

Volunteer Policy (F-022)

Version Number:	5.01
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Executive Lead (name & job title):	Lynn Parkinson – Chief Operating Officer
Name of approving body:	EMT
Date full policy approved:	22 January 2024
Date Ratified at Trust Board:	31 January 2024
Next Full Review date:	January 2027

<i>Minor amendments made prior to full review date above (see appended document control sheet for details)</i>	
<i>Date approved by Lead Director:</i>	<i>Lynn Parkinson (27 March 2024)</i>
<i>Date EMT as approving body notified for information:</i>	<i>March 2024</i>

Policies should be accessed via the Trust intranet to ensure the current version is used

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1. INTRODUCTION

This policy is intended to provide a consistent framework for the use of volunteers and members of the public within the Humber Teaching NHS Foundation Trust (the Trust) and covers the placement of volunteers arranged by the Trust and members of the public who work with the Trust in engagement exercises.

The purpose of this policy is to ensure that volunteering and engagement with members of the public is managed appropriately and in line with best practice and that all appropriate checks are carried out, any risks identified and mitigated.

Engagement and involvement of patients and the public in the NHS has been a statutory requirement since 2001. Active volunteer and patient and carer experience programmes can help to meet this requirement through involving members of the local community.

To ensure that the Trust maintains strong links with its local community via its membership, where volunteers and members of the public play an important role and their contributions enable the Trust to enrich and extend the range of services offered to patients, their relatives and carers.

This policy should be used in conjunction with the Trust's policies and procedures listed in Section 12.

2. SCOPE

This policy applies to all Trust volunteers and members of the public irrespective of age, race, colour, religion/belief, disability, nationality, ethnic origin, gender, sexual orientation or marital status, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership.

This policy aims to help the Trust to engage with their local communities and to recruit and attract a future workforce which reflects the diversity of the local community.

This policy applies to all volunteers, in both clinical and non-clinical areas within the Trust. This policy does not include work experience or those linked to professional registration such as nursing students and Approved Mental Health Professionals (AMHPs).

This policy applies to all members of the public who undertake engagement activities with the Trust.

Volunteering and public engagement activity is complementary to the work of staff, and not a substitution for paid work.

3. POLICY STATEMENT

Everyone who works as a volunteer or is involved in engagement activities will be treated fairly and valued equally. In developing this policy, an Equality Impact Assessment has been undertaken. An adverse impact is unlikely; on the contrary, the policy has the clear potential to have a positive impact by reducing and removing barriers to volunteering. If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

4. DUTIES & RESPONSIBILITIES

Chief Executive

To assure the Board that this policy is acted on through delegation to the appropriate business units and committees.

Trust Board

- To ensure that this policy is acted on through delegation of responsibility for the development and implementation of the policy to the appropriate directors and committees.
- To ensure the policy, procedure and guidelines comply with UK law requirements.
- To ensure the policy and procedures are monitored and reviewed formally through the appropriate committees.

Directors and Assistant Directors

The Directors and Assistant Directors will ensure that this policy is acted on through a process of policy dissemination and implementation in collaboration with Trust senior managers.

Senior Managers, Managers and Clinicians

Ensure all staff within their area of responsibility are informed about the contents of this and other associated policies and procedures.

Employees

All employees will comply with this and any other associated policies and procedures.

The Voluntary Services Team

Facilitate, support, monitor and provide guidance regarding volunteering within the Trust, liaising with the Placement Supervisor.

Keep Assemble (Voluntary Management System), HTFT website and intranet updated with relevant guidance, opportunities and documentation.

To receive and process expenses claim forms for volunteers.

Work together with the Placement Supervisor to create a role description, including restrictions around age, experience and qualifications, training required, level of DBS check required.

Placement Supervisor

Complete local induction to the area of work for the volunteer

Complete a risk assessment based on the activity of the volunteer

If the activities/location of the volunteer are covered in the general risk assessment, it is adequate to mention volunteers as well as staff in this document. If the activities/area for the volunteer is different, or if the volunteer has additional requirements/circumstances outside of the general risk assessment, it will be necessary to complete a separate RA for the role/individual

Feedback concerns and queries to the Voluntary Services Team

Supervisors may be asked to provide references at the end of the volunteer placement.

Patient and Carer Experience Team

To receive and process out of pocket expenses claim forms for involvement in Trust activities in association with the Patient and Carer Experience Team.

Clinical Divisions/Corporate Services

To receive and process out of pocket expenses claim forms for involvement in activities in association with Clinical Divisions / Corporate Services.

