

TRUST POLICY AND PROCEDURES FOR THE DEPLOYMENT AND MANAGEMENT OF VOLUNTEERS

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Contents

1. INTRODUCTION	3
2. PURPOSE AND OUTCOMES	3
3. DEFINITIONS USED	3
4. KEY RESPONSIBILITIES AND DUTIES	4
4.1 DEPLOYMENT OF VOLUNTEERS	4
4.2. RECRUITMENT OF VOLUNTEERS	4
4.3. TRAINING AND SUPERVISION	4
4.4 COMPLIANCE WITH DERBY TEACHING HOSPITALS NHS FOUNDATION TRUST STANDARDS	5
4.4.1 HEALTH AND SAFETY	5
4.4.2 INFORMATION GOVERNANCE	5
5. MANAGING THE POLICY AND PROCEDURE	5
5.1 RECRUITMENT	5
5.2 INDUCTION	6
5.3 DEPLOYMENT	6
5.4 VOLUNTEERS WHO UNDERTAKE DRIVING DUTIES OFF SITE AND ON SITE	6
5.5. TRAINING	7
5.6 SUPERVISION	7
5.7 EXPENSES	7
5.8 TERMINATION	8
5.9 DEPLOYMENT OF VOLUNTEERS	8
6. MONITORING COMPLIANCE AND EFFECTIVES	9
APPENDIX 1	10
EQUALITY ACT 2010	12
APPENDIX 2	14
APPENDIX 3	15

TRUST POLICY AND PROCEDURES FOR THE DEPLOYMENT OF VOLUNTEERS

1. **INTRODUCTION**

1.1 Volunteers play an important role in enhancing the quality of care to patients at the University Hospitals of Derby and Burton and in promoting an understanding of the Hospital in the community it serves. Voluntary activity at the Hospitals of Derby and will take place in accordance with standards set for the deployment, recruitment, training and supervision of volunteers. (See Managing the Policy and Procedure, Section 5 below).

1.2 For the purposes of this Policy:

“Trust Volunteers” refers to those individuals under the supervision of the Voluntary Services Co-ordinator

2. **PURPOSE AND OUTCOMES**

The purpose of this Policy is to enable all staff involved in the management and deployment of volunteers ensure that all individuals who wish to undertake voluntary work are suitable to carry out such duties in a hospital setting. The outcome of the Policy is that the recruitment, deployment, training and supervision of all volunteers will, therefore, be undertaken in accordance with this Policy and associated procedure.

3. **DEFINITIONS USED**

Patient/User	Patients, staff, relatives, carers, visitors, the general public, the media and external agencies.
Voluntary Services	Trust Voluntary Services, Chaplaincy and MacMillan
Aligned Voluntary Services	Includes any organisation providing voluntary services on site, for example the Leagues of Friends, CAMTAD, Air arts, Friends of the Baby Unit
Volunteer	A person who gives their time free of payment to support and enhance Trust services and the Patient Experience
Expenses	Out of pocket expenses reasonably incurred carrying out voluntary work including travel at public transport rate, parking and subsidised meal rates and vouchers.
Volunteer Car Driver	A person that transports a patient from the Hospital to their home address

4. KEY RESPONSIBILITIES AND DUTIES

4.1 Deployment of Volunteers

- 4.1.1 Volunteers will be deployed in providing a range of services to patients, visitors and staff which support, but do not replace, the core activities of a substantive post. A Volunteer role will be based on enhancing the quality of care and experience that our patients receive at the Hospitals of Derby and Burton
- 4.1.2 Volunteers may be involved in services on a hospital wide basis, including fund raising, shops, tea bars, specific wards/departments, supporting individual patients and working for the Aligned Voluntary Services*. Volunteers should not be used for duties which are within the remit of employed staff. In exceptional circumstances and with the authorisation of the Executive Chief Nurse - Volunteers may be brought in to support staff in direct care to patients. (See Managing the Policy and Procedure, Section 5, for appropriate roles).

