

# **Volunteer (General) Procedure**

**Ref CORP-0059-001-v2**

**Status: Approved**

**Document type: Procedure**

**Policy lead responsibilities** (to be deleted on completion of this document)

No.	Who	What	New documents	Amended documents
1	Policy Lead	Identify the need to develop a new document/change and existing document		✓
2	Policy Lead	Complete a <a href="#">Policy Scoping Template</a>		✗
3	Policy Lead	Submit completed Policy Scoping Template to Policy Manager		✗
4	Policy Manager	Provide the Policy Lead with feedback following EMT consideration of the Policy Scoping Document		✗
5	Policy Lead	Start the <a href="#">Equality Analysis</a> process. Read the equality analysis policy and the equality analysis guidance which can be located on the policies page on InTouch		✓
6	Policy Lead	Book yourself onto the equality analysis surgery (held weekly on Thursdays) by the EDHR team. Telephone 0191 3336267 or email <a href="mailto:zoe.wilkinson5@nhs.net">zoe.wilkinson5@nhs.net</a> to make your appointment.		✓
6	Policy Lead	Draw up a list of stakeholders/people/bodies you may need to consult for questions on legal matters, process, terminology etc.		✓
7	Policy Lead	Identify who has final approval of the document		✓
8	Policy Lead	Develop document using the template		✓
9	Policy Lead	Complete the <a href="#">Equality Analysis</a> (EA) process		✓
10	Policy Lead	Submit the completed document to the Policy Manager for QA check and EA review		✓
11	Policy Lead	Submit the policy to the relevant sub-group for approval (see <a href="#">Policies and Procedures – Guidance for Writers</a> )		✓
12	Policy Manager	After approval, submit to the EMT for ratification with a cover paper (all policies and those procedures that the responsible Director has requested have EMT approval)		
13	Policy Manager	Publishes via intranet and, when authorised, external website		
14	Policy Lead	Disseminate and request implementation of policy/procedure		

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## 1 Purpose

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This procedure describes the recruitment and management of the volunteers managed by the Trust's Volunteer Services Department (VSD).



Volunteers can complement the work we do and help us to achieve our mission, vision and strategic goals.

The roles that volunteers perform are complementary to and supportive of the work undertaken by paid staff – they do **not** replace roles that should be undertaken by paid employees.

Volunteers do not have employment rights: the law views them as it does any other member of the public.

Following this procedure enables the Trust to:

- provide a voluntary service that brings a wide range of benefits to service users, carers, the Trust, its staff and to volunteers themselves
- clearly describe the volunteers' roles in terms of what they can and cannot do
- consistently manage volunteers throughout the organisation

## 2 Related documents

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This procedure also refers to:-

- ✓ [Trust Values and Behaviours](#)
- ✓ [Volunteers Strategy](#)

## 3 Constraints

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This procedure does not apply to:

- Medical placements
- Ministers in training
- Researchers on voluntary arrangements or honorary contracts
- Patient and public involvement duty
- People who are studying NVQ's and need a placement for this purpose
- Work experience placements.
- Student placements.
- Trust Governor activities

## 4 Responsibilities

Role	Responsibility
Voluntary Services Department	<ul style="list-style-type: none"> <li>• Answer enquiries from the public, staff and outside organisations about voluntary help within the Trust;</li> <li>• Supports services in identifying their volunteer requirements and assist them in recruiting suitable volunteers</li> <li>• Support volunteers as appropriate</li> <li>• Governance of volunteer-related:               <ul style="list-style-type: none"> <li>○ Disclosure and Barring Service,</li> <li>○ Support,</li> <li>○ Supervision</li> <li>○ Mandatory and statutory training</li> </ul> </li> <li>• Providing monitoring information the Trust's Workforce Development Group including:-               <ul style="list-style-type: none"> <li>○ Equal opportunities</li> <li>○ Numbers of people applying</li> <li>○ Areas where people are helping</li> <li>○ Training returns</li> <li>○ Volunteers starting, volunteering and leaving the organisation</li> </ul> </li> </ul>
Staff who have Volunteers	<ul style="list-style-type: none"> <li>• Identifying volunteering opportunities and agreeing the roles with VSD</li> <li>• Develop role description (see Appendix)</li> <li>• Providing support to volunteers including regular reviews</li> <li>• Giving <b>essential</b> information to volunteers about service users to protect the safety of all parties and provide the best possible care</li> <li>• Identifying and providing essential training for the volunteer</li> <li>• Carrying out and periodically reviewing a Health and Safety Risk Assessment.</li> </ul>
Volunteer	<ul style="list-style-type: none"> <li>• To protect and respect the confidentiality of service users.</li> <li>• Ensuring they understand the principles of confidentiality and when it is appropriate to share information with TEWV staff</li> <li>• To work within the remit of their role, which will <b>never</b> involve:               <ul style="list-style-type: none"> <li>○ any invasive clinical interventions i.e. bathing, toileting or drugs;</li> <li>○ access to Clinical Records or PARIS</li> <li>○ any control or restraint activity.</li> </ul> </li> </ul>

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## 5 Why do people want to volunteer?

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People are motivated to become volunteers for a variety of reasons:-

- Wanting to give something back after they or their family have benefited from services;
- For moral reasons, or because they want to support a particular cause;
- Exploring a career in healthcare;
- To fill in spare time;
- To meet new people and make new friends;
- To develop or maintain skills and experience;
- To help develop or improve specific services;
- For spiritual fulfilment;
- To maintain or improve their health and wellbeing;
- As part of their care/recovery pathway.

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## 6 Recruitment and Selection

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Please refer to our [inTouch pages](#) for the full recruitment procedure. In order to safeguard patients all volunteers will be subject to a thorough recruitment process including a DBS check (where appropriate), references and medical clearance.

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### 6.1 Young People

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Volunteers must be over 18 to undertake a placement onto a clinical area.  
CAMHS services will not accept volunteers under the age of 21 onto some clinical areas.

