

Volunteer UHL Policy

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CONTENTS

Section		Page
1	Introduction	3
2	Policy Aims	3
3	Policy Scope	3
4	Definitions	4
5	Roles and Responsibilities	4
6	Policy Statements, Standards, Procedures, Processes and Associated Documents	5
7	Education and Training	8
8	Process for Monitoring Compliance	9
9	Equality Analysis	10
10	Supporting References, Evidence Base and Related Policies	10
11	Process for Version Control, Document Archiving and Review	10

Appendices		Page
1	Volunteer Recruitment Process	11

REVIEW DATES AND DETAILS OF CHANGES MADE DURING THE REVIEW

Date	Change
January 2023	Name of responsible individual to Julie Hogg and authors to Alison Reynolds/Quin Quinney
June 2023	Removal of Section 11 -Legal Liability
June 2023	Amendment to 6.8.1 to reflect the joint decision making of the volunteering role between staff and volunteer
June 2023	Appendix 1 amended to reflect visit to ward no longer takes place prior to starting
June 2023	Inclusion of the word diverse in paragraph 2.4
June 2023	Inclusion of the bullet point - Or, any other situation that may place the Trust in disrepute to paragraph 6.3
June 2023	Paragraph 6.10.1 changed and now amalgamates with 6.10.2 and 6.10.33
June 2013	Inclusion of bullet point -Free transport via the hospital hopper and reimbursement for bus travel to paragraph 6.12.1
June 2023	Section 8 includes monitoring of composition of potential and recruited volunteers
June 2023	Section 9 retitled Equality Analysis
November 2023	Removal of wording in paragraphs 6.5 and 6.6 and replaced with new content

KEY WORDS

Volunteers

Volunteering

Volunteer Services

1 INTRODUCTION

- 1.1 This document sets out the University Hospitals of Leicester (UHL) NHS Trust Policy and Procedures for involving volunteers in service provision and patients support across the Trust.
- 1.2 The Trust recognises the significant contribution made by UHL volunteers in providing services outside of the remit of paid staff, enhancing the patient journey through the hospital system. The Trust recognises that volunteering is central to active citizenship, inclusion and democracy and that it brings value to the health service at a collective level and to volunteers at an individual level.
- 1.3 This Policy identifies procedures necessary to ensure that utilisation of this service meets all applicable baseline standards necessary to meet the Trust's statutory duties and its duty of care to patients, staff and public.

2 POLICY AIMS

- 2.1 The aim of this policy is to ensure that the involvement of volunteers is in line with good practice guidelines and current relevant national and local legislation, and provides a safe and comprehensive service which is mutually beneficial to patients, staff and volunteers.
- 2.2 Volunteer Services aims to meet the needs of the Trust, improving patients experience and developing new initiatives to meet identified gaps in current provision.
- 2.3 UHL Trust through the Volunteer Services aim to attract and involve volunteers who possess the necessary skills, attributes, abilities and commitment to fulfil their role as a UHL Volunteer.
- 2.4 UHL Trust through the Volunteer Services aim to involve a volunteer base that is representative of the diverse community we serve.

3 POLICY SCOPE

- 3.1 This policy applies to all volunteers operating within UHL. This includes:
 - All Volunteers registered with UHL Volunteer Services
 - All voluntary support groups linked to or under the umbrella of the Trust
 - All external providers of additional voluntary services within the Trust (e.g. Royal Voluntary Service (RVS) Volunteers)
- 3.2 All staff within University Hospitals of Leicester who have volunteers placed within their area and therefore have direct responsibility for the involvement and support of those volunteers.
- 3.3 This policy does not apply to individuals taking part in work experience, work shadowing or placements linked to educational or employment requirements or those with honorary trust contracts (supporting policies section 10).

4 DEFINITIONS

4.1 Volunteering is:

'An activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. It must be undertaken freely and by choice'

Definition of volunteering comes from Volunteering England 2012

4.2 Volunteer – A person providing services within the Trust with the consent of the Volunteer Service Team and who meet the criteria of the definition of a volunteer as outlined in 4.1 above.

5 ROLES AND RESPONSIBILITIES

5.1 Executive Lead – Chief Nurse

To ensure the maintenance of a high profile, pro-active volunteer service within UHL

5.2 Volunteer Services Manager/s

- To lead on the development of the Volunteer Services to meet the needs of the Trust
- To ensure that policies and procedures relating to volunteers are followed at all times.
- To ensure that volunteers are trained appropriately and that this is accurately recorded

5.3 Volunteer Services Team

5.3.1 Will act as the point of contact for all Voluntary Support Groups linked to/under the umbrella of the Trust and provide them with advice and information to enable them to operate within the agreed boundaries, policies and procedures of the Trust.

5.3.2 Volunteer Services will work in partnership with external providers of additional voluntary services within the Trust (e.g. RVS) to maintain standards in relation to all aspects of best practice working with volunteers.

