



**TRUST POLICY AND PROCEDURES FOR THE MANAGEMENT
AND PLACEMENT OF VOLUNTEERS**

Date ratified:	Hospital Leadership Team – November 2019
First issued:	October 2017
Version no.:	2.0
Date issued:	November 2019
Review date:	November 2022
For review by:	Head of Communications/Voluntary Services Manager
Director responsible:	Chief Executive

- Appendix 1 Volunteering Expectations
- Appendix 2 Problem Solving Procedure
- Appendix 3 Free DBS Checks for Volunteers
- Appendix 4 Volunteer Car Drivers Insurance Declaration Letter

1. INTRODUCTION

- 1.1 Volunteers play an important role in enhancing the quality of care to patients at the Chesterfield Royal Hospital NHS Foundation Trust and in promoting an understanding of the hospital in the community it serves. Volunteer activity at the Chesterfield Royal Hospital NHS Foundation Trust will take place in accordance with standards set for the, recruitment, placement, training and supervision of volunteers. (See managing the policy and procedure).

2. POLICY STATEMENT

- 2.1 The purpose of this policy is to provide a framework to ensure that all individuals who wish to undertake voluntary work are suitable to carry out such activities in a hospital setting. The outcome of the policy is that the recruitment, placement, training and supervision of all volunteers will, therefore, be undertaken in accordance with this policy, associated Trust policies/procedures and will embrace the Investors in Volunteers' Quality Standard Framework. Any engagement and or partnerships with volunteers from Aligned Voluntary Services Organisations must be agreed with the Voluntary Services Manager.

3. DEFINITIONS

- 3.1 Definitions of key terms used

For the purposes of this policy, "Trust volunteers" refers to those individuals under the responsibility of the Voluntary Services Manager and Hospital volunteers refers to volunteers under the umbrella of the of the Aligned Voluntary Services

Patient/User	Patients, relatives, carers, visitors, the general public, the media and external agencies.
Voluntary Services	Trust Voluntary Services
Aligned Voluntary Services	Includes any organisation that may be providing voluntary services on site. e.g. National Rheumatoid Arthritis Society (NRAS), Sight Support, Take Heart, Headstrong, Red Cross and National Society for Epilepsy (NSE) etc.
Partnership	Joint agreement between the Trust and an Aligned Voluntary Service to deliver a specific volunteering project and/or service.
Volunteer	A person who gives their time free of payment to support and enhance services provided by the Trust.
Expenses	Out of pocket expenses reasonably incurred carrying out voluntary work including travel at public transport rate, parking, subsidised meal rates and vouchers.
Volunteer Car Driver	A Trust or Aligned volunteer using their own or Trust vehicle to transport patients, carers and relatives to and from the hospital site.

4. PROCEDURE/GUIDELINES/PROCESS

4.1 Placement of Volunteers

Volunteers will be placed for providing a range of services to patients, visitors and staff which support, but do not replace, the core activities of the hospital, and will enhance the quality of care and patient experience at Chesterfield Royal Hospital NHS Foundation Trust

4.2 Volunteers may be involved in services on a hospital wide basis, including fund raising, shops, tea bars, specific wards, departments, driving the Royal Rider Patient Buggy Service, supporting individual patients and working for the Aligned Voluntary Services*. Volunteers will not be asked to cover activities which are within the specific remit of employed staff. (See Managing the Policy and Procedure Section for appropriate roles).

4.3 Recruitment of Volunteers

The Chesterfield Royal Hospital NHS Foundation Trust will ensure that all individuals who wish to undertake voluntary work are suitable to carry out such activities in a hospital setting. The recruitment of all volunteers will, therefore, be undertaken in accordance with this policy, with reference to associated human resource policies and procedures and in accordance with the principles laid out in the TUC Charter for Strengthening Relations Between Paid Staff and Volunteers.

Trust departments considering the use of a volunteer in their area can contact the Voluntary Services Manager to obtain advice and support on the appropriate use of a volunteer, in addition to discussing their ideas and requirements for a meaningful volunteer role.

4.4 Health and Safety

Volunteers have a responsibility not to endanger the health, safety or welfare of themselves or others during the course of their activities. It is important that volunteers report any incidents or near misses to the Voluntary Services Manager.