5. PROCEDURES

- 5.1 to 5.14 relate to Trust Volunteers only.
- 5.15 and 5.16 relate to Trust Volunteers and members of the public.

5.1 Definitions

Volunteering - the definition of volunteering is any 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. Central to this definition is the fact that volunteering must be a choice freely made by each individual.

This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action. Everyone has the right to volunteer and volunteering can have significant benefits for individuals.

(National Council for Voluntary Organisations- 2016)

Applicant - the person undertaking the placement will be known as the applicant before starting a volunteer placement.

Placement Supervisor - the manager offering a placement in their team.

5.2 Roles and Benefits of Volunteers

Volunteering can help individuals to gain the confidence and skills they need to gain employment. It can also provide a platform for a volunteer to explore the vast array of job opportunities that the NHS can offer. Volunteers can offer a different perspective on the Trust, and they can also become Ambassadors for the Trust, having a positive impact on its reputation.

Volunteer roles complement the work of paid staff; adding value to a service and providing the little extras which can go a long way to improving a patient's experience of their care.

Volunteers can also benefit staff and carers by providing the dedicated attention which they may not always have time to do.

5.3 Trust Commitment

The Trust recognises the important role that volunteers play in supporting staff, patients and encourages the efforts of the voluntary sector.

The purpose of Voluntary Services is two-fold; that of helping to meet and enhance the care of patients, their relatives and carers and to provide a way for members of the community to offer their services and give something back to society.

Volunteers provide a service to patients, their relatives and carers and their role is complementary, not a substitute for paid roles. They will not, in any circumstances, undertake duties associated with paid employment.

To safeguard the interests and dignity of our patients, volunteers will not be permitted to become involved in their treatment or intimate care.

Confidentiality is paramount and all volunteers will adhere to the Trust's policy on Confidentiality, however all volunteers will be required to sign the Volunteer 'Code of Practice', thereby committing to

their responsibility not to divulge information outside of the Trust on staff, patients, their carers or relatives or the business of the Trust that they might have access to during their placement.

All Trust Volunteers must respect Trust policy and procedures at all times. The Trust's policies and procedures relevant to Volunteers are listed in Section 12 of this Policy. All up to date policies and procedures can be accessed on the Trust Intranet.

Volunteers have a duty to inform a senior member of staff in their area, of any information that may be disclosed to them by patients or staff that could lead to harm or risk for patients, staff or the Trust.

The Trust expects all staff at all levels will work positively with volunteers and actively seek to involve them in their work.

The Trust Voluntary Services Team will be responsible for co-ordinating and monitoring volunteer resourcing and activity and will ensure that all volunteers watch an Induction session on starting in the Trust,

Volunteers will be issued with an Introductory Pack during recruitment which includes:

- Volunteer Code of Practice
- Confidentiality Code of Conduct Link
- Membership details and form
- Car Parking Form
- Expenses Claim Form

5.4 Volunteers and Paid Staff

- Voluntary activity should complement the work of paid staff, not as a substitute for it.
- The action of volunteers should not threaten the livelihood of paid staff.
- Any change in the level of volunteer activity should be preceded by full consultation between interested parties.
- Agreement on the nature and extent of voluntary activity should be made widely known among intended parties.
- Volunteers should receive out of pocket expenses.
- There should be recognised processes to resolve problems between staff and volunteers.
- In the event of industrial action within the Trust, volunteers should not be expected to undertake more volunteer hours than they would do in the normal situation.
- If volunteers are faced with a picket line which is not prepared to agree that the volunteer workers should cross, the volunteers should not attempt to do so but discuss the situation with the Voluntary Services Team Leader, who should in turn discuss it with union and management officials.

5.5 Procedures

Any person recruited as a volunteer, will have their specific duties and responsibilities provided in writing in a volunteer role profile, in line with the Trust's Volunteers Code of Practice (*Appendix C*). They will be required to return signed copies of the Code of Practice, which will then be retained on the volunteer's file; the volunteer will also be given a copy.

5.6 Departmental Requests for Volunteers

Any ward/department requesting the help of a volunteer will do so by contacting the Voluntary Services Team. This will then be followed by a meeting between the Department Managers/Team Leaders and a member of the Voluntary Services Team to outline the specific details and requirements of the request to ensure the appropriate placement of a volunteer.

5.7 Placement of Volunteers

Volunteers will initially be placed for an appropriate trial period in the area requesting volunteer support and the volunteer can expect a review of the placement to take place after this initial period by their line manager.