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## 7 Support and Supervision

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### 7.1 Induction

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Volunteers will:

- Be offered the opportunity to attend Trust induction;
- Receive a Local Induction (please see Appendix 2) in the chosen area by an identified member of staff.
- Be offered more intensive support from the Voluntary Services Department team during the first six weeks of their placement



The following mandatory training topics are essential for Volunteers:

- Equality and Diversity
- Information Governance.
- Health and safety
- Infection control
- Fire
- Safeguarding adults and children

**All mandatory training courses must be completed within three months of starting the placement. Information Governance and Fire training must be completed annually the other topics must be completed every three years.**



Upon arrival at the placement, the volunteer will be issued with their ID badge and a red Volunteer's lanyard, which must be worn at all times during placement.

Services will be offered support from the Voluntary Service Department to help them prepare for the arrival of the new volunteer.

## 7.2 Training

Volunteers will be provided with all essential training deemed necessary to help in that area. This list is not exhaustive and may include:

- bespoke conflict resolution and disengagement course for volunteers
- bespoke training for volunteer drivers so they are aware of how to help patients in and out of cars and what the limitations of their role are
- Food Hygiene Level 3 ( following advice from hotel services)
- Supervision Clinical Level 1 Supervisee E Learning
- LD Introduction E Learning,
- MH Awareness E Learning,
- Challenging Behaviour (LD) E Learning,
- Autism Introduction E Learning.
- Conflict resolution training
- Customer care
- Communication and listening skills
- Mental health First Aid- awareness of mental health issues and associated risks.
- Mindfulness awareness (not the full course but the day session).
- Dementia awareness training

## 7.3 Expenses

- Volunteers can claim travel expenses at the Trust's public transport rate and car parking charges by completing a Travel Claim Form – see [Travel Policy](#). The form must be signed by the Volunteer and countersigned by the placement supervisor who must then return it to the Voluntary Services Department for processing. Forms will only be accepted from placement supervisors.

- A meal allowance of £3 is available when a volunteer helps for 4 hours or more per visit. This can be reimbursed by completing a Travel Claim Form, by voucher or alternative method depending on the area.
- Volunteers claiming benefits should seek advice from the Job Centre about receiving expenses and all aspects of volunteering as it can affect availability to seek work.

## 7.4 Continued Support and Supervision

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A review meeting between the volunteer and their supervisor must take place every week for the first four weeks of placement and then at least monthly after that.

- For the first six weeks of the placement, the VSD will contact the volunteer to check progress, and provide assistance if there are any issues.
- The volunteer and supervisor will meet at least every 4 weeks for support and review, using the Review form and the SPD (appendix 6).
- Volunteers and staff will receive continued support from the Voluntary Services Department (at least 1 contact every 6 months).
- Peer support and Volunteer development events will be organised regularly by the Volunteer Services Department
- The department offers support Trust wide and can be contacted at any time by telephone or email and questions will be answered as quickly as possible.

## 7.5 Ill Health/Break from Volunteering

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- If a volunteer needs a break from their voluntary work due to ill health, or if staff believe the volunteer is not well enough to continue, the Voluntary Services Department will work with the volunteer and placement staff to reach agreement about next steps to ensure that the volunteer is supported throughout.
- Staff and Volunteers should keep Voluntary Services informed if they are making changes or if any problems arise.
- Volunteers wishing to return after a break cannot be guaranteed that the same role or place will be available.

## 8 Risk Management

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### 8.1 Insurance

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Volunteers will be insured for:-

- Public Liability
- Personal accident cover
- Insurance for volunteer drivers



### 8.1.1 Persons Volunteering from Other Organisations

If a volunteer is assured by another organisation (e.g. students volunteering via a university) the Trust will accept the organisation's DBS and reference checks but will still need these volunteers to be registered with TEWV to insure them. Please see appendix 7 for checklist to be completed by organisation.

If an individual is undertaking a volunteer role as a member of a support organisation such as MIND, the support organisation will need to provide the assurance and insurance.



Volunteers who are not registered with the Trust's Voluntary Services Department will not be insured and must provide their own alternative insurance protection to the same level as the Trust Policy.

## 8.2 Criminal Record Checks

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Criminal record checks will be:

- Carried out in accordance with Trust policy;
- Handled and processed by the Voluntary Services Department.
- All volunteers will complete an annual declaration in respect of their DBS check, informing the trust whether in the last year they have received any convictions, police cautions or have been arrested in connection with any criminal offence or served with a summons on criminal charges.

The Voluntary Services Department will act on behalf of the employer as an umbrella body to arrange Disclosure and Barring Service (DBS) screening of volunteers from other charities/organisations that do not have DBS registration.

## 8.3 Which Trust policies apply to Volunteers?

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- Smoke Free policy
- Health and Safety policies and procedures
- Confidentiality, Record Keeping, Data Protection and Information Governance policies and procedures
- Human Rights, Equality and Diversity Policy
- Dress Code policy
- Safeguarding Adults and Safeguarding Children policies and protocols
- Nicotine Management Policy

## 8.4 Problem Solving

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Please see Appendix 3 for the process to be followed if a complaint is made against or by a volunteer.

### 8.4.1 Conduct

The Voluntary Services Department and Trust staff will follow the principals of fairness and equality when addressing matters of conduct.

### 8.4.2 Suspension of a volunteer

Occasionally it will be necessary to suspend a volunteer with immediate effect while an investigation is carried out. Generally this would be because they have committed an act such as theft, assault, an act of violence, malicious damage, fraud, harassment or being under the influence of drugs or alcohol.

The decision to suspend a volunteer will need to be confirmed in writing to the volunteer and, in some instances, legal proceedings may need to be concluded before the next step of the problem-solving procedure can take place.

### 8.4.3 Termination of Volunteer Agreement

The VSD has the authority at any time to withdraw a volunteer for reasons of conduct or other organisational reasons. The volunteer will be informed of this and of the reasons for the decision during a face to face meeting with the manager of the placement area and a representative of the voluntary services department. This meeting will be followed up by a letter, reiterating the reasons for the decision and outlining the volunteer's right of appeal as described in 14.6. On such termination volunteers will return their ID badge, lanyard and any other Trust property to the VSD via their placement.

## 9 Recognition of Volunteers

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- The Voluntary Services Department will promote the volunteers' work via regular Volunteers Newsletter and articles for the Insight Magazine.
- A Certificate will be awarded to Volunteers who help for short periods and service awards will be given for longer terms.

## 10 Implementation

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This procedure will be subject to regular review so that it can be updated to reflect changes in volunteer involvement.

It must be discussed with volunteers as part of their induction.