4.5 Training and Supervision

Volunteers will only be asked to undertake activities for which they have received appropriate training. The Voluntary Services Manager, in consultation with *aligned voluntary services or a designated member of staff from a ward / department as appropriate, will be responsible for identifying and meeting training needs for all volunteers. (See Managing the Policy and Procedure Section).

All new volunteers will be invited to attend the Trust's corporate induction training day after they have been cleared for Occupational health, Character References and DBS. Volunteers will be invited to attend a further day's essential Training within three months of starting their placement. In addition, arrangements will be made for all volunteers to have access to an appropriate person for supervision and support on a regular basis. This will be advised by the Voluntary Services Manager/designated Aligned Voluntary Services member

4.6 Information Governance

The Data Protection Act 2018, including General Data Protection Regulations (GDPR) regulates the use, and storage of, all personal information and includes electronic and paper records of identifiable individuals (volunteers, patients and staff). The Trust is registered in accordance with this legislation.

Volunteers must not disclose any information relating to patients or staff which they see or hear during the course of their work. Strict confidentiality must be maintained. If however a volunteer is concerned about something they have seen or heard, which makes them uncomfortable they can speak in confidence with the Trust's independent 'Freedom to Speak Up Guardian'.

5. MANAGING THE POLICY AND PROCEDURE

5.1 Recruitment

Anyone wishing to volunteer at Chesterfield Royal Hospital will be able to initially speak with the voluntary services team either in person or by telephone. All potential volunteers will be asked to complete the Trust's online application form using the Better Impact Volunteer management software, which also provides applicants with details of current volunteering opportunities. Paper versions of the application form are also available.

Wards or departments, who receive approaches from potential volunteers, should direct them to the Voluntary Services Team in the first instance. The minimum age for volunteers is sixteen with no upper age limit.

The Voluntary Services Manager/Co-ordinator(s) will interview all potential volunteers to assess their suitability for voluntary work at Chesterfield Royal Hospital NHS Foundation Trust to identify their motivations for volunteering and preferences for placement. All placements will be subject to the receipt of two character references and a satisfactory health screening, using the Trust Health Declaration. The volunteer will be asked to complete a police check carried out in accordance with the Disclosure and Barring Service (DBS) guidance. Engagement of Aligned Voluntary Services volunteers should be agreed with the Voluntary Services Manager.

In the case of volunteer car drivers, additional checks will be made which include status of driving licence, appropriate insurance, health and fitness of the volunteer and ability to drive vulnerable patients.

The Voluntary Services Manager/Co-coordinator(s) will provide the volunteer with written 'Volunteering Expectations' (see App 2) clearly outlining the expectations of both the Chesterfield Royal Hospital NHS Foundation Trust and the volunteer.

Trust Volunteers will automatically be offered Trust Membership unless they choose to opt out

5.2 Induction

The Voluntary Services Manager/Co-ordinators will, in conjunction with the Education Centre, co-ordinate and arrange for new volunteers to attend a corporate induction day session with their Trust staff colleagues and to receive a volunteer uniform and a Trust ID badge. Where volunteers are placed on a particular ward / department, the Head of Department or deputy, will ensure that appropriate orientation with local policies and procedures takes place.

5.3 Placement

The Voluntary Services Co-ordinator will maintain a database of all volunteer placements within the Trust. Better Impact software provides the volunteer with their own interactive online volunteer page - allowing for logging of hours, viewing of sessions and a direct feedback facility. The Voluntary Services Manager is responsible for ensuring that volunteers are not used on activities which are within the remit of employed staff. Heads of Department/Deputy or representative are asked to liaise with the Voluntary Services Manager/Co-ordinator about any vacant volunteer placements within their area and of any particular skills/attributes/experience volunteers would require for their area. The Voluntary Services Manager/Co-ordinator will then arrange for potential volunteers to meet the manager and staff to discuss a placement.

Ward and Department Managers should agree with the Voluntary Services Manager, the scope of Trust Volunteers' activities, including the hours required. It is expected that volunteers will not normally work beyond the scope of the Working Time Directive and that this will not normally include night work, unless specifically agreed with the Voluntary Services Manager.

5.4 Volunteers who undertake driving activities off site and on site

These are volunteers who undertake activities that involve the driving of patients to and from the hospital, and also transport patients and visitors internally throughout the Main Hospital using the 'Royal Rider' patient transport buggy service.

Where volunteers undertake such driving activities off site, the Voluntary Services Manager must ensure, as part of the normal checks undertaken prior to placement, that the volunteer in question has a full valid driving licence and that they have valid appropriate motor insurance.