If at the placement review concerns are raised by either the Trust staff or the volunteer then every effort will be made to address the concerns and alternative, mutually agreed arrangements will be made.

Whilst every effort will be made to ensure that volunteers continue helping for as long as they wish/are able, it may on occasion be necessary to suggest alternative voluntary work within the Trust. An example would be where a volunteer's health may deteriorate to the point where they are unable to carry out their usual tasks safely.

5.8 Recruitment and Selection

The recruitment and selection of all volunteers is the responsibility of the Voluntary Services Team in liaison with the manager requiring the placement. There will also be a responsibility to update the Trust Voluntary Services Team when volunteers leave as this enables the records to be updated.

The findings from the themes and lessons learnt from NHS Investigation in matters relating to Jimmy Savile (DH :2015) set out clear recommendations on safe recruitment that should include DBS checks and safeguarding training that should both be renewed three yearly.

All prospective volunteers must complete an online application form and meet with a member of the Voluntary Services Team

The Voluntary Services Team must be satisfied that the potential volunteer has the personal qualities of:

- Responsibility
- Integrity
- Reliability
- Relevant skills for activities required.

No person will be taken on as a volunteer unless they have met with a member of the Voluntary Services Team, which will be documented in the Voluntary Management System

Volunteers must be at least 18 years old.

There is no upper age limit for voluntary workers. If the volunteer is judged by the Voluntary Services Team and/or designated person to be capable of carrying out the requested tasks and clearance by the Trust's Occupational Health Department, should it be required, then the prospective volunteer will be recruited.

All new volunteers are required to watch a Trust Induction session prior to commencing their duties. Volunteers are required to complete the 'Induction Completion Agreement' once they have watched the session.

5.9 Occupational Health, Confidentiality, DBS Checks

Following a discussion around suitability, all volunteers will be required to complete a Work Health Recruitment Questionnaire link via MyCority, which is sent directly to the volunteer. Once completed the submitted form is received by the Occupational Health Department. The Occupational Health Department must clear all prospective volunteers before they can be accepted for duties.

Volunteers must be prepared to attend for health screening and provide evidence of an up-to-date history of vaccinations for measles, mumps, rubella (German measles), chickenpox and Hepatitis B.

Evidence will also be required of immunity to Tuberculosis (TB). Where there is no up to date evidence the volunteer will be required to undertake the appropriate vaccinations to ensure immunity.

All volunteers working at the Trust will be subject to Disclosure and Barring Service (DBS) screening undertaken by the Voluntary Services Department via the TRAC system. The level of DBS check will depend upon the activities identified in the role profile for the volunteer. On receipt of confirmation, details of the DBS number and completion date will be retained in the volunteer's personal file.

There should be no ad hoc arrangements for volunteers; all prospective volunteers should be recruited following the Trust policy.

5.10 Induction and Training

All volunteers need to complete the National Volunteer Certificate online training via E-Learning for Healthcare (E-LFH) which includes the following modules:

- Roles and Responsibilities for Volunteers
- Communication for Volunteers
- Data Security Awareness for Volunteers
- Conflict Resolution for Volunteers
- Equality, Diversity and Human Rights for Volunteers
- Safeguarding Adults and Children for Volunteers
- Preventing Radicalisation for Volunteers
- Mental Health Awareness for Volunteers
- Health, Safety and Infection Prevention and Control for Volunteers
- Fire Safety

All Volunteers will watch a Humber Trust induction recording and sign to say they have watched it. On completion of checks and training the volunteer will be provided with a Trust identity badge, lanyard and Volunteer Polo Shirt. It is the responsibility of the volunteer to ensure this badge and Polo Shirt is returned to the Trust Voluntary Services Team on discontinuation of their voluntary duties.

Local induction is the responsibility of the manager where the volunteer is placed.

Mandatory training will be arranged by the Voluntary Services Team and a record retained on the volunteers file in Assemble.

Volunteers placed in one of the Trust Mental Health inpatient units are required to have an initial risk assessment completed by the Unit Manager. The volunteer will then be required to attend face to face Conflict Resolution Training course led by the Trust Learning and Development Team.

5.11 Volunteer Conduct and Behaviour

All issues concerning the contribution of volunteers should be referred to the relevant manager in the first instance. The Voluntary Services Team should also be informed.

Rarely, a volunteer may be asked to cease their voluntary service, for instance, if misconduct is reported. Such issues will be addressed by the Voluntary Services Team Leader.

Volunteers who feel they have a complaint should, in the first instance, refer the matter to the line manager of the area to which they are allocated. If no action is taken following discussion with the manager it should be referred to the Voluntary Services Team Leader.

