreed to will be kept by the Trust and treated in the strictest of confidence. It will not be shared with a third party without your explicit consent unless we have a statutory obligation to do so. We may access your contact details in the event of an emergency affecting you.		
Line Management Approval		
I am the line manager of the above individual and I give permission for them to participate in this scheme and the hours agreed in this document.		
Signed.....		
Date.....		
<p>Please return to Public Participation Team, Royal Shrewsbury Hospital, Stretton House, Mytton Oak Road, Shrewsbury, SY3 8XQ. Email: sath.members@nhs.net Tel:01743 261118 or 01743 492256.</p> <p>* Please note the needs and demands of a member of staff's paid role should always take priority over their volunteer placement. Releasing staff for volunteering should be subject to the needs of the service.</p>		