Buggy Drivers must be identified as driving for work purposes on the Occupational Risk Assessment form; they will then be called in for a fit to drive check, for which managers will receive a report. It is also recommended that an annual health check via Occupational health which includes eye test, and a general well being check must be undertaken at least annually, as driving licences can be revoked by the Driver and Vehicle Licensing Centre (DVLC) at any time, as can motor insurance. It is the driver's responsibility to notify the Trust Voluntary Manager if their licence has been revoked for any reason or any changes have been made to an individual license for any reason.

Managers must ensure that volunteers who undertake driving activities are advised that the Trust accepts no responsibility for the insurance of volunteer's vehicles or the reimbursement of any additional premium the insurers may seek to impose. It is for the volunteer to contact their insurance company to explain their role as a volunteer driver and to obtain their insurance company's endorsement that they are appropriately covered. To do this, the volunteer driver should complete the suggested proforma at Appendix 5 and send this to their insurers, requesting that the insurance company endorses the form, or confirms in writing that insurance cover is in place.

5.5 Training

The Voluntary Services Manager in liaison with the Education Centre is responsible for identifying and meeting the training needs of all volunteers, including identifying and addressing induction and training needs for all new volunteers to the Trust.

5.6 Supervision

The Voluntary Services Manager/Co-coordinators will maintain regular contact with all volunteers and will ensure they are kept up to date with hospital wide issues, either directly and/or electronically through their Better Impact Volunteer Page, via email, text, newsletters and meetings as appropriate. To support volunteers, Heads of Department/Wards or designated deputies will be asked to identify a member(s) of staff to whom ward/department based volunteers should report to on a day to day basis. Aligned Voluntary Services volunteers will report to the designated coordinator in their area of work. Should a manager/staff have concerns about the conduct or performance of a volunteer, they should notify the Voluntary Services manager to explore and recommend the most suitable way forward.

5.7 Expenses

Chesterfield Royal Hospitals NHS Foundation Trust will reimburse Trust volunteers' reasonable expenses incurred in carrying out voluntary activities, such as bus fares or mileage at public transport rate. Aligned Voluntary Agencies will operate their own expenses reimbursement policy. Expense claims should be submitted to the Voluntary Services Manager/Coordinators, using the Trust expenses form. Parking on site/on grounds will be arranged where ever possible in conjunction with the Voluntary Services Manager/Co-ordinator and Trust Car Parking Manager. Volunteers will be eligible for meals at the subsidised rate and discount on items in Trust outlets, offered to hospital staff, provided they display a current ID badge.

5.8 Ceasing Volunteering

Volunteers of the Trust and Aligned Voluntary Services should notify the Voluntary Services Team of their leaving date, and ensure ID badges; uniforms and car parking passes are returned. All volunteers will be invited to have a 'leaving chat' and be issued with a leavers' questionnaire to evaluate their volunteering experience.

6. ROLES AND RESPONSIBILITIES

6.1 Deployment of Volunteers

Where volunteers are to be deployed in a ward or department, it is essential that managers, supported by the Voluntary Services Manager, consult with employed staff to ensure they have a clear understanding of the role and activities of volunteers. Volunteers must never be used to replace employed staff.

The following services/activities are those which it is considered are appropriate for volunteers - this is not an exhaustive list:

Provision of hospital wide services	Escorting, Tea Bars / Shops, Library, Newspapers, Patient Buggy, Support to Chaplaincy, Pat Dogs.
Services to wards / departments	Trolley Shop, Escorting patients to Chapel, Patient Surveys, Escorting notes, samples and X-rays.
To individuals	Befriending, reading, beauty/hair care, social/recreational activities, breast feeding advice, health promotion, assisting at meal times.
Providing advice, information and support	Cancer Information, Sight Support, Epilepsy, Headstrong, Arthritis, Parkinson's etc.

NB: Volunteers will receive appropriate wheelchair training before undertaking outpatient/visitor escort activities which include assisting patients who are wheelchair dependent.

Volunteers **will not be asked to** undertake activities such as: lifting patients, undressing patients, assisting patients at toilet, heavy duty cleaning, or core clerical duties. This is not intended to be an exhaustive list, and in cases of doubt the Voluntary Services Manager/Co-coordinators should be consulted for advice.