In the event that there is an issue with a Volunteer's behaviour and/or performance, this must be referred to the relevant manager and the Voluntary Services Team Leader. Advice can also be sought from the Service areas Operational HR support. The Volunteer must also be made aware of the concerns raised.

Subject to the circumstance and detail surrounding the concern, initial discussions should be held between the manager, Voluntary Services Team Leader and Operational HR to consider the appropriate course of action.

This may include:-

- A formal fact-finding investigation to be instigated
- Removing them from the assignment
- Removing them from their volunteer position where the matter is deemed significantly serious or complex
- Restrictions being put in place.

It is not sufficient to release a volunteer from an assignment without explanation or due diligence taking place, although an assessment should be made as to whether they continue in their role whilst this takes place. Following guidance from the Voluntary Services Team Leader and the Operational HR Team a formal fact-finding investigation may need to be undertaken, allowing the Volunteer the opportunity to provide a formal statement. The outcome of the investigation will need to be provided to the Volunteer in a formal letter outlining reasons for their release from their assignment.

Following the investigation if it is decided that a Volunteer is to be removed from providing voluntary duties, it is the responsibility of the Volunteer to ensure their Trust identity badge is returned to the Trust Voluntary Services Department.

5.12 Compliments, Complaints and Feedback

The Voluntary Services Team arrange quarterly meetings to meet with Volunteers to support and hear feedback from them.

An annual feedback questionnaire will be sent out to all volunteers in January to capture any feedback about their experiences while volunteering with the Trust.

A feedback form will also be sent out to any volunteers leaving the service to hear their opinions.

Should a Volunteer have a complaint or concern this can be made by letter, email or verbally to the Complaints and Feedback Team. The Complaints and Feedback Team will take a summary of concerns and this will be sent with a letter of acknowledgement within 3 working days.

A complaint or concern can be made by a person affected or likely to be affected by the actions or decisions of the Trust. It is preferable if a complaint or concern is made by the person affected however if this is not possible, it can also be made by someone acting on behalf of the person, with their consent.

Further details of the complaints and feedback procedure can be found on the Trust Intranet and in the Complaints and Feedback Policy

5.13 Insurance

All volunteers will have the same indemnity as employees for the purposes of claims arising from any such placement. The Trust is a member of the NHS Litigation Authority's Liabilities to Third Parties Scheme, which provides indemnity for employer and public liabilities.

5.14 Supporting Volunteers

The Trust Voluntary Services Team will support volunteers and assist with their integration into the Trust.

Staff of the ward/department will provide local induction and support for the volunteer, to allow them to carry out their allocated activities safely and effectively.

Volunteers will all be required to carry out an initial Occupational Health check. Volunteers can access the Occupational Health service if required, following a break in their volunteer duties due to ill health.

Volunteers will all be required to carry out volunteer training, via E-LFH and may be offered the opportunity to attend other suitable training courses to improve their skills or enhance their knowledge.

5.15 Volunteer Recognition

Volunteers Week (1-7 June) is an annual celebration of the contribution millions of people make across the UK through Volunteering in their communities. Trust Volunteers are invited to get involved with activities and are given a small gift as a sign of appreciation for their contribution.

Trust Volunteers are celebrated at the Annual Trust Awards in November with a special volunteer category. All staff can nominate volunteers for the awards.

5.16 Dress Code

Dress must meet the expectations of clients/patients and facilitate a neat and tidy appearance. For infection control reasons all ward based volunteers should wear clothing with short sleeves to assist hand washing.

Volunteers will be allocated a Volunteer Polo Shirt with an NHS volunteer logo.

5.17 Smoke Free

Since September 2006 Humber Teaching NHS Foundation Trust has been smoke free. This means there is no smoking allowed in and around any of the Trust buildings, in parked cars or anywhere on the hospital sites. This applies to patients, carers, visitors, staff and voluntary workers.

5.18 Expenses and Travel

Volunteers and members of the public will be offered reimbursement of expenses in line with the volunteer and members of the public expenses procedures (*Appendix G and Appendix H*).

6. EQUALITY & DIVERSITY

An Equality and Diversity Impact Assessment has been carried out for relevance against the general and specific duties of the current equalities legislation (refer to Appendix B).

7. IMPLEMENTATION

This policy will be disseminated by the method described in the *Policy for the Production, Approval and Review of Policies*.