5.3.3 Will take responsibility for the completion of the required registration and verification process for all volunteers:

- recruitment
- registration
- DBS checks- Child and Adult workforce to Enhanced Level on application and at 3 yearly intervals.
- references
- training
- expenses
- ongoing support and supervision

5.4 Other Departments/all staff within the Trust

5.4.1 To support, manage and mentor volunteers placed within their area in line with the Volunteer Policy and Good practice guidelines. To ensure that volunteers are provided with additional Mandatory Training in conjunction with:

- Volunteer Services Team
- Manual Handling Department
- Fire Department
- Infection Prevention Department
- Other departments and staff as required

5.5 Additional Support/Occupational Health

5.5.1 To make reasonable adjustments to offer volunteering opportunities that meets the needs of individuals and the Trust wherever possible.

5.5.2 Offer referrals to Occupational Health where necessary to enable volunteers, wherever possible, to participate in voluntary activity within the Trust

5.6 Volunteers

5.6.1 All volunteers shall adhere to their obligations as outlined in this policy.

5.6.2 Once appointed as a volunteer, the Trust does not guarantee to provide any voluntary work, nor is the volunteer obliged to undertake any voluntary work offered.

5.6.3 It is the intention of the Trust and of the volunteer that the volunteer arrangement does not in any way constitute a contract, either of employment or any other legally binding contract except that the Trust will reimburse the volunteer's expenses in accordance with this Policy.

5.6.4 Volunteers will be required to participate in mandatory training and will also have access to internal training opportunities, be eligible for awards nominations, and have access to internal vacancies

5.6.5 Volunteers must not accept monetary reward for their voluntary work. Should a patient or member of the public offer a donation they should be advised of the Volunteer Services Charitable Funds Account.

6 POLICY STATEMENTS, STANDARDS

6.1 Volunteer recruitment procedure is outlined in Appendix 1

6.2 Volunteer Services reserves the absolute right, at its discretion, to reject any volunteer either before or after appointment if it is not satisfied that the criteria outlined in the recruitment procedure or this policy have been met.

6.3 Volunteers must not use their voluntary work and their contact with patients to further their:

- Personal Business interests
- Political and/or Religious beliefs
- Or, any other situation that may place the Trust in disrepute

6.4 Volunteers must not speak directly to the media on behalf of the Trust without the prior knowledge and consent of the Trust Communication Department. Volunteers will not use their position within the Trust to gain information to use in the media.

6.5 *Concerns from staff or the public relating to a volunteer should be directed in the first instance to the Voluntary Services Manager where further advice and guidance will be provided. Where a Volunteer Coordinator is concerned that a volunteer is not able to meet the demands of the role, or is not demonstrating the values of UHL, they will in the first instance discuss this with the volunteer, the purpose of the conversation will be to agree measures and support the volunteer and hopefully achieve a positive outcome. A written copy of the conversation will be kept by the volunteer and in the volunteering team. A review date will be agreed, and any further incidents may lead to the volunteer being asked to step down from their role.*

6.6 Where a serious concern is received, this will be raised as an incident and investigated in line with UHL's incident reporting policy. The volunteer may be asked not to volunteer until the matter is investigated. In this case the Voluntary Services Manager will coordinate the investigation and ensure that the volunteer is kept informed of progress

6.7 Volunteers who have a concern about something that they have witnessed in the Trust should speak to their supervisor and/or a member of the Volunteering Team. They are also able to speak to our Freedom to Speak up Guardian. The EDI service can also be approached for any equalities issues.

6.8 Volunteer Records

6.8.1 Evidence of all obligations placed upon Volunteer Services and the Trust shall be maintained by them and made available to the other party for inspection upon request at any reasonable time.

6.8.2 Volunteers' records both electronic and paper will be stored in accordance with Data Protection Act and Freedom of Information Act and UHL Trust Information Governance Policy and GDPR.

6.8.3 Records of volunteers who have been actively involved in volunteering will be stored for seven years following cessation of voluntary work.

6.8.4 Records of volunteers who have not become actively involved in volunteering but have completed the application process will be stored for a minimum of six months from the date of withdrawal from the process.

6.8.5 DBS Certificate disclosure number will be recorded in line the DBS and UHL Trust guidance and policy and volunteers will be required to register their certificate with the DBS Update Service.

6.9 Volunteer Role Outlines

- 6.9.1 After discussion with a member of the volunteer services' team, volunteers choose the area of volunteering they wish to be involved in and Volunteer Services staff will liaise with staff from the relevant area to set up the placement of the volunteer.
- 6.9.2 A role outline approved by Volunteer Services will be agreed for every role within the Trust and a copy made available to each volunteer prior to them undertaking the role.

6.9.3 Volunteers will sign a Volunteering Agreement and Confidentiality declaration before commencing voluntary work in UHL

6.10 Identification Badges

6.10.1 Volunteers must be provided with Trust ID Badges which must be worn at all times when acting as volunteers.

6.10.2 Volunteer badges must include the word 'Volunteer' in the title and display the unique volunteer ID number assigned to each volunteer. Badges will be valid for 12 months only and renewal will be dependent on volunteer compliance with training and DBS standards

6.10.3 Identification Badges must be returned to the Trust on cessation of volunteering.

6.11 Clothing

6.11.1 Volunteers will be issued with polo shirts and fleeces according to their roles and should wear them at all times whilst volunteering; and comply with UHL Dress Code and Uniform Policy.