7. TRAINING REQUIREMENTS

7.1 Training and Supervision

In addition to the responsibilities of the Voluntary Services Manager/Coordinator, it is recommended that a person, preferably designated within the ward/department/clinic, should be a contact point for volunteers, and specifically:

- (i) to ensure that individuals are familiar with local policies and procedures, e.g., on health and safety
- (ii) identify and meet training needs in conjunction with the Voluntary Services Manager.
- (iii) provide regular supervision, support and feedback to volunteers in conjunction with the Trust Voluntary Services Manager/Aligned Voluntary Services as appropriate.

8. Safeguarding Adults and Children - Assurance

The new facility of the DBS Update Service (free for volunteers) allows applicants to have their DBS certificate kept up to date and take it with them from role to role within the same workforce. The Trust will actively encourage the volunteer to sign up to this service. With prior permission, the Trust will be able to undertake a free instant on line certificate check to see if any new information has come to light since issue.

9. MONITORING

9.1 Problem Solving

All Trust volunteers will benefit from ongoing review as a result of the 'Open Door' policy, encouraging volunteers to approach the Voluntary Services Team with feedback and/or concerns. Whilst the involvement of volunteers is generally a positive experience for everyone involved, there are times when things can go wrong. A volunteer may wish to make a complaint about something or someone, and similarly the volunteer's performance may decline, or someone may wish to make a complaint against a volunteer.

These are rare occurrences, but in an effort to ensure a fair, equitable, and consistent approach to dealing with them, it is essential to have a formal procedure. The Problem Solving Procedure document sets out the procedure, including an appeal option (See Flowcharts at Appendix 2). The main principles of the procedure are:

- (i) All complaints must be treated confidentially, and should only be discussed amongst those who are directly involved in trying to resolve the issue.
- (ii) An effort should be made to resolve the problem informally at a local level.
- (iii) A written record of all incidents and complaints should be maintained.
- (iv) Allow enough time for all meetings, and conduct them in a private place.
- (v) Keep complainants informed at every step of the procedure.
- (vi) Volunteers have the right to be accompanied by a colleague or friend in any meetings that form part of the problem solving process and an option to appeal.

9.2 Monitoring Service Compliance and Effectiveness

To monitor the effectiveness of the volunteering policy the following audits and checks are recommended:

Audit /Check	Purpose
Monthly checks on signing in books Ongoing 'Open Door Policy' for volunteers to discuss progress	Health and safety and audit for validation of expenses, logging volunteers' hours Review suitability of placement for volunteer and staff. Ensure role is meaningful for the volunteer.
Dates of issue and check of all relevant pre-appointment checks. For example: DBS Check, Occupational Health Screen	Governance, suitability to carry out activities within a hospital setting and with the identified client group
Annual audit of volunteer database for volunteer completing relevant essential training and to ensure personal data is up to date	Ensure suitability for volunteer to carry out tasks. Monitor compliance with Data Protection Act 2018 and GDPR requirements.
Monthly review of recruitment and retention	To monitor effectiveness of recruitment and provide return on investment statistics.
Volunteer Manager to agree any proposed new volunteer roles are appropriate for free DBS check status	To maintain the integrity of the Trust's DBS Registration status.

10. KEYWORDS

10.1 Voluntary, Services, Volunteer

11. REFERENCES

- 11.1 NHS Long Term Plan January 2019.
NHS Employers Guidance - Volunteering Pack.(2014)
TUC Charter for Strengthening Relations between Paid Staff and Volunteers (2009)
Investing in Volunteers (IiV) Quality Standard Accreditation
The Role of Volunteers in the NHS - Kings Fund (December 2018)
Volunteering in General Practice - Kings Fund (February 2018)
The Road Ahead - NCVO (Jan 2019)
Police Act 1997 (criminal records) Regulations 2002
Disclosure and Barring Service – DBS Update Service (Employer Guide)

10. RELATED POLICIES

People Strategy 2019 - 2022
Health and Safety
Information Governance
Staff Identification
Equality and Diversity
Risk Assessments,
Occupational Health,
Policy for employees working with vulnerable adults and children – Disclosure & Barring Service