This policy will require additional financial resource to fund expenses as follows:

- Volunteers – Voluntary Services budget
- Patients/Carers: Work in association with the Patient Experience Team – Patient Experience Team budget
- Patients/Carers: Work in association with individual Care Groups/Corporate Services Teams – Care Group budget/Corporate Services team budget

8. MONITORING & AUDIT

This policy will be monitored by the Voluntary Services Team and the figures added to the Annual Report

NHS England Voluntary Service Managers Forum (monthly meetings and online discussions)

9. REFERENCES/EVIDENCE/GLOSSARY/DEFINITIONS

NCVO (National Council for Voluntary Organisations) 2016

Volunteer Now 2012

DH (2010) Strategic Vision for Volunteering in Health and Social Care, Department of Health.

This policy is not an NHSLA requirement.

10. RELEVANT HFT POLICIES/PROCEDURES/PROTOCOLS/ GUIDELINES

The following Trust policies are relevant to the role of volunteer

- Bullying and Harassment Policy HR-002
- Safeguarding Adults Policy and Procedures N-024
- Equality, Diversity and Inclusion Policy HR-026
- Health and Safety Policy F-016
- Confidentiality Code of Conduct N-061

Other relevant policies

- Disciplinary, Capability and Grievance policies
- Whistle blowing policy
- Alcohol and Substance Misuse at Work policy
- Work experience policy

Appendix A – Document Control sheet

This document control sheet, when presented to an approving committee must be completed in full to provide assurance to the approving committee.

Document Type	Policy		
Document Purpose	The purpose of this policy is to provide a consistent framework for the use of volunteers and members of the public within the Trust and covers the placement of volunteers arranged by the Trust and members of the public who work with the Trust in engagement activities.		
Consultation/ Peer Review:	Date:	Group / Individual	
<i>list in right hand columns consultation groups and dates - ></i>	October 2017	<p>Consultation via email sent 19.10.17 with the following individuals: Chief Operating Officer, PA to Chairman, Assistant Director of Research & Development, Recovery College & Positive Assets Service Manager, Operational HR Services Manager, Voluntary Services Manager, Head of Patient & Carer Experience & Engagement, Patient Experience Co-ordinator & Deputy Director of HR & Diversity & Patient Services Manager.</p> <p>Policy was taken to EMT on 18th December 2018 for approval - minor amendments were required and have been actioned.</p> <p>Following minor amendments made, policy was taken to SLT on 2nd February 2018 for discussion and the group were satisfied with the policy.</p> <p>Policy taken to EMT on 12th February 2018 for final approval.</p>	
	December 2017		
	February 2018	SLT	
	August 2021	ODG	
	July 2023	Policy Review and updates following Voluntary Services audit carried out by Yorkshire Auditors	
	20 November 2023	ODG	
Approving Committee:	EMT	Date of Approval:	22 January 2024
Ratified at:	Board	Date of Ratification:	31 January 2024
Training Needs Analysis: <i>(please indicate training required and the timescale for providing assurance to the approving committee that this has been delivered)</i>		Financial Resource Impact	
Equality Impact Assessment undertaken?	Yes [<input checked="" type="checkbox"/>]	No [<input type="checkbox"/>]	N/A [<input type="checkbox"/>] Rationale:
Publication and Dissemination	Intranet [<input checked="" type="checkbox"/>]	Internet [<input type="checkbox"/>]	Staff Email [<input checked="" type="checkbox"/>]
Master version held by:	Author [<input type="checkbox"/>]	HealthAssure [<input checked="" type="checkbox"/>]	
Implementation:	<i>Describe implementation plans below - to be delivered by the Author:</i>		
	Implementation will consist of: Ratified policy to be shared with all staff via the midday mail and intranet.		
Monitoring and Compliance:	This policy will be monitored by the Voluntary Services Team and the figures added to the Annual Report.		

Document Change History:			
<i>Version Number / Name of procedural document this supersedes</i>	<i>Type of Change i.e., Review / Legislation</i>	<i>Date</i>	<i>Details of Change and approving group or Executive Lead (if done outside of the formal revision process)</i>
1.00	<i>New policy</i>	<i>2012</i>	<i>New policy</i>
	<i>Review</i>	<i>Feb 2017</i>	<i>Major review implemented as old version out of date due to change in processes</i>
4.00	<i>Review & update</i>	<i>Aug 21</i>	<i>This policy was formerly the Volunteer policy and has been amended to include members of the public who work with the Trust in engagement exercises. There was no formal way to reimburse members of the public for their expenses incurred when working with the Trust.</i>
5.00	<i>Full review & update</i>	<i>Jan 24</i>	<i>The policy has been updated and completely rewritten, following an external audit of Voluntary Services. Previous version was the "Volunteer Policy incorporating Reimbursement of out-of-pocket Expenses to Patients and Carers for Engagement Work" but now is back to being titled "Volunteer Policy". Approved at ODG (20/11/2023) then EMT (22/01/2024) and ratified at Board (31/01/2024). 27/03/24 -</i>
5.01	<i>Minor amend</i>	<i>March 24</i>	<i>Section 5.15 amended, as NHS no longer able to offer volunteers the National Volunteer Certificate. Approved by director sign-off (Lynn Parkinson – 27/03/24).</i>