Managers should make sure that any staff that supervise or work with volunteers are aware of this procedure and the Volunteer Policy, as well as any related policies and procedures or similar guidance on working with volunteers - even if their involvement is minimal. This may be linked to staff appraisal.

## 11 Audit

The Volunteer Services Department will undertake:

- a quarterly audit of Trust wide Volunteers to report on placement locations to TEWV Workforce Development
- a half-yearly audit taken of volunteers to monitor their status and wellbeing
- monitoring of volunteer supervision and performance information

The Volunteer Services Department will also produce statistics on:-

- Number of enquiries
- Geographical area
- Current numbers of volunteers

## 12 Definitions

Term	Definition
Volunteering	An activity which involves spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives (from compact code of good practice 'Volunteers across the NHS' published by Volunteering England 2006)
VSD	Volunteer Services Department

## 13 References

[NHS Employers – Staff support for volunteers](#)

[NHS Employers – Volunteer induction and training](#)

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## 14 Appendix

### 14.1 Appendix 1 - Exit questionnaire

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*Please tick relevant box*

- 1. I do not wish to continue my Voluntary Work, please take me off the register.
  
- 2. I'm finishing my Voluntary Work, but would like to stay registered and receive newsletters and information.
  
- 3. I'm unable to continue my Voluntary Work at the moment due to a change in circumstances, but please keep me registered and send out newsletters and information until further notice.

It would be helpful to understand the reasons behind your decision to discontinue your voluntary work to help us make improvements where they are possible.

If you feel able, please summarise your reasoning or any information you feel would be useful to help us improve services below:

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

(if you need to, please continue on the back of this questionnaire and/or on additional sheets of paper, and attach them to this sheet)

NAME: ..... DATE: .....

LOCATION OF VOLUNTARY WORK: .....

**PLEASE RETURN THIS FORM ALONG WITH YOUR BADGE TO:**  
***The Voluntary Services Department***  
***Tarncroft***  
***Lanchester Road Hospital***  
***Durham***  
***DH1 5RD***

## 14.2 Appendix 2 – Model local induction

Week	Volunteer can expect	By	Notes
1	<ul style="list-style-type: none"> <li>First visit arranged with Voluntary Services (VSD)</li> </ul>	Ward Manager/VS	
	<ul style="list-style-type: none"> <li>To visit in pairs (where possible)</li> </ul>	Ward Manager/VS	
	<ul style="list-style-type: none"> <li>Volunteer supporter allocated</li> </ul>	Ward Manager	Named person (may not always be present when volunteer visits)
	<ul style="list-style-type: none"> <li>Tour of ward – orientation to layout</li> </ul>	Ward manager/VS	
	<ul style="list-style-type: none"> <li>Awareness raised of patient group</li> </ul>	Ward manager	General overview of types of patients that typically are on the ward
	<ul style="list-style-type: none"> <li>Introduced to staff on duty</li> </ul>	Ward manager	Initial awareness raising of staff roles
	<ul style="list-style-type: none"> <li>Initial awareness raising of ward philosophy/strategy</li> </ul>	Ward manager	
	<ul style="list-style-type: none"> <li>Opportunity to discuss ideas and ask questions</li> </ul>	Ward manager/VS/Staff	Awareness of risk of some activities
	<ul style="list-style-type: none"> <li>Look at induction check list</li> </ul>	Ward Manager/VS	Tick off any boxes completed
	<ul style="list-style-type: none"> <li>Plan next visit</li> </ul>	Ward Manager/VS	Provide email contact for ward manager who will add volunteers next visit to bottom of 'off duty' so that all aware of volunteers next visit
2	<ul style="list-style-type: none"> <li>Ward to be aware that they are visiting</li> </ul>	Ward clerk/Nurse in Charge	Volunteers name should appear on 'off duty' so all aware that they

Week	Volunteer can expect	By	Notes
			are visiting and supporter can be allocated
	<ul style="list-style-type: none"> <li>Be allocated to a Health Care Assistant (HCA) or Staff Nurse (SN) for the visit</li> </ul>	Nurse in Charge (NiC)	Shadow HCA to become aware of ward routine
	<ul style="list-style-type: none"> <li>Identify activities and training relating to voluntary help</li> </ul>	Nurse in Charge	Volunteers should bring ideas for activities to discuss
	<ul style="list-style-type: none"> <li>Introduce to members of the team</li> </ul>	HCA	Give explanation of roles
	<ul style="list-style-type: none"> <li>Introduce to patients</li> </ul>	HCA	Give overview of diagnosis that can be encountered on the ward
	<ul style="list-style-type: none"> <li>Discuss how the visit went and if there are any questions (supervision)</li> </ul>	Nurse in Charge	This can be informal but please record on personal file, any problems please contact VS
	<ul style="list-style-type: none"> <li>Review induction checklist</li> </ul>	HCA/SN/NiC	Tick any completed and review
	<ul style="list-style-type: none"> <li>Plan activity for week 3 – plus stand by</li> </ul>	HCA/SN/NiC	Discuss ideas and agree activity for next visit, plus an alternative as ward can change quickly and initial idea may not be appropriate
	<ul style="list-style-type: none"> <li>Arrange next visit</li> </ul>	HCA/Ward clerk	Volunteer to email/call ward clerk to book in next visit
3	<ul style="list-style-type: none"> <li>Ward to be aware that they are visiting</li> </ul>	Ward Clerk/NiC	Volunteers name should appear on 'off duty' so all aware that they are visiting and supporter can be allocated
	<ul style="list-style-type: none"> <li>Be allocated HCA/SN for visit (may be different person from last time)</li> </ul>	NiC	
	<ul style="list-style-type: none"> <li>Introduce to team members that not met before and to patients</li> </ul>	HCA	Patients should know that a volunteer will be on the ward and