VOLUNTEERING EXPECTATIONS

1. A very warm welcome to Chesterfield Royal Hospital's Voluntary Services Team. We hope you have a rewarding and meaning volunteering experience.
2. To make you feel part of the team, we ask you to wear a volunteer uniform supplied by the hospital and to display your Trust Identification Badge at all times. Please consider wearing appropriate footwear (no open-toed sandals) to ensure you are comfortable and your feet are protected. In addition to the Volunteer uniform, smart casual wear is fine but t-shirts with slogans are normally not considered appropriate
3. You will be provided with a list of dates and asked to attend a Corporate Induction training day and to undertake a further day's Essential Training (i.e. Fire Safety, Adult/Childrens' Safeguarding, Hand hygiene etc. within three months of starting your volunteering placement. A local orientation will also take place in your placement area.
4. **PLEASE SIGN IN ON ARRIVAL AT THE HOSPITAL AND SIGN OUT ON LEAVING** in the Volunteers signature book nearest on Main Reception. If you are using the 'MyImpact Timeclock', please log in and out as you arrive and leave the hospital. We care for your wellbeing and safety and we like to record the much appreciated hours, volunteers contribute towards supporting our patients, visitors and staff.
5. Please remember that as a volunteer you are representing the hospital and its commitment to equality and diversity and the dignity of its patients and visitors. If any issues are raised about the conduct and or behavior of a volunteer, you will be invited to have an informal initial chat to discuss the facts with a member of the Voluntary Services Team with the aim of resolving the matter. Serious incidents could result in the Trust withdrawing the facility to continue to volunteer at the hospital.
6. During the course of your time as a volunteer within the Trust, you may acquire or have access to confidential information which must not be disclosed. If you have any doubts always consult the Voluntary Services Team or a member of staff. Confidentiality applies during your time within the Trust and after that ceases. Confidential information includes all information relating to the business of the Trust and its patients and employees.
7. All new and existing volunteer placements are reviewed as part of an ongoing 'Open Door Policy' process to ensure all is going well. If there are any concerns, then there is always the opportunity to talk with the Voluntary Services Team. If you have any worries about your role or about what you experience, in addition to talking to the Voluntary Services Team, you can have a confidential chat with the Trust's independent Freedom to Speak Up Guardian.
8. We all have a responsibility not to willfully endanger the health, safety or welfare of yourself or others during the course of your volunteering placement. In line with the Health & Safety Legislation, all accidents and near misses should be reported to the Voluntary Services Manager and a Datix Incident form will need to be completed.
9. Please follow the Trust's no smoking policy whilst you are volunteering at the hospital.
10. The Trust accepts no responsibility for loss or damage to personal effects. Please think carefully about what you need to bring when you are volunteering.
11. Please return your uniform, identification badge and car parking permit to the Voluntary Services Office when you no longer wish to volunteer.
12. All new volunteers automatically become members of the Chesterfield Royal Hospital NHS Foundation Trust. If you **do not** want to be a member, please tick here

DECLARATION

I have read and understood the expectations of my volunteering role.

SIGNED.....

DATE.....

PRINT NAME.....

(Reverse of Volunteering Expectations)

Proud to CARE Guidance

At Chesterfield Royal our Proud to CARE ethos is at the heart of how we run the hospital – looking after our patients and taking care of our staff and volunteers.

The values and behavior of our volunteers are integral to achieving this. Volunteers are therefore expected to show compassion, have a positive attitude, show respect and recognise equality and diversity of patients, carers, visitors and colleagues. These values help us to deliver our vision of Proud to Care.

The purpose of this guidance is to make clear the requirement and expectation that all employees demonstrate acceptable standards of behavior and communication.

Compassion

Compassionate care delivered with professionalism and a positive, friendly attitude

Care that preserves dignity and respects the person; putting patients at the heart of all we do. Respecting the unique and individual contribution that each of our staff members make – fair, positive and inclusive, recognising diversity and using it to enrich our organisation

Achievement

Excellent care, safe services and a positive experience every time

Exceeding expectations by delivering first-class performance, bettering national standards through innovation and ingenuity