4.2. Recruitment of Volunteers

- 4.2 University Hospitals of Derby and Burton will ensure that all individuals who wish to undertake voluntary work are suitable to carry out such duties in a hospital setting. The recruitment of all Volunteers will, therefore, be undertaken in accordance with this Policy and associated Human Resource Policies and Procedures.

4.3. Training and Supervision

- 4.3.1 Volunteers will only be deployed for duties which they have received appropriate training. The Voluntary Services Co-ordinator, 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).
- 4.3.2 All new Volunteers will be required to undergo an initial induction programme after they have been cleared for Occupational Health, References and DBS checks, this will be co-ordinated by the Voluntary Services Co-ordinator and other Voluntary service leads, to include information regarding health and safety and confidentiality.
- 4.3.3 All Volunteers must have access to an appropriate person for supervision and support on a regular basis in all wards and departments. This must be advised by the Matron/Senior Sister/Manager to the Voluntary Services Co-ordinator/designated aligned voluntary services member.
- 4.3.4 All Volunteers should also attend Fire Awareness Training bi-annually

Aligned Voluntary Services are; Leagues of Friends for Royal Derby Hospital, Florence Nightingale,—Community Hospital, Children's, Queens Hospital, Sir Robert Peel Community Hospital, Samuel Johnson Community Hospital, Friends of the Baby Unit, CAMTAD

4.4 Compliance with Derby Teaching Hospitals NHS Foundation Trust Standards

4.4.1 Health and Safety

Volunteers have a responsibility not to endanger the health, safety or welfare of themselves or others during the course of their duties. It is important that Volunteers report any incidents or near misses to the Volunteer Services Co-Coordinator/Aligned Voluntary Services.

4.4.2 Information Governance

The Data Protection Act 1998 regulates the use of all personal information and includes electronic paper records of identifiable individuals (patients and staff). The Trust is registered in accordance with this legislation. Any breach of confidentiality, i.e unless with specific consent of the Trust e.g. safe guarding concerns or otherwise in accordance with the law, will normally be regarded as a serious disciplinary offence and the incident will be investigated

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.

Volunteers attend Information Governance training on induction and receive an information leaflet annually which is signed for

5. MANAGING THE POLICY AND PROCEDURE

5.1 Recruitment

Following discussion with the Voluntary Services Co-Ordinator/Aligned Voluntary Services all potential Volunteers will complete the appropriate Volunteer Registration Form (Appendix 1), and submit it to the Voluntary Services Co-ordinator. Wards or Departments, who receive approaches from potential volunteers, should direct them to the Voluntary Services Co-ordinator/ Aligned Voluntary Services, in the first instance. The minimum age for Volunteers is sixteen. However, younger volunteers may be accepted at the discretion of the Trust if they are supervised.

The Voluntary Services Co-Ordinator or Recruitment Officer of Aligned Services will interview all potential Volunteers to assess their suitability for voluntary work at the University Hospitals of Derby and Burton and identify their preferences for placement.

All appointments will be subject to the receipt of two, satisfactory references and a satisfactory health screening and a standard or enhanced DBS check.

In the case of volunteer car drivers, additional checks should be made which include status of driving licence, appropriate insurance, and see appendix 2

The Voluntary Services Co-Ordinator/Aligned Voluntary Services will confirm in writing the terms of the appointment, outlining the responsibilities of both the University Hospitals of Derby and the Volunteer.

5.2 Induction

The Voluntary Services Co-Ordinator will, in conjunction with the Aligned Voluntary Services co-ordinate and arrange for new Volunteers to attend the Trust formal induction

and a local induction programme either on a group basis or with Trust staff and to receive a Volunteer uniform where appropriate and an ID badge.

Where Volunteers are attached to a particular ward/department, the Senior Sister/Head of Department or designate, will ensure that appropriate familiarisation with local policies and procedures takes place.

5.3 Deployment

The Voluntary Services Co-Ordinator will maintain a register/database of all Trust volunteer placements within the Trust. It is the responsibility of the aligned Voluntary Services to ensure that they maintain their own register/database

The Voluntary Services Co-Ordinator and 'Aligned Voluntary Services' are responsible for ensuring that Volunteers are not used on duties which are within the remit of employed staff, unless this is authorised by the Executive Chief Nurse.