Week	Volunteer can expect	By	Notes
			ideas of what they would like them to should be sought
	<ul style="list-style-type: none"> <li>Support to engage with patients through activity or otherwise(if appropriate) suggest alternatives if not, continue to allow to shadow if still required</li> </ul>	HCA	Some volunteers will be confident to engage with patients through activities more quickly than others
	<ul style="list-style-type: none"> <li>Review checklist and identify what is outstanding</li> </ul>	HCA/NiC	Facilitate completion of checklist
	<ul style="list-style-type: none"> <li>Reflect on experience and discuss issues (supervision)</li> </ul>	NiC	Record on personal file and contact VS if any support required
	<ul style="list-style-type: none"> <li>Plan activity for week 4</li> </ul>	HCA/NiC	Use experience from current visit plus any ideas form patients
	<ul style="list-style-type: none"> <li>Arrange next visit</li> </ul>	HCA/Ward clerk	Volunteer to call/email ward clerk as week 3
4	<ul style="list-style-type: none"> <li>Ward to be aware that they are visiting</li> </ul>	Ward Clerk/NiC	Volunteer's name should appear on 'off duty' so all aware that they are visiting and supporter can be allocated
	<ul style="list-style-type: none"> <li>Be allocated HCA/SN for visit (may be different again)</li> </ul>	NiC	
	<ul style="list-style-type: none"> <li>Continue to introduce to staff and new patients as appropriate</li> </ul>	HCA	Patients should know that a volunteer will be on the ward and ideas of what they would like them to do should be sought
	<ul style="list-style-type: none"> <li>Supported to engage with patients through activity or otherwise - continued support to depending on situation – may start to be more independent</li> </ul>	HCA	
	<ul style="list-style-type: none"> <li>Completion of induction checklist</li> </ul>	HCA/NiC	Signed document should be sent to VS, all training should be

Week	Volunteer can expect	By	Notes
			completed – please let VS know if any problems
	<ul style="list-style-type: none"> <li>Reflect on experience and complete review form – including any development needs (supervision)</li> </ul>	NiC	Place document in volunteer's personal file and let VS know if any problems
	<ul style="list-style-type: none"> <li>Plan activity for next week</li> </ul>	HCA/NiC	As week 3
	<ul style="list-style-type: none"> <li>Arrange next visit</li> </ul>	HCA/Ward clerk	As week 3

What can a volunteer do?	
Yes	No
Talk to patients	Observations
Use agreed resources on ward	Use Occupational Therapy resources (unless permission given)
Accompany non-detained patients for coffee (with permission from NiC)	Escort duty
Go with a paid member of staff to accompany detained patients if agreed by relevant professional as low risk (with permission of NiC)	Escort duty
Pamper activities – nails, face masks, hand massage (risk assessed by NiC)	Personal care
Engage with patients through activity or otherwise	Engagement and activity with patients as a substitute for staff engagement and activity with patients Prescribed therapeutic interventions
Sit with patients and encourage eating	Assist patients to eat – especially if prescribed diet
Anything that enhances the patient's experience	Nothing that is the role of a paid worker
Get the blue bag	Participate in BLS



Raise and alarm if asked	Participate in de-escalation (especially physical restraint)
Use an alarm if required	De-escalation techniques – although should have awareness

## 14.3 Appendix 3 - About the Voluntary Services Department

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### **Voluntary Services Department**

Voluntary Services Lead  
Voluntary Services Manager  
Voluntary Services Coordinator  
Administrator

#### **We are located at:**

Tarncroft  
Lanchester Road Hospital  
Durham  
DH1 5RD

Telephone 0191 333 6328

Email - [teawvnt.voluntaryservices@nhs.net](mailto:teawvnt.voluntaryservices@nhs.net)

Voluntary Services will deal promptly with all enquiries about volunteering and they are the link between the volunteer and the organisation. While day to day support and supervision will be provided at the volunteering placement, voluntary services may be contacted at any time if further support is required. Voluntary Services are responsible for the administration of volunteers' recruitment and maintain an ongoing record of volunteers' hours and expenses. Voluntary services are also the first point of contact should a concern or query not be answered effectively within the placement area.

Please contact Voluntary Services if there are any questions

### **General**

#### **Signing in**

When on placement please sign in on arrival and out on leaving, this provides a record for fire and insurance purposes. Specific requirements will be given in relation to the service area and will be covered during induction

#### **Badges**

A badge will be organised by the placement supervisor, a passport-sized photograph may be required. Trust badges should be worn at all times while volunteering. Badges remain Trust property and must be returned when volunteering ends. Lost badges should be reported to your supervisor or the person in charge as soon as possible, a Datix form will need to be completed

#### **Uniform, clothing and jewellery**

The professional image presented by people representing the Trust is an important component in the way our services are regarded by service users and the public. This includes the image presented by both those delivering direct care and those in supporting roles.

The dress code policy outlines the acceptable standards of dress and general appearance that will ensure people dress in ways that are safe, fit for purpose, be appropriate to the

duties undertaken and demonstrate sensitivity to the needs of the service users, and other people within the sphere of work. Nothing in this policy shall infringe unnecessarily or excessively upon religious or cultural beliefs of people

The overall aim of the policy is to promote a professional image for all people representing the Trust that will promote public confidence in the organisation and ensure adherence to Health & Safety Legislation

From the Dress Code Policy

*“Appearance, including clothing, will be clean and tidy, smart, safe and practical. Clothing will cover the main body areas and preserve modesty. Clothing will not display communication or slogans that could relate to offensive messages, negative values or interfere with the purpose of the [person’s] post. ... denim clothing will not be worn for work purposes.”*

*“[People] will consider the image projected and the impact upon service users, carers, colleagues and the general public, of visible body art, tattoos and body piercings. Generally any body art, tattoos and body piercings will be covered during working hours.”*

*“[Everyone] will promote and demonstrate positive personal hygiene and the maintenance of clean clothing. They will ensure that their general appearance promotes good hygiene and that they practice general principles of prevention of cross infection.”*

*“[Everyone] will only wear jewellery that does not obstruct or prevent the person in carrying out their duties. Jewellery will be discreet and appropriate to the role and presentation to the public. .... No necklaces or hanging jewellery will be worn in clinical areas. Additionally consideration should be given to the wearing of ties, scarves or other potential ligatures when working in an environment of increased risk.*

*“Everyone with direct care roles will wear footwear that is flat, practical, safe and appropriate to both the clinical areas and the range of duties within their role. They should not wear open toe sandals, flip-flops, clogs, mules or sling backs. If training shoes are worn they must be in good repair without logos and fastened correctly”.*

<http://flc-intouch:35000/Docs/Documents/Policies/TEWV/Human%20Resources/Dress%20Code.pdf>

## Accidents or incidents

The Trust Board expects that whenever an incident is reported and investigated learning will take place and services improved through:

- timely incident reporting
- effective incident management
- working together in the investigation of incidents
- taking proactive and reactive actions to prevent the occurrence of incidents, for example, removing confidential papers to a safe area before informing the supervisor
- sharing and learning from lessons, both internally and externally
- the provision of support for those involved in incidents

- communicating in an open, honest and timely manner

All accidents and incidents should be reported to the supervisor or the team leader and a written record provided as soon as possible after the incident

### **Smoking Policy**

Volunteers are not permitted to smoke in either Trust premises or grounds.