Relationships

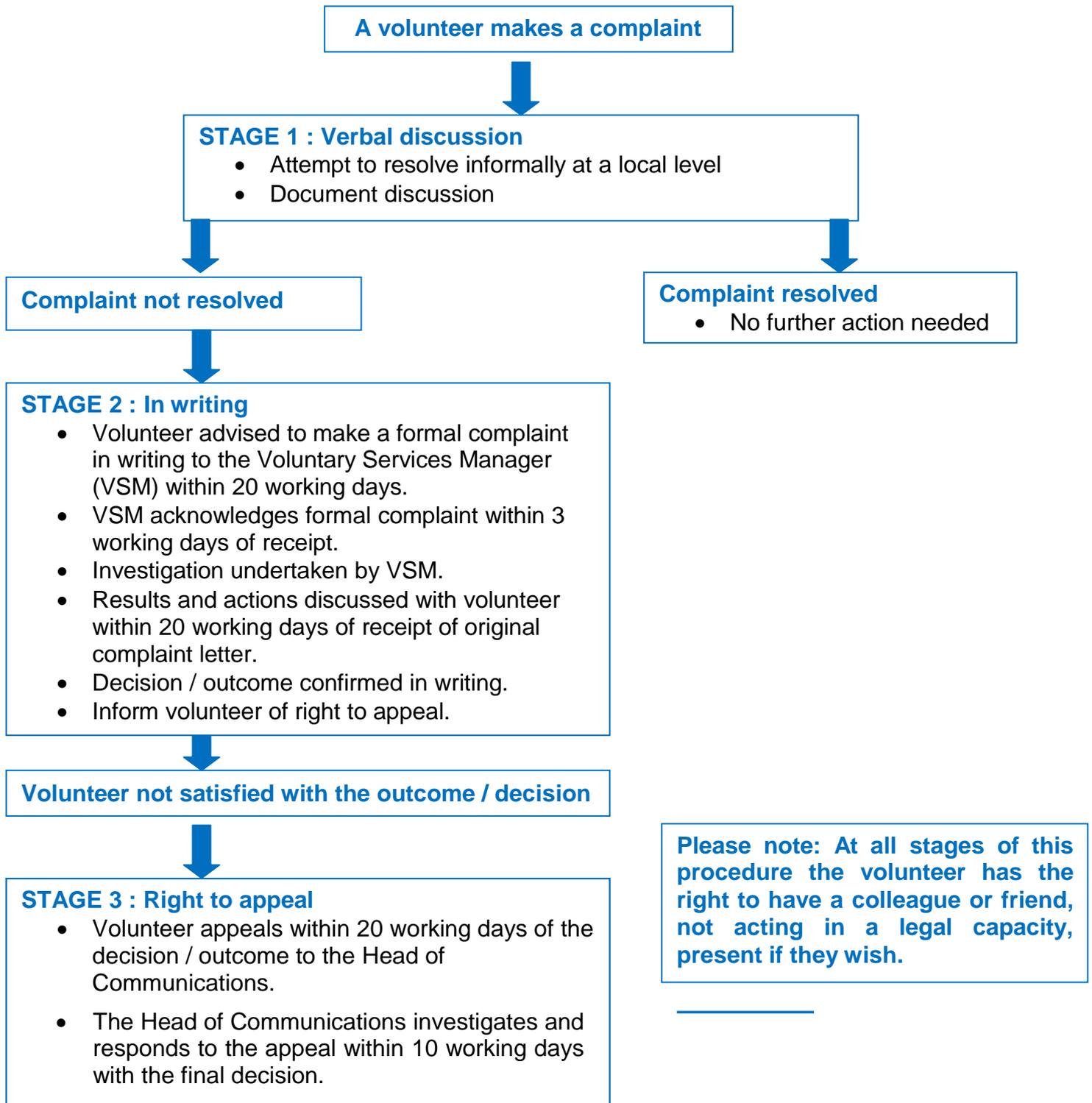
An open and honest relationship with our patients, staff, volunteers, partners and our communities. Working in partnership in the interests of our patients

Acting in a socially responsible way and meeting our commitments to the local community.