Appendix B – Equality Impact Assessment

For strategies, policies, procedures, processes, guidelines, protocols, tenders, services

1. Document or Process or Service Name: **Volunteer Policy (F-022)**
2. EIA Reviewer (name, job title, base and contact details): **Jonathan Dunn, Service Manager 01262 605529**
3. Is it a **Policy**, Strategy, Procedure, Process, Tender, Service or Other? **Policy**

Main Aims of the Document, Process or Service		
The main aim of this policy is to provide a consistent framework for the use of volunteers and members of the public within the Trust and covers the placement of volunteers arranged by the Trust and members of the public who work with the Trust in engagement activities.		
Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma		
Equality Target Group	Is the document or process likely to have a potential or actual differential impact with regards to the equality target groups listed?	How have you arrived at the equality impact score?
Age	Equality Impact Score Low = Little or No evidence or concern (Green) Medium = some evidence or concern (Amber) High = significant evidence or concern (Red)	1. who have you consulted with 2. what have they said 3. what information or data have you used 4. where are the gaps in your analysis 5. how will your document/process or service promote equality and diversity good practice
Disability		
Sex		
Marriage/Civil Partnership		
Pregnancy/Maternity		
Race		
Religion/Belief		
Sexual Orientation		
Gender re-assignment		

Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
Age	Including specific ages and age groups: Older people, Young people, Children, Early years	Low	
Disability	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities: Sensory, Physical, Learning, Mental Health (and including cancer, HIV, multiple sclerosis)	Low	Browsealoud (accessibility tool) on website to support volunteers when accessing information about the Trust
Sex	Men/Male, Women/Female	Low	
Married/Civil Partnership		Low	
Pregnancy/ Maternity		Low	
Race	Colour, Nationality, Ethnic/national origins	Low	Browsealoud website to support volunteers who speak English as their second language
Religion or Belief	All Religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	Services to consider the caring for people with different faiths document
Sexual Orientation	Lesbian, Gay Men, Bisexual	Low	
Gender Re-assignment	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low	

Summary

<i>Please describe the main points/actions arising from your assessment that supports your decision above</i>			
There have been no changes that will affect equality.			
EIA Reviewer	Jonathan Dunn, Service Manager, Prevention, Recovery & Wellbeing Val Higo, Team Leader, Prevention, Recovery & Wellbeing Catherine Ceely, Voluntary Services Lead		
Date completed;	July 2023	Signature	J. Dunn

Appendix C – Code of Practice for Volunteers

CODE OF PRACTICE FOR VOLUNTEERS Volunteer Copy

1 DEFINITION OF A VOLUNTEER

Volunteering is when someone spends unpaid time doing something to benefit others. Helping your close friends or relatives isn't volunteering, but doing something to benefit the environment (and through that, other people) is. Volunteering can be formal and organised by organisations, or informal within communities. It should always be a free choice made by the person giving up their time.

2 VOLUNTEERS' RESPONSIBILITIES

- To accept and support the aims of the Trust
- To comply with the Health and Safety Policy and Information Governance Policy of the Trust.
- To do what is reasonably expected of them, to the best of their ability.
- To recognise that they represent the Trust and therefore need to act in an appropriate manner at all times when volunteering.
- To honour any commitment made and give as much notice as possible if a commitment cannot be met e.g., due to holidays or illness
- To accept appropriate supervision and guidance from staff
- To attend any training required by the Trust including yearly mandatory updates.
- To provide the necessary information for references to be checked and DBS checks to be carried out, with the understanding that the information will remain confidential.
- To return any Trust property such as uniform and identity badges on completion of their voluntary work. There may be a charge if these are not returned.
- It is the volunteer driver's responsibility to ensure that they hold a current driving license and that adequate insurance cover is taken for any vehicle driven on official business. Annual checks will be carried out by Voluntary Services.
- All volunteers who use their own cars for Humber Trust business are required to provide evidence that they have adequate insurance and this should be submitted annually or when they change vehicle.