Volunteers who smoke, must not smoke wearing a visible name badge or other Trust identification in view of service users or visitors.

Patients and Services Users are not permitted to smoke in Trust premises or grounds. Staff will work with them to offer nicotine replacement. If volunteers have any concerns they should speak to staff.

Further information on The Nicotine Replacement Policy can be found on InTouch.

<http://flic-intouch:35000/Docs/Documents/Policies/TEWV/Corporate/Nicotine%20Management%20Policy.pdf>

### **Personal property and facilities**

When the placement visits begin a comprehensive local induction will be completed, this will include:

- where personal property can be kept
- where the toilets are
- where the tea and coffee making facilities are
- where the rest rooms are
- where the fire exits are
- Where the fire assembly area is external to the building

### **Car Parking**

Car parking is free for volunteers across all TEWV sites; people must park in bays not on yellow lines or blue badge areas without displaying their blue badge. Car parks are monitored by Excel and fixed penalty notices are issued if the regulations, clearly displayed at each location, are not complied with. Car registration must be logged on the signing in sheet at reception. Trust badges may be required for identification purposes to obtain an exit code on leaving the site.

### **Transport**

There are no internal or staff transport systems in operation at TEWV

## Personal Safety

Personal Safety and security is essential for everyone and is everyone's responsibility

## Basic Security

Everyone **must**:

- Wear a photographic ID card at all times when on Trust premises making sure this is clearly visible
- Ask any official visitors to sign in and escort them to and from meetings, asking them to sign out on leaving
- Keep personal belongings i.e. cash, wallets, bags etc locked away out of sight
- Advise patients and visitors not to bring any valuables or large sums of cash onto Trust premises. If unavoidable, it is recommended that such items be handed to unit/ward staff for safekeeping and documented as per existing procedures.
- Ensure that work areas are secure when not being used or at the end of working hour's (windows/desk drawers/cabinets/doors all closed, locked and alarms set).
- Follow unit/ward/departmental procedures with all keys signed for by the recipient on collection and return. When not in use, they must be held in a secure place at all times.

<http://flic-intouch:35000/Docs/Documents/Policies/TEWV/Health%20and%20Safety/Health%20and%20Safety%20Policy.pdf>

## General Attitudes and Behaviour

- Volunteers can expect to be treated and are expected to treat all patients, service users, visitors and staff equally, fairly and in line with the trust's equality and diversity policy

<http://flic-intouch:35000/Docs/Documents/Policies/TEWV/Human%20Resources/Human%20Rights%20Equality%20and%20Diversity%20Policy.pdf>

- No strongly expressed religious or political beliefs are to be expressed to patients, service users, visitors or staff
- Volunteers should not be tempted to give advice on questions or subjects they know nothing about, the enquirer should be referred to a member of staff

- Always ask the patient, service user, visitor or member of staff what they want, don't make assumptions on their behalf
- The individual beliefs of all patients, visitors and staff should be respected and treated with sensitivity
- No-one should tolerate abuse, discrimination or aggression, always report it to a member of staff
- Volunteers are expected to be fit to volunteer and those arriving for their visit under influence of alcohol, drugs or substance abuse can expect to be sent home immediately and the problem solving procedure implemented
- Volunteers should respect the relationship boundaries between themselves, patients, service users and staff, this may vary with the voluntary role

## Expenses and Travel Claims

All volunteers who are registered with the voluntary services department are entitled to claim out-of-pocket expenses.

Volunteers are required to complete an expenses claim form in addition to their signing in. These forms should be signed by the placement supervisor (or person in charge) and returned to the Voluntary Services Department where they will be countersigned by the Voluntary Services Manager and forwarded to the finance department. Travel expenses are paid one month in arrears and to ensure timely payment the form should be returned to Voluntary Services on the 1st day of the new month.

[Travel claim form](#) [Travel claim procedure](#)

**Any claims over 6 months old will not be processed.**

The current rate for volunteers is 45 pence per mile

Subsistence (meal) allowance of £3.00 is payable when a volunteer visits for 4 hours or more, this is claimed using the same expenses claim form as for travel and is usually reimbursed by voucher

## Meals/canteen facilities/breaks

Information about the frequency and length of breaks and where to take breaks or eat a packed lunch will be covered in the local induction.

### **Volunteers who are receiving benefits**

Volunteering should not normally affect a person's benefits, as long as they stay within the basic rules. However, it is complicated and the local Job Centre Plus or Benefits office should be for advice with regard to specific circumstances.

Information for people claiming benefits is also available from the voluntary Services department

### **Induction and Training**

Corporate induction is offered to all volunteers, it is a one day event and may be organised before or after the agreed start date. The purpose of corporate induction is to share the vision and values of the trust and to provide an opportunity to meet the chief executive and other senior staff within the organisation. It gives an insight into all of the services provided by the Trust, as well as outlining expectations of volunteers. There is an opportunity to gather information, network with other people and build an understanding of your contribution to patient care.

The core seven mandatory training is offered to all volunteers and should be completed within 3 months of the start date. Information governance training is required of everyone who works for the trust and must be completed online. If access to a computer or the internet is not possible please inform the supervisor and alternative arrangements will be made. Any additional training deemed to be essential for the placement will be organised by the placement supervisor.

Network access training will be organised to enable access to online information including In Touch, where policies and procedures may be viewed.