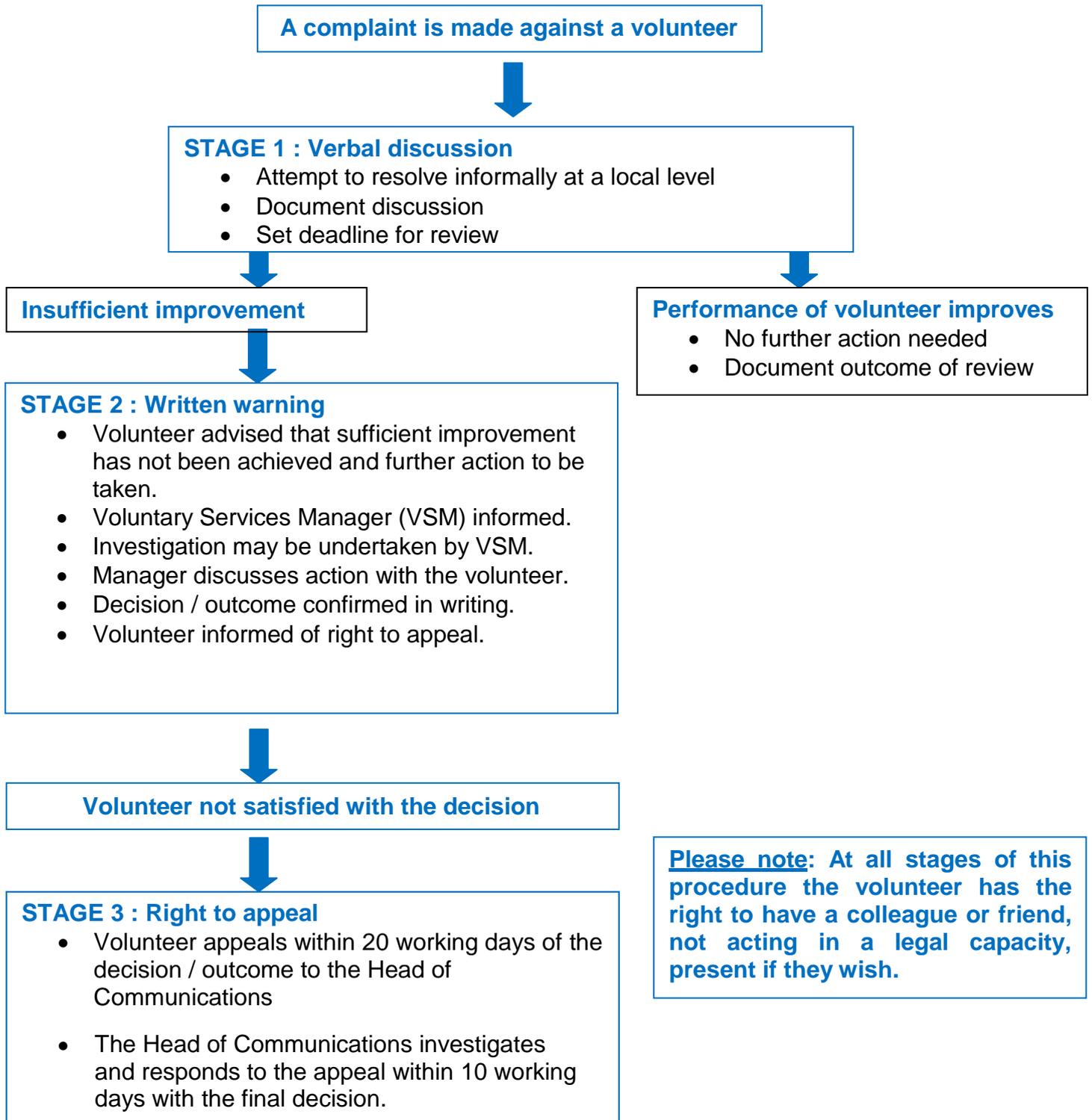
Environment

Providing a hospital environment that is modern, clean and safe – conducive to care and recovery; and a good place to work.

VOLUNTEER PROBLEM SOLVING PROCEDURE : FLOWCHART 1



VOLUNTEER PROBLEM SOLVING PROCEDURE: FLOWCHART 2



Appendix 4

Volunteer Car Driver – Insurance Company Letter Example

NAME
ADDRESS

DATE

TO (Insurance Company)
RE (Policy Number)

Dear Sir/Madam

I intend to undertake voluntary work and, from time to time, I will use my vehicle to carry passengers or to carry out other activities as requested. I will receive a mileage allowance for these journeys to cover the running costs of my vehicle in accordance with Section 1(4) of the Public Passenger Vehicles Act 1981, which exempts me from both Passenger Service Vehicle and Hackney Carriage / Private Hire Car licensing laws.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving – please use the ‘tear off’ slip below. Please also confirm that my insurance policy contains a clause indemnifying the agencies with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully

(Policy Holder)

>

FROM (Insurance Company)
Re (Policy Number)
POLICY HOLDER / DRIVER

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying the agencies with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.

ISSUED BY



DATE