In respect of Trust Volunteers only, Heads of Department or the designated representative must notify the Voluntary Services Co-Ordinator of any vacant Volunteer placements within their area of responsibility and of any particular skills/attributes required. The Voluntary Services Co-ordinator will then arrange for potential volunteers to meet the manager and staff to discuss the placement.

Managers should also notify the Voluntary Services Co-Ordinator of any planned expansion to Volunteer placements after consultation with the staff of the department.

Managers should agree with the Voluntary Services Co-Ordinator the Volunteer specification, 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 Co-ordinator.

5.4 Volunteers who undertake driving duties off site and on site

There are a number of Volunteers who undertake duties that involve the driving of patients to and from the hospital, and also transport patients and visitors internally using the Patient transport buggy, these Volunteers work within the Main Hospital Macmillan Unit, but could also be located elsewhere.

Where Volunteers undertake such driving duties off-site, Managers must ensure as part of the normal checks undertaken prior to engagement, that the Volunteer in question has a full valid driving licence and that they have valid motor insurance, and are DBS cleared. 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, which Managers will receive a report. It is the driver's responsibility to notify the Trust Voluntary Services Co-ordinators/Manager if their licence has been revoked for any reason or any changes have been made to an individual licence for any reason.

Managers must ensure that Volunteers who undertake driving duties 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 2 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 Co-ordinators in consultation with the Aligned Voluntary Agencies, in conjunction with a named designated member of staff, preferably within the ward/department/clinic are 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 Co-coordinator/Aligned Voluntary Services will maintain regular contact with all Volunteers and will ensure they are kept up to date with hospital wide issues, either directly or via newsletters and committee meetings as appropriate.

In relation to Trust Volunteers, Heads of Department or designated deputies will identify a member 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 have concerns about the conduct or performance of a Volunteer, they should notify the Voluntary Services Co-Ordinator/Aligned Voluntary Services to determine the most suitable course of action.

5.7 Expenses

University Hospitals of Derby and Burton will reimburse Trust Volunteers' reasonable expenses incurred in carrying out voluntary work 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 Co-Ordinator using the appropriate form.

Parking on site/on grounds is not guaranteed, however where possible spaces may be offered Free of Charge to Trust Volunteers

Trust Volunteers working a full day or just over 6 hours will be entitled to obtain a meal voucher from the Voluntary Services Coordinator for use in the restaurant.

5.8 Termination

Volunteers of the Trust and Aligned Voluntary Services should notify the Voluntary Services and Aligned Voluntary Services Coordinators of their leaving date, and ensure ID badges; uniforms and car parking passes are returned.

5.9 Deployment of Volunteers

Where Volunteers are to be deployed in a ward or department, it is essential that Managers consult with employed staff to ensure they have a clear understanding of the role Volunteers will fulfil. Volunteers must never be used to replace employed staff.

The following services activities are those which it is considered are appropriate for Volunteers:

- i) Provision of hospital wide services - escorting, tea bars/shops, library, newspapers, Patient Buggy, interpreting for some patients, support to chaplaincy.
- ii) Services to wards/departments - trolley shop, patient surveys, escorting notes, samples and x-rays, encouraging patients to eat, and feeding patients upon completing the relevant training
- iii) Befriending, reading, beauty/hair care, social/diversion activities, breast feeding advice Theory Only, health improvement advice,
- iv) Providing advice, information and support on behalf of Aligned Voluntary Services i.e. Cancer Information, Sight Support, Hearing, Parkinson's etc

NB: Volunteers must have received appropriate training in manual handling before undertaking escort duties which include assisting patients who are wheelchair dependent.

Volunteers **must not** undertake duties such as - making beds, lifting patients, and undressing patients, assisting patients to the 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 Co-Ordinator/Aligned Voluntary Services should be consulted for advice. Volunteers are not used on duties which are within the remit of employed staff, unless this is authorised by the Chief Nurse.