### **Support and Supervision**

Local induction will be arranged with the placement supervisor and will include the completion of a local induction check list. All volunteers will participate in a structured induction programme, and volunteers, wherever practicable should be placed in pairs to provide peer support. Volunteers must have a named person to provide supervision, establish the review process and carry it out. Following the induction period the supervisor should meet with the volunteer at least four weekly; in addition access to peer support must be provided. Volunteers are responsible for informing voluntary services when their review has been completed. Volunteers can expect to have any problems addressed in line with the voluntary services problem solving procedure, voluntary services may provide additional support if required

The induction programme content will be specific to the area in which the volunteer is placed and it may include:

- Introduction to staff and their roles
- Introduction to client group
- Orientation to the local environment

- How to access information using your network access
  - In touch
  - Policies and procedure
- What to do if you have a problem that needs solving
- Expectations of your role
- Where to go for help
- Any further essential training (as identified by supervisor/manager)

### **Confidentiality Form**

Two copies of the confidentiality agreement are included in the induction pack, one to be signed and returned to Voluntary Services Department and one to be retained by the volunteer.

Volunteers are strongly advised to read the Data Protection Act Policy as it outlines the volunteer's responsibility in use of personal identifiable information while volunteering within the Trust. If further information is required please contact the Information Governance department on 0191 333 6636 or view their pages on the intranet

<http://flc-intouch:35000/Services/Corporate/InformationGovernance/Pages/default.aspx>



## 14.4 Appendix 4 - Model role description

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### Example of Volunteer Role Description – Tees Esk and Wear Valleys NHS Foundation Trust *(THIS SHOULD BE ADJUSTED FOR EACH VOLUNTEER ROLE)*

**Title:** Volunteer (Unpaid role)

**Purpose** To support the team to enhance the visits for patients and their families/ carers, to promote a more positive experience.

**Expectations**

- Good communication & interpersonal skills.
- Ability to interact and engage with people suffering from mental and emotional distress and/or people with learning disabilities.
- Ability to carry out tasks on your own and as part of a team.
- Ability to be empathetic with others.
- To be able to follow guidance and direction from staff in the service.
- Demonstrate attentive listening skills.
- Demonstrate commitment to the role and be reliable and punctual.

**Line Manager**

**Main point of contact/supervisor**

**Service Contact Details**

**Hours**

- Flexible, the service is open Monday – Friday, there are some sessions Saturdays and Sundays
- Commitment for at least six months would be anticipated.

- Role Summary**
- To support participation groups
  - To support intervention groups
  - Photocopying of resources required for the group session
  - Meet and greet the families , patients and professionals when needed
  - Support staff in training sessions
  - Give handouts and resources when needed
  - Hand-out patient experience questionnaires, and information that may be appropriate
  - Assist with making up of assessment packs
  - Assist with setting up groups resources
  - Assist with general office duties including faxing, filing, photocopying and laminating
- Role Limitations**
- No access to PARIS (Patients electronic notes)
  - No access to the contents of patient's paper notes
  - You will not be asked to undertake clinical duties such as personal care, feeding patients, delivering therapy, administering medication
- What will you gain from the role**
- Experience of working in a mental health setting.
  - Training
  - The opportunity to be a part of a multi-disciplinary team.
  - Making a contribution to the wellbeing of service users their carers and families
- Any other information** You will need to have a Disclosure and Barring Service (DBS) check and provide two independent references from people who have known you for more than two years (this cannot be a family member)

Volunteers must be aged 18 or older

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## Confidentiality of Information