3 TRUST RESPONSIBILITIES

- To provide a clear outline of duties and responsibilities of the volunteer within the Trust
- To provide structured support on a regular basis
- To acknowledge and respect the beliefs and principles of the volunteer and not to ask them to carry out practices that contradict these
- To provide the same protection under Health and Safety Regulations and Public Liability as any paid employee
- To provide opportunities for training and skills development appropriate to volunteers roles
- To provide the opportunity for volunteers to feed back and suggest ways of improving the Trust
- The Trust will not use volunteers in place of paid employees
- The Trust will not make unfair demands on the time of volunteers

4 INSURANCE

The Trust accepts vicarious liability for you as a volunteer providing that you are carrying out defined duties, which have been agreed between yourself and the Trust representative. Completion of induction training is a requirement of all volunteers and includes fire and health and safety training. It will be the responsibility of the area/ward requesting a volunteer to Risk Assess volunteer activity in their area. The Trust's Employers' Liability Policy covers authorised voluntary workers in the same way as employed staff.

5 ACCIDENTS/ CLAIMS

If you suffer an accident on the Trust premises, whilst carrying out clearly agreed duties you

may have a right to claim against the Trust, in the same way as any other person, including paid employees providing you have followed procedure and are up to date with mandatory training.

If you perform a duty or act during the course of your work within the Trust, and this results in a claim against the Trust, you will be treated in the same manner as a paid employee; that is, you are covered by the Trust's Employers' Liability Policy.

6 VALUABLES

You are strongly advised not to bring any items of monetary or sentimental value to your volunteer role. Any property you do bring in is at your own risk and the Trust cannot accept responsibility for any loss or damage.

7 CONFIDENTIALITY

During contact with patients and staff you may learn information of a confidential nature about patients and their relatives. **ON NO ACCOUNT MUST SUCH INFORMATION BE DISCUSSED OR DISCLOSED OUTSIDE OF THE TRUST.**

Confidentiality applies to all Trust issues including a person's attendance at a clinic or presence on a ward. In addition, volunteers must never try to elicit information from a patient about their medical condition or reason for being at the Trust. Information concerning the Trust, its' patients or staff is strictly confidential and must not be disclosed to unauthorised persons **either during or after your volunteering placement.**

The confidentiality of any information you receive in the course of your volunteering placement should be respected and **must never be used for personal gain.**

8 SMOKING

The Trust operates a smoke free policy. This means that smoking anywhere on the Trust property within the buildings or grounds is prohibited.

9 TRAINING

As a volunteer, you have a responsibility to attend appropriate training sessions as notified by the Voluntary Services Team.

10 HEALTH AND SAFETY AT WORK

Under the Health & Safety at Work Act 1974 you have a general duty to follow instructions given to ensure the safety of both yourself and others working within the Trust.

11 SUBSTANCE MISUSE

You must not report to your volunteer placement under the influence of alcohol, drugs, solvents or any other substance.

12 DISCONTINUING VOLUNTARY WORK

If for any reason you wish to discontinue volunteering, you should inform the Voluntary Services Team as soon as possible. You must return your ID badge and Polo Shirt (if applicable) and any other Trust property to the Volunteer Services Team or ward/department manager on your last day of attendance as a volunteer.

13 SIGNATURE OF ACCEPTANCE

Please sign below to accept the code of practice for volunteers. If any of the above points are unclear contact the Voluntary Services Team, via email - hnf-tr.voluntaryservices@nhs.net so that these can be discussed prior to signing this form.

Your Name:

Signature:

Date:

Appendix D – Induction Completion Agreement



VOLUNTEER INDUCTION AGREEMENT

By signing this document, you are confirming that you have watched the Volunteer Induction video and taken in the information provided to you. It is a compulsory part of enrolment for volunteers joining Humber Teaching NHS Foundation Trust.

This Volunteer Induction video works alongside your E-Learning for Healthcare volunteer training, the Confidentiality Code of Conduct and the Volunteer Code of Practice to provide you with all the information you require to start volunteering with Humber Trust. (There may be additional training required for your particular role).

If you have any questions regarding the information in the video, please contact the Voluntary Services team at hnf-tr.voluntaryservices@nhs.net

Please sign in the box below to confirm you have watched and understood the Volunteer Induction Video.

Print Name:	
Signature:	
Date:	

Please retain a copy of this agreement.

A copy will be retained by the Voluntary Services Team.