6.11.2 A refundable deposit of £10 will be taken from each volunteer on issue of ID badge and Polo shirt. This deposit will be refunded on return of uniform and ID badge at cessation of volunteering. Or, if not claimed within 3 months will be donated to Volunteer Services Charitable Fund

6.12 Parking on Hospital Premises

6.12.1 Volunteers must only park in spaces available to the public or staff within the hospital grounds as directed on commencement of their volunteering.

6.12.2 Parking charges will be waived or reimbursed according to current agreement with providers of Car Parking Services within the Trust.

6.13 Expenses and Reimbursement

6.13.1 Volunteer Expenses - out of pocket expenses reimbursement will be offered at the current Inland Revenue approved rate for:

- Travel from home to hospital site and return (up to a maximum of 20 miles per visit)
- Free drink for each session
- Meal voucher if a full day of volunteering is requested by the Trust
- Equipment or materials purchased by the volunteer for the voluntary activity on the request of the Trust
- Free transport via the hospital hopper and reimbursement for bus travel

6.13.2 Volunteer Reimbursement - Volunteers shall only be reimbursed for actual expenses incurred in accordance with rates determined by the Trust and reviewed on an annual basis.- in line with NHS Agenda for Change Terms and Conditions and authorised by a member of the Volunteer Services Team.

6.14 Accident, Illness or Injury

- 6.14.1 All accidents and incidents must be recorded following Datix or current Trust Incident reporting guidelines and procedures.
- 6.14.2 Volunteers should report any significant changes in their health to Volunteer Services in the first instance, who in turn may refer to the Occupational Health Department.
- 6.14.3 Volunteer Services can refer volunteers to the Occupational Health Department at any time if there are any concerns about their health. Volunteers can self-refer to the Occupational Health Department for information or support.

7 EDUCATION AND TRAINING REQUIREMENTS

- 7.1 The Volunteer Services Manager(s) shall ensure all volunteers undergo Volunteer Training prior to commencing voluntary work within the Trust. The training will include:-
- Fire Safety
 - Manual Handling
 - Infection Prevention
 - Safeguarding adults level 1
 - Confidentiality
 - Equality, Diversity and Inclusion
 - Role and Boundaries of a volunteer
- 7.2 If additional training is deemed necessary by the Trust for a specific role volunteers will be expected to complete that training before commencement of their duties.
- 7.3 Volunteers will be required to attend training sessions at different points during their time as a volunteer in line with mandatory requirements.
- 7.4 The Trust through the Volunteer Services Team will keep all volunteers informed of any changes within policy, procedure or practice that are relevant to them in their role as a volunteer.
- 7.5 The Volunteer Services Team shall ensure that all active volunteers are aware of their responsibility to attend annual mandatory training and complete it when required.
- 7.6 Volunteers will initially be placed alongside an experienced volunteer mentor wherever possible to support and direct them until they are confident to volunteer alone.

8 PROCESS FOR MONITORING COMPLIANCE

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements
Volunteer Recruitment Process (including composition of potential and recruited volunteers)	Volunteer Services Manager(s)	Volunteer Staff feedback Volunteer satisfaction survey	Quarterly	Assistant Chief Nurse
Reimbursement of Travel Expenses	Volunteer Services Manager(s)	Inland Revenue Guidelines Trust Policy	Annually	Volunteer Services Team
DBS Checks	Volunteer Services Manager(s)	DBS Guidelines	Constantly reviewed and updated	Volunteer Services Manager(s) Safeguarding Assurance Committee HR Shared Service

9 EQUALITY ANALYSIS

- 9.1 The Trust recognises the diversity of the local community it serves. Our aim therefore is to provide a safe environment free from discrimination and treat all individuals fairly with dignity and appropriately according to their needs.
- 9.2 As part of its development, this policy and its impact on equality have been reviewed and no detriment was identified.

10 SUPPORTING REFERENCES, EVIDENCE BASE AND RELATED POLICIES

UHL Uniform and Dress Code Policy (Trust Ref: B30/2010)
UHL Information Governance Policy (Trust Ref: B4/2004)
UHL Work Experience Placement Policy (Trust Ref: B7/2016)
Current DBS procedures https://www.gov.uk/disclosure-barring-service
Volunteering guidance for NHS providers https://www.england.nhs.uk/get-involved/resources/volunteering-guidance/
Volunteer Recruitment process
UHL Incident and Accident Reporting Policy (Trust Ref: A10/2002)

11 PROCESS FOR VERSION CONTROL, DOCUMENT ARCHIVING AND REVIEW

This document will be uploaded onto SharePoint and available for access by Staff through INsite. It will be stored and archived through this system.

Appendix 1. Flow chart to show process of becoming a volunteer in UHL