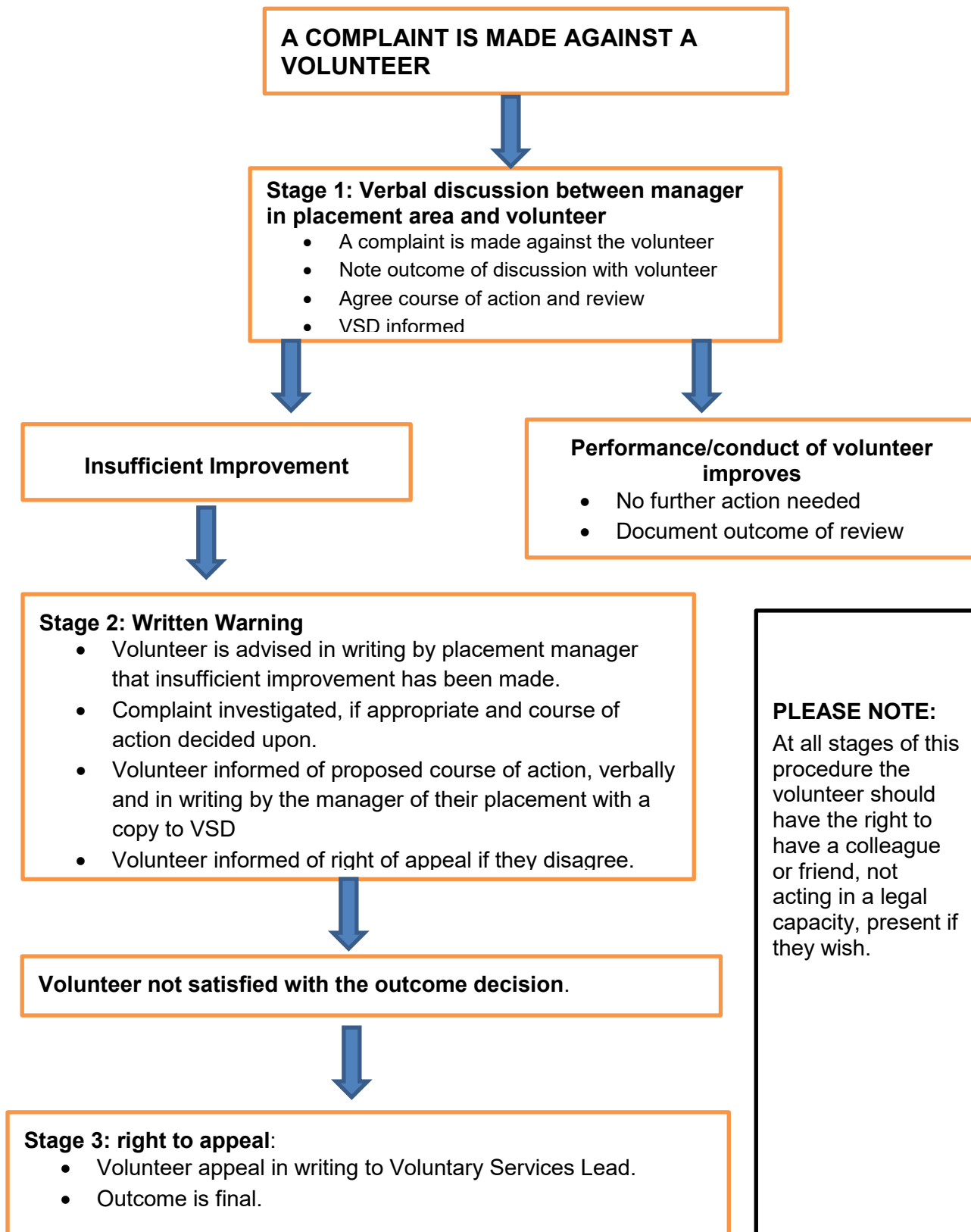
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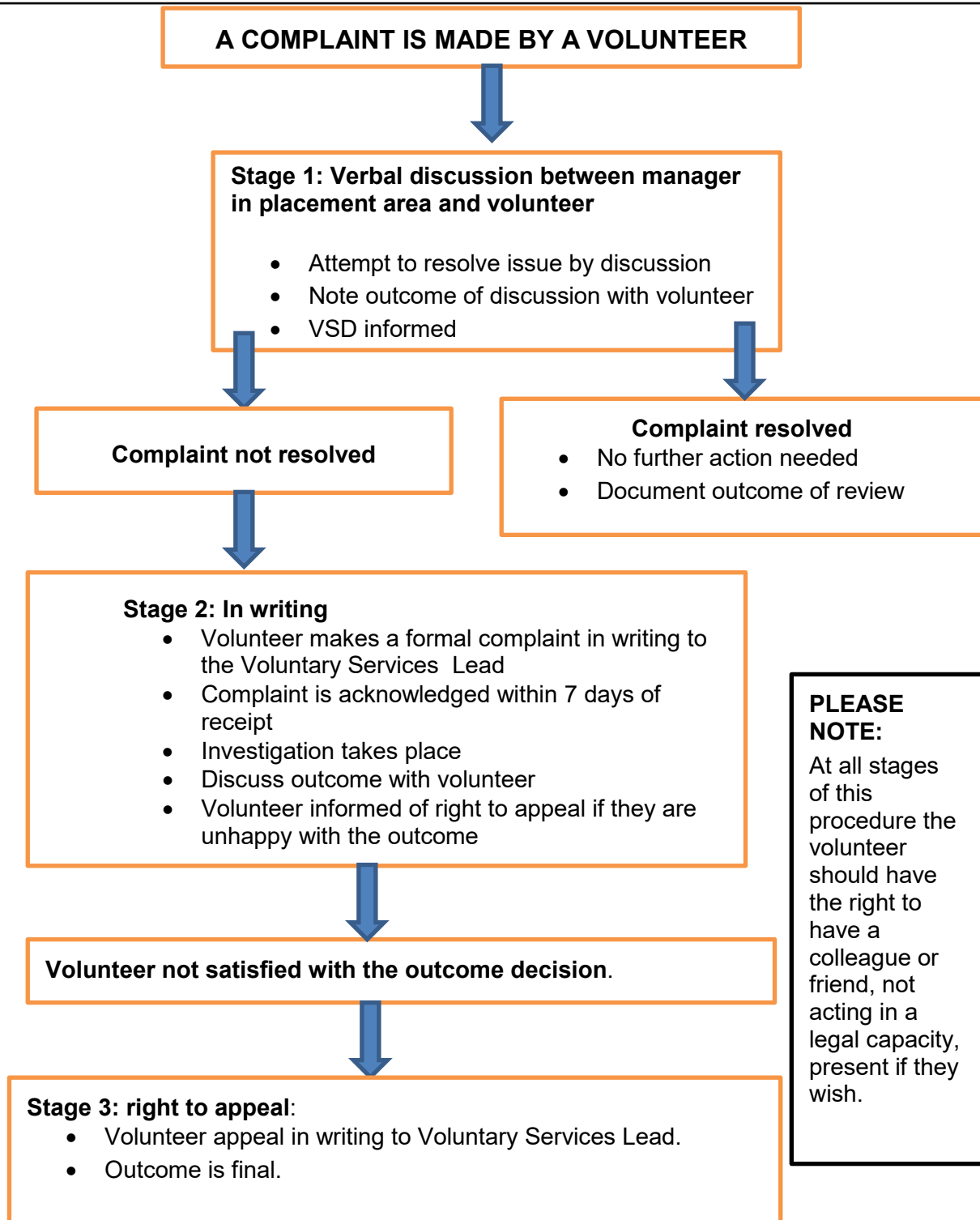
- You have a personal responsibility to protect and maintain confidentiality of patient, Trust and staff information. This obligation will continue after the termination of your placement unless and until such information comes into the public domain.
- Data Protection Act 2018 (GDPR) reinforces the obligation of confidentiality and regulates the use of all information relating to any living identifiable individual that the Trust may hold. Unauthorised disclosure of any of this information may be deemed 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.
- In recognition of the above and as a condition of your placement you agree the following:
  - That you will not, during the period of your placement with the Trust (except so far as is necessary and proper in the course of your placement) or at any time after your placement has terminated disclose, make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust. This includes any detail about the clients and employees of the Trust, actual, potential or past and all details relating to information on any of the Trust's databases or paper based records.
- Nothing in this clause will prevent you from disclosing information to comply with a court order or perform any statutory obligation on you to do so or with the consent of the person concerned.
- Please remember, information is protected by law and it is your responsibility to help protect it. Please confirm your acceptance of this placement, on the terms specified above by signing the form of acceptance below and to acknowledge that you have read and understood the contents of the role description document.

Volunteer's Signature:

Date:

## 14.5 Appendix 5 - If a complaint is made against/by a volunteer





### Volunteer Review Form

Name:

Date:

What has been going well?

What hasn't?

What training or support do you need?

Are there any areas of our work you'd like to move into?

### 14.6 Appendix 7 – Verification of Volunteer Details by Other Organisation

<u>NAME:</u>	
<u>ADDRESS:</u>	
<u>EMAIL ADDRESS:</u>	
<u>PHONE NUMBER:</u>	
<u>SATISFACTORY DBS CERTIFICATE DISCLOSURE NUMBER:</u>	
<u>CERTIFICATE DATE:</u>	
<u>MEDICAL CLEARANCE:</u>	YES / NO: _____ DATE: _____
<u>2 SATISFACTORY REFERENCES RECEIVED:</u>	YES/NO: _____ DATE: _____
<u>CONFIRMATION OF DETAILS:</u>	
<u>SIGNATURE:</u>	_____ DATE: _____
<u>ROLE:</u>	
<u>PRINT NAME:</u>	_____ DATE: _____

## 15 How this procedure will be implemented

- This procedure will be published on the Trust's intranet and external website.
- Line managers will disseminate this procedure to all Trust employees through a line management briefing.