Appendix E – Volunteer Expenses

Volunteer Expenses Guidelines

The purpose of these guidelines is to ensure that 'out of pocket' expense claims made by individuals who give their time to 'volunteer' are handled in a consistent way across Humber Teaching NHS Foundation trust.

For this purpose, a 'volunteer' is defined as any person who is not employed by the NHS but gives freely and willingly of their time to help improve the health and wellbeing of patients and service users of the NHS and a member of the public who works with the Trust as a volunteer in engagement exercises.

Reimbursement is only appropriate when out of pocket expenses have been incurred as a direct result of a person carrying out their 'volunteering' duties.

Volunteering and benefits

You can 'volunteer' and claim benefits if:

- the only money you get from 'volunteering' is to cover expenses, such as travel costs.
- you continue to meet the conditions of the benefit you get.

Travel Expenses

The following travel related expenses will be reimbursed, providing receipts are attached to the expenses claim form:

- Bus/coach fares
- Train fares (second class)
- Car parking charges
- Bridge tolls
- Taxi in certain circumstances (prior approval necessary)

It is acknowledged that some people may have specific needs or safety concerns in relation to attending their volunteering duties or activities. The Trust is committed to meeting these needs to ensure inclusion. Therefore, assessment of these needs will be taken on an individual basis as appropriate and when required. If you require assessment of your transport needs, please email HNF-TR.reimbursement@nhs.net Or email Voluntary Services HNF-TR.voluntaryservices@nhs.net

'Volunteers' are asked to try and use the cheapest method of transport available.

In order to reduce travel costs it is normally expected that a volunteer will carry out their volunteering activity within a 15 mile radius of their home base. In exceptional circumstances it may be necessary for a volunteer to travel a further distance in order to carry out their volunteering activity; however, this must be authorised by the Voluntary Services Manager.

Mileage Allowance

Standard (business mileage rate)

The 'standard' rate takes motoring costs such as insurance and road tax into account. This is payable when volunteers use their own car and therefore incur business miles. This rate will be paid to volunteers who drive their own private motor vehicle for their volunteering work.

The following reimbursement rates for mileage should be applied:

Standard (business mileage rate)	45p per mile for the first 10,000 miles and 25p thereafter
Passenger allowance	5p per mile for carriage of one or more passenger/ patient (not per passenger)
Motorcycle rate	24p per mile
Bicycle rate	20p per mile

Vehicle Insurance

Volunteers using their car in direct connection with their volunteering (e.g. Volunteer Drivers) should make their insurance company aware that the vehicle is being used for their voluntary role. Insurers should not charge any extra fee for the vehicle to be used for volunteering. Any volunteers driving on behalf of Humber Teaching NHS Foundation Trust need to send a copy of their insurance policy to the Voluntary Services Team. The insurance documents will be saved in Assemble.

Subsistence allowance

This allowance only applies when there are no refreshments or meals provided and when the 'volunteering' activity is more than five hours in addition to a lunch break. 'Volunteers' are entitled to an allowance of up to £5 to cover the cost of meals and refreshments whilst carrying out their duties. These expenses will be reimbursed provided receipts are attached to the expenses claim form.

Miscellaneous expenses

'Volunteers' should follow the Petty Cash procedure if, for any reason they make small purchases under £30.

Larger purchases will be made by the Voluntary Services Team.

Appendix F – Members of the Public Expenses

Members of the Public Expenses Guidelines

The purpose of these guidelines is to ensure that 'out of pocket' expense claims made by members of the public who give their time to work with the Trust on engagement activities are handled in a consistent way across Humber Teaching NHS Foundation trust.

Reimbursement is only appropriate when out of pocket expenses have been incurred as a direct result of a person carrying out their engagement activity.

Participation and Benefits

You can participate and claim benefits if:

- The only money you get from reimbursement is to cover expenses, such as travel costs.
- You continue to meet the conditions of the benefit you get.

Travel Expenses

The following travel related expenses will be reimbursed, providing receipts are attached to the expenses claim form:

- Bus/coach fares
- Train fares (second class)
- Car parking charges
- Bridge tolls
- Taxi (prior approval necessary)

It is acknowledged that some people may have specific needs or safety concerns in relation to attending their engagement activities. The Trust is committed to meeting these needs to ensure inclusion. Therefore, assessment of these needs will be taken on an individual basis as appropriate and when required. If you require assessment of your transport needs, please email hnf-tr.patientandcarerexperience@nhs.net or telephone the Patient and Carer Experience team on 01482 389167.

Members of the public are asked to try and use the cheapest method of transport available.