



<b>State if the document is a Trust Policy/Procedure or a Clinical Guideline / Drugs Therapeutic Committee Document</b>	Policy
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Document Title:	Volunteer Policy
Document Number	V03
Version Number	Version 6
Name and date and version number of previous document (if applicable):	P34 version 4 2010. V03 version 5 January 2013
Document author(s):	Voluntary Services Manager
Document developed in consultation with:	Human Resources, Equality and Diversity Lead, Occupational Health, Unison
Staff with overall responsibility for development, implementation and review:	Voluntary Services Manager
Development / this review period:	November 2017

Date approved by the Policy Approval Group/Clinical Guidelines Committee / DTC on behalf of the Trust Board:	13 <sup>th</sup> December 2020
Chief Executive / Chair Clinical Guidelines /Chief Pharmacist Signature:	David Carter (Acting)
Date for next review:	November 2020
Date document was Equality Analysed:	November 2017

Target Audience:	Staff, Volunteers, Public, External Organisations providing volunteers
Key Words:	Volunteer, Policy, Procedure, Standard, Definition
Associated Trust Documents:	Disclosure and Barring Service Policy 2014 Recruitment, Advertising and Selection Policy 2014 Communication with Patients, Relatives and Service Users Policy 2016
Reason for current amendments:	Review and Update

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# 1 INTRODUCTION

The Luton and Dunstable University Hospital NHS Foundation Trust recognises the important role which voluntary activity plays in complementing the work of its staff and therefore supports and encourages the efforts of both individual volunteers and external voluntary organisations.

- 1.1 This document gives guidance and protection for both volunteers and patients in accordance with current Trust policies, NHS Employers and Department of Health guidelines. This particularly relates to recruitment, health and safety, induction and training, information governance, privacy and dignity.
- 1.2 Volunteering is defined as “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” .

## **The National Council of Voluntary Organisations 2017**

- 1.3 The benefits of having volunteers are widely recognised. **The Strategic Vision for Volunteering in Health and Social Care** (DoH: 2011) recommends that NHS Trusts enhance their services through the engagement of volunteers. **Volunteering in Acute Trusts in England** (Kings Fund 2013) highlighted that volunteers play a critical role in improving the patient experience. **Helping in Hospitals** (Nesta 2016) recognised the impact that volunteers in hospitals make and supports the creation of high impact volunteering programmes.

# 2 PURPOSE

- 2.1 The purpose of this policy is to provide reference and guidance for the recruitment, selection, management, support and training of all volunteers at the Trust.

This policy covers:

1. The wide range of individual volunteers.
2. External Voluntary/Charitable Organisations who are responsible for groups of volunteers working on specific projects which have been agreed between the organisation concerned and the Trust management e.g. WRVS, The League of Hospital and Community Friends, L&D Hospital Radio, Carers in Bedfordshire.
3. Outside NHS Trusts who provide services for the Trust including volunteers recruited by them.
4. Local Companies providing short term volunteers for employee volunteering projects.
5. Recruitment and selection procedures.
6. Problem solving procedures from nationally recognised good practice for problems arising from volunteer activity.

### 3 GENERAL PRINCIPLES

- 3.1 Volunteers are not involved in clinical care. Their role in all placements is complementary but not supplementary to that of paid staff and they will not fill temporary or vacant positions. They will be treated the same as staff for insurance purposes.
- 3.2 The Voluntary Services Department will aim to ensure that the **Trusts Equalities and Human Rights Policy** guides all its dealings with volunteers particularly in recruitment information, policy and practice.
- 3.3 For general volunteers the minimum age for volunteering at the Luton and Dunstable University Hospital NHS Foundation Trust is 18. For those volunteers seeking a career in the NHS in medicine, nursing or midwifery as part of a Student Volunteering Initiative, the minimum age is 17. For student volunteers under the age of 18, parental consent must be given.
- 3.4 There is no upper age limit for volunteers. It may be necessary for any volunteer to attend Occupational Health for a review if they develop health issues which may affect their ability to carry out their volunteer tasks.

### 4 RECRUITMENT AND SELECTION

#### Individual Volunteers

Volunteers are recruited in accordance with the **NHS Employment Check Standards**

- 4.1 Potential volunteers will receive information on voluntary work, which explains the application process.
- 4.2 Potential volunteers will be interviewed by the Voluntary Services Manager/Coordinator and anyone who is considered unsuitable according to the selection criteria will have their offer of help declined. If no suitable role or task is identified then the volunteer will be advised about opportunities elsewhere and how to obtain further information. For potential volunteers with a disability, risk assessments are considered as part of our Access and Inclusion Policy.
- 4.3 All potential volunteers will be required to supply identity documents to confirm their identity and that their immigration status permits them the right to volunteer. The Trust is mindful of the potential sensitivities around gender identity and has a considerate approach to this.
- 4.4 Volunteers will be required to have health clearance from the Occupational Health Department, as defined by that department in agreed procedures. Specialist reports cannot be funded by the Voluntary Services Department and as a result any volunteer requiring further reports to determine fitness to volunteer will be required to fund the cost of these themselves.