## 16 How the implementation of this procedure will be monitored

Auditable Standard/Key Performance Indicators		Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Regular reviews of the procedure by the Voluntary Services Department	Voluntary Services Manager	Workforce and Development Group

## 17 Document control

Date of approval:	23 July 2018	
Next review date:	23 January 2022	
This document replaces:	CORP-0059-001-v1 Volunteer (General) Procedure	
Lead:	Name	Title
	Lisa Cole	Voluntary Services Manager
Members of working party:	Name	Title
	Judith Tulip	Voluntary Services Manager
	Caroline Brooks	Team administrator
	Sarah Jay	Equality and Diversity Lead and Voluntary Services Lead
This document has been agreed and accepted by: (Director)	Name	Title
	David Levy	Director of HR and OD
This document was approved by:	Name of committee/group	Date
	JCC	23 July 2018
An equality analysis was completed on this document	24 April 2018	



on:	
Amendment details:	12 April 2021 – review date extended till 23 January 2022

**Appendix 1 - Equality Analysis Screening Form**

**Equality Analysis Screening Form**

<b>Name of Service area, Directorate/Department i.e. substance misuse, corporate, finance etc</b>	Voluntary Services Trustwide procedure			
<b>Name of working party, to include any other individuals, agencies or groups involved in this analysis</b>	Sarah Jay, Lisa Cole, Judith Tulip, Caroline Brookes			
<b>Title</b>	Volunteer Procedure			
<b>Is the area being assessed a</b>	<b>Policy/Strategy</b>	<input type="checkbox"/>	<b>Service/Business plan</b>	<input type="checkbox"/>
	<b>Procedure/Guidance</b>		<input checked="" type="checkbox"/>	<b>Code of practice</b>
	<b>Other – Please state</b>			
<b>Geographical area</b>	Trustwide			
<b>Aims and objectives</b>	<p>This procedure describes the recruitment and management of the volunteers managed by the Trust's Volunteer Services Department (VSD).</p> <p>Following this procedure enables the Trust to:</p> <ul style="list-style-type: none"> <li>• provide a voluntary service that brings a wide range of benefits to service users, carers, the Trust, its staff and to volunteers themselves</li> <li>• clearly describe the volunteers' roles in terms of what they can and cannot do</li> <li>• consistently manage volunteers throughout the organisation</li> </ul>			

<b>Start date of Equality Analysis Screening</b>	25/04/2018
<b>End date of Equality Analysis Screening</b>	<b>25/04/2018</b>

**Please read the Equality Analysis Procedure for further information**

You must contact the E&D team if you identify a negative impact. If you require further advice and support please ring Sarah Jay or Tracey Loynes on 0191 3336267/3542

<b>1. Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?</b>					
All volunteers within the Trust, staff , service users and carers.					
<b>2. Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups below?</b>					
<b>Race</b> (including Gypsy and Traveller)	No	<b>Disability</b> (includes physical and mental impairment)	No	<b>Sex</b> (Men, women and gender neutral etc.)	No
<b>Gender reassignment</b> (Transgender and gender identity)	No	<b>Sexual Orientation</b> (Lesbian, Gay, Bisexual and Heterosexual)	No	<b>Age</b> (includes, young people, older people – people of all ages)	No
<b>Religion or Belief</b> (includes faith groups, atheism and some other non religious beliefs)	No	<b>Pregnancy and Maternity</b> (includes pregnancy, women who are breastfeeding and women on maternity leave)	No	<b>Marriage and Civil Partnership</b> (includes opposite sex and same sex couples who are either married or civil partners)	No

**Yes – Please describe the anticipated negative impact**

**No – Please describe any positive outcomes**

The voluntary services department actively seeks applications for volunteers from those with lived experience of mental health problems. This supports their recovery and the recovery of those service users and carers with whom they come into contact. Reasonable adjustments are made for volunteers with disabilities where necessary.

The voluntary services department is constantly seeking new places to advertise opportunities to enable recruitment from all protected groups to take place. We see this as a huge benefit to service users and carers if we have volunteers from all sections of our communities to whom they can relate.

**3. Have you considered any codes of practice, guidance, project or business plan benefit?  
 If 'No', why not?**

**Yes**

**x**

**No**

**Sources of Information may include:**

- Feedback from equality bodies, e.g. Care Quality Commission, Disability Rights Commission, etc
- Investigation findings
- Trust Strategic Direction
- Data collection/Analysis
- Staff grievances
- Media
- Community Consultation/Consultation Groups
- Internal Consultation
- Other (Please state below)  
 Saville Report, NHS Employers advice on the recruitment, training and support of volunteers.

**4. Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the following protected groups?: Race, Disability, Gender, Gender reassignment (Trans), Sexual Orientation (LGB), Religion or Belief, Age, Pregnancy and Maternity or Marriage and Civil Partnership**

**Yes – Please describe the engagement and involvement that has taken place**

**We have engaged with our staff group through consultation. It is likely that this will include representatives from most protected groups although we have not recorded this or sought to consult with particular protected groups.**

**No – Please describe future plans that you may have to engage and involve people from different groups**

**5. As part of this equality analysis have any training needs/service needs been identified?**

No Please describe the identified training needs/service needs below

**A training need has been identified for**

Trust staff	Yes/No	Service users	Yes/No	Contractors or other outside agencies	Yes/No
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**Make sure that you have checked the information and that you are comfortable that additional evidence can provided if you are required to do so**

The completed EA has been signed off by:  
 You the Policy owner/manager: Lisa Cole

Date:  
 25/04/2018

Your reporting manager:  
 Type name: Sarah Jay

Date:  
**25/04/2018**

Please forward this form by email to: [tewv.policies@nhs.net](mailto:tewv.policies@nhs.net)  
**Please Telephone: 0191 3336267/6542 for further advice and information on equality analysis**