5.10 Dealing with Poor Performance or Misconduct of Trust Volunteers

All Trust Volunteers will have a review after two months by the Voluntary Service Co-ordinator

If concerns arise either before or after the review period, the appropriate Manager should meet the individual with the Voluntary Services Co-Ordinator to discuss the issues of concern. They should ensure that the individual understands the standard of performance/conduct required in line with UHDB CORE Standards and determine a date within which improvement is expected. If the required improvement is not achieved the placement will be terminated. A letter outlining the concerns and reasons will be sent to the individual and a copy maintained on the personal file for a period of 3 years

In cases where conduct is such that the Manager or Voluntary Services Co-ordinator believes that the individual should no longer continue as a Volunteer after careful investigation of the circumstances the placement will terminate immediately, if the circumstances of the concern are substantiated. (Before appointment, Volunteers are asked to sign an understanding of misconduct form.)

6. MONITORING COMPLIANCE AND EFFECTIVES

To monitor the effectiveness of the Volunteering Policy the following audits and checks are made:

Audit / Check	Purpose
Monthly checks on signing in books	Health and safety and audit for purpose of validation of expenses
2 month post appointment audit of Volunteer placement	Review suitability of placement
Dates of issue and check of all relevant pre-appointment checks for example DBS Check	Governance, suitability to carry out duties within a hospital setting and with the identified client group
Audit of database for relevant mandatory training.	Ensure understanding of roles and responsibilities

Example monitoring table

Monitoring Requirement :	Monitoring compliance with the requirements of: a) the required NHS Employment Checks are undertaken for all Volunteers 1. Medical Clearance 2. References 3. ID & Right to Work in UK 4. Criminal Records and DBS b) the process in place for following up any failure to satisfy the validation of the above checks
Monitoring Method:	Monitoring Reports using the volunteers data base

APPENDIX 1

TRUST VOLUNTEER REGISTRATION FORM

Surname/Family Name			
First Names			
Address			
Postcode			
Home Telephone		Mobile Telephone	
Email Address			

Employment History

Include in this section your current or most recent employment, paid or unpaid				
Company Organisation	Job Title	From	To	Reason for Leaving

Education & Qualifications

Include in this section all the relevant qualifications. Please also indicate subjects currently being studied.			
Subject/Qualification	Place of Study	Grade/result	Year

Further Information

Please give details of fluency in other languages, or possession of any special skills:	
Do you have any previous experience of voluntary work?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If yes, please give details:	
Reason for applying (including what you would like to gain from working as a volunteer):	
Do you have a valid driving licence for the UK?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have access to a vehicle which can be used for work purposes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
On which day(s) of the week are you able to give voluntary help? (Please state whether mornings or afternoons):	

References

Please give the names of the people who have agreed to supply references. If you are, or have been employed, one should be your most recent employer. If you are a student please provide contact details of a teacher at your school, college or university. Please note that personal references such as friends and relatives are not acceptable.

Referee 1

Surname/Family name		First Name	
Address			
Post Code		Country	
Telephone		Relationship	
Email			

Referee 2

Surname/Family name		First Name	
Job Title			
Address			
Post Code		Country	
Telephone		Relationship	
Email			

Monitoring Information

NHS Organisations recognise and actively promote the benefits of a diverse workforce and are committed to treating all volunteers with dignity and respect regardless of ethnicity/race, gender, disability, age, sexuality and orientation, religious or belief. In addition, marital status, maternity and pregnancy and gender reassignment are also legally protected characteristics. We therefore welcome applications from all sections of the community.

Date of Birth	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> I do not wish to disclose this
National Insurance number	

Equality Act 2010

Equal opportunities

As a large, public employer we have a legal duty to monitor our recruitment and selection processes to ensure that all applicants are treated fairly.

The information that we collect is stored in a secure database and is only used for statutory monitoring purposes.

The Equality Act 2010 protects people against discrimination on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership (in employment only)
- Pregnancy and maternity
- Race
- Religion or belief
- Sex

The Equality Act 2010 also protects people who are married or in a civil partnership, who have a disability and who are pregnant.

General questions

- Gender
- Marital status
- Date of Birth
- Ethnic Origin - Ethnic origin does not mean nationality, but normally refers to the people or culture with which a person's immediate family identify.
- I would describe my ethnic origin as follows:

The Disability Discrimination Act protects disabled people. This includes people with long-term health conditions. If you tell us that you have a disability we can make reasonable adjustments to where you work and your work arrangements and at interview.

Do you consider yourself to have a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> I do not wish to disclose this information <input type="checkbox"/> No
Please state the type of impairment which applies to you. People may experience more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'other'.	
<input type="checkbox"/> Physical Impairment	<input type="checkbox"/> Learning Disability/Difficulty
<input type="checkbox"/> Sensory Impairment	<input type="checkbox"/> Long-standing illness
<input type="checkbox"/> Mental Health Condition	<input type="checkbox"/> Other

Protection Questions

Does your name appear on the Protection of Children Act List?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your name appear on the Protection of Vulnerable Adults List?	<input type="checkbox"/> Yes <input type="checkbox"/> No

In order to protect certain vulnerable groups within society, there are a number of posts within the NHS that are exempt from the provisions of the Rehabilitation of Offenders Act 1974. These include positions where there is access to patients in the course of normal duties. As the post you have applied for falls within this category, it will be exempt from the provisions of the Rehabilitation of Offenders Act by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

Applicants are not entitled to withhold any information about convictions, cautions, warnings, reprimands and bind-overs which for other purposes are "spent" under the provisions of the Act. If you are successful with this application, any failure to disclose such information could result in dismissal or disciplinary action. Any information provided will be confidential and will be considered only in relation to posts to which the Order applies. A check will be made with the Criminal Records Bureau.

Please answer the following question:

Have you at any time received or had pending a criminal conviction, caution, warning, reprimand or bind-over?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please give details:	

Declaration

The information in this form is true and complete. I agree that any deliberate omissions, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by the organisation.

I agree to the above declaration			
Signature			
Name		Date	

APPENDIX 2

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 duties, 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 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

APPENDIX 3

University Hospitals of Derby and Burton

TERMS OF APPOINTMENT FOR VOLUNTEERS

1. You are required **TO SIGN IN ON ARRIVAL AT THE HOSPITAL AND SIGN OUT ON LEAVING** in the Volunteers signature book nearest to your area of work.
2. In line with the Trust's Dress Code Policy you are required to dress appropriately for the environment in which you are working. Uniforms and Trust Identification Badges must be worn at all times. Also, appropriate footwear should be worn (not open-toed sandals)
3. You must adhere to the Trust's no smoking policy.
4. 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 to any other person unless in pursuit of your duties. This condition 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.

The Data Protection Act 2018 regulates the use of all personal information and includes electronic paper records of identifiable individuals (patients and staff). The Trust is registered in accordance with this legislation. Any breach of confidentiality, unless with specific consent of the Trust or otherwise in accordance with the law, will normally be regarded as a serious disciplinary offence and will be investigated.
5. You must be prepared to undertake all mandatory training and any essential to role training, deemed necessary to enable you to carry out your role, i.e. fire lectures, information governance, wheelchair training etc.
6. You have a responsibility not to wilfully endanger the health, safety or welfare of yourself or others during the course of your duties.
7. All new appointments will be reviewed after two months to ensure placements are mutually satisfactory. If not, the placement may be terminated by either party.
8. The Trust accepts no responsibility for loss or damage to personal effects.
9. In line with the Health & Safety Legislation, all accidents should be reported to the Voluntary Services Co-ordinator and an Incident Form should be completed.
10. Volunteers must be cleared by Occupational health before commencing in the voluntary role commences
11. You will be required to attend an induction programme organised by the Voluntary Services Co-ordinator.
12. On termination of voluntary role uniforms, identification badges and car parking permits **MUST BE RETURNED TO THE VOLUNTARY SERVICES CO-ORDINATOR**
13. All new volunteers automatically become members of the University Hospitals of Derby and Burton.

DECLARATION

I understand that I am bound by a duty of confidentiality and agree to adhere to the conditions within the Terms of Appointment between the Trust and my personal responsibilities to comply with the requirements of the Data Protection Act 1998 and all other terms stated above.

SIGNED..... **DATE**.....

NAME.....

CLINIC/DEPARTMENT.....