- 4.5 Under the Rehabilitation of Offenders Act (1974) Exemption Order, volunteers are required to declare **all** previous convictions to the Voluntary Services Manager at the time of application.

This information will be confidential and will not necessarily prejudice the candidate being accepted for voluntary work. The volunteer has a duty to inform the Voluntary Services Manager of any subsequent convictions.

- 4.6 When the volunteer activity involves access to patients or patient related data, volunteers will be checked through the Disclosure and Barring Service as appropriate for children and/or vulnerable adults according to the Trust's approved procedure. The findings from the **'Themes and Lessons Learnt from NHS Investigations into matters relating to Jimmy Savile'** (DoH 2015) sets out clear recommendations that DBS checks should be renewed periodically.
- 4.7 Two references are required covering at least the last three years. If the prospective volunteer is, or has recently been in employment or been involved with voluntary activity, one reference should be from that organisation. Where this is not possible, references should be provided by someone who is a person of standing in the community. Where references cannot be obtained in this way, they should be sought from personal acquaintances, aged 18 and over, who have known the applicant for more than 2 years and are not related to or involved in any financial arrangements with the applicant.

#### Recruitment and Selection External Voluntary/Charitable Organisations

- 4.8 External Voluntary/Charitable Organisations (ECVO) that are responsible for groups of volunteers working on specific projects, as agreed with the Trust, will have responsibility for the selection, registration, training and support of their own volunteers. These procedures must be in accordance with Trust policies particularly the policies on Equality and Diversity, Health and Safety, Disclosure and Barring Service (DBS) screening, recruitment, selection and information governance. Project Managers for these organisations will have responsibility for registering volunteers with the Trust's Voluntary Service Department and for signing a Memorandum of Understanding (appendix 1) between the Trust and the External Voluntary/Charitable Organisation setting out agreed procedures and protocols.
- 4.9 The Voluntary Services Manager shall determine, in consultation with line management, the areas and levels of voluntary services required and establish and maintain close contact with other voluntary organisations. New projects will be agreed between outside organisations, the Voluntary Services Manager and the appropriate departmental heads. A Memorandum of Understanding (appendix 1) will be set up and the project manager for the organisation will co-ordinate and manage schemes on behalf of the Trust.
- 4.10 The Trust Voluntary Services department may carry out recruitment checks on behalf of an External Voluntary/Charitable Organisation. Responsibility for these checks will be agreed in the Memorandum of Understanding. (Appendix 1)
- 4.11 Some voluntary organisations have commercial or financial agreements with the Trust, which are outside the scope of this policy. As the Trust has signed up to the Local COMPACT (see page 9) these principles should set the tone of the negotiations.

### External NHS Trusts

- 4.12 External NHS Trusts providing volunteer services e.g. Conversation Partner Volunteers who are allocated to the Speech and Language Department, will be required to sign a Memorandum of Understanding (appendix 1) setting out agreed procedures and protocols.

### Short-Term Employee volunteers

- 4.13 Local Companies providing short term volunteers for employee volunteer projects will be required to complete a registration form before commencing the project. These projects are generally for one day only. The projects will be risk assessed with the Estates Office and/or the appropriate manager in the area that they will be completed and general health and safety information appropriate to the task given to the volunteers. The company will be required to provide insurance details to cover the project that their volunteers are undertaking and all equipment such as ladders must be provided by the company.

## **5. EQUALITY AND DIVERSITY**

- 5.1 The Trust is committed to equality and diversity. This commitment is extended to our volunteers. We will not discriminate against our volunteers on the grounds of age, disability or impairment, gender, marital status, race, religion or belief, sex or sexual orientation. As an organisation we value difference and recognise the value that different backgrounds, skills, outlooks and experiences of our volunteers bring to our organisation. Any behavior that contradicts the spirit of this statement or the Trusts Equality and Human Rights Policy will result in the volunteer's services being discontinued.

## **6. DUTIES AND RESPONSIBILITIES**

The Voluntary Services Department will be managed by the Voluntary Services Manager (VSM) who will be accountable to the Director of Human Resources. The Director of Human Resources has responsibility for overseeing development of volunteering at the Trust and sharing this at Board level.

The Voluntary Services Manager will establish and maintain good relationships and communication with all placement areas and departments, and advise on volunteer policy.

The Voluntary Services Manager will produce an Annual Report on the development and value of voluntary activity in the Trust.

- 6.1 Responsibilities of the Voluntary Service Department

- a) On appointment volunteers are made aware of the need for absolute confidentiality and discretion and will sign a form to confirm this, and that they will abide by the volunteer guidelines set out in the Volunteer Induction Booklet.
  - b) Volunteers receive a local induction to their placement areas and are advised of all of the relevant aspects of the Health and Safety at Work Act.
  - c) Volunteers are informed of information relating to insurance and expenses.
  - d) The Volunteer Induction covers all information required for a volunteer to carry out their work safely. Volunteers must attend Induction before starting their volunteering. The induction booklet supports the induction session and highlights the frequency for updating information. All volunteers will be required to attend update training according to their placement area.
- 6.2 Volunteers shall be recruited locally. Travelling expenses will be reimbursed up to a return journey of 20 miles at public transport and agreed mileage rates. Outside organisations and charities will be responsible for reimbursing their own volunteer expenses. Arrangements are made for volunteers to access car parking facilities for which they will not be charged. A ten percent reduction on purchases in the staff restaurant is available to all volunteers upon production of their ID.
- 6.3 Those volunteers wishing to join the Chaplaincy Team will be assessed for suitability by the lead chaplain either prior to, or subsequent to, being interviewed by the Voluntary Services Department.
- 6.4 Voluntary Chaplains, Assistant Chaplains, Student and Trainee Priest placements will be interviewed and accepted by the Hospital Chaplain and supplied with an Honorary Contract from the Human Resources Department.
- 6.5 The recruitment, selection and placement of all individual volunteers shall be the final responsibility of the Voluntary Services Manager and will meet the requirements of the Trust's Volunteer Recruitment Policy and Procedure.
- 6.6 Volunteers will be covered by Luton and Dunstable University Hospital NHS Foundation Trust insurance whilst they carry out their agreed duties, and so long as they do so in line with the Trust's policies and procedures. Volunteers will be treated in the same way as staff for liability purposes.
- 6.7 The Voluntary Services Department will maintain a database of current and past individual volunteers in accordance with data protection regulations.
- 6.8 Volunteers are informed that the Voluntary Services Manager shall only be able to provide a reference for any volunteer who has fulfilled 2/3 hours service per week over a minimum six month period.

## **7 VOLUNTEER RESPONSIBILITIES**

- 7.1 Volunteers experience a unique role in the Trust and often operate at the interface between patients and the Trust. Should they have concerns or be aware of compliments these should be relayed either to the supervising staff or to the Voluntary Services Manager.

- 7.2 Volunteers are required to adhere to Luton and Dunstable University Hospital NHS Foundation Trust Policies and Procedures. A Volunteers Agreement must be signed (appendix 2).
- 7.3 Volunteers are required to adhere to prearranged and identified task descriptions/risk assessments.
- 7.4 Volunteers are required to update statutory and mandatory training according to the agreed schedule for volunteers and any further training required to fulfill the requirements of the role.
- 7.5 Volunteers may end their placement at any time by notifying the Voluntary Service Manager and returning all Trust property issued to them (Security badge and uniform).

## **8 PLACEMENT OF VOLUNTEERS**

- 8.1 The Voluntary Services Manager will discuss possible volunteer placements with staff in hospital departments guided by the generic task/risk assessment of the duties and responsibilities. Professional staff will need to be as specific as possible about what is required so that the Voluntary Services Manager/Volunteer Co-ordinator can select a suitable person for the placement. Professional staff are responsible for the individual risk assessments in their departments.
- 8.2 The volunteer will be introduced to the ward or department for a trial period of one month during which all concerned can ascertain the suitability of the placement. Follow up reviews of placements will take place with staff initially at six month interval and as requested by staff and volunteer.
- 8.3 The Voluntary Services Manager is responsible for the risk assessments of volunteer roles directly supervised by the department and will jointly risk assess new schemes with staff.

## **9 TRAINING**

- 9.1 All volunteers will be required to attend a Volunteer Induction session prior to commencing their volunteer role.
- 9.2 Training of volunteers will be agreed between the Voluntary Services Manager and the appropriate head of department.
- 9.3 The staff of the ward/department in which the volunteer is placed will be expected to provide a local induction and sufficient support for the volunteer to carry out their allotted tasks. Risk assessments for these tasks and familiarity with fire regulations, and other necessary health and safety regulations for the area are the responsibility of the ward/department.
- 9.4 The responsibility for daily supervision of the volunteer lies with the senior staff member of that ward or department who will be made aware of his/her responsibilities towards volunteers by the Voluntary Services Manager and ensure that the volunteer complies with the voluntary role as set out on their task description. The Voluntary Services Department produces information to assist staff in understanding this responsibility. However, the ultimate

responsibility for volunteers lies with the Voluntary Services Manager, who should be consulted on any changes to the original arrangements.

- 9.5 The Voluntary Services Manager and Volunteer Co-ordinator will provide support to volunteers through individual ad hoc meetings as required, and regular joint communication with all volunteers.
- 9.5 The Voluntary Services Manager and Volunteer Coordinator will undertake individual discussions and reviews with volunteers which will address development and performance.

## 10 PROBLEM SOLVING PROCEDURE

- 10.1 All problems concerning volunteers should be referred to the Voluntary Services Manager and relevant facts ascertained as quickly as possible. The procedures outlined in the Problem Solving Procedure (Appendix 3) should then be followed. The Voluntary Services Manager has the authority to discontinue the services of a volunteer if necessary, and the removal of a volunteer from a ward or department shall be the responsibility of the Voluntary Services Manager. The final decision as to the suitability of a volunteer in any particular area shall be that of the senior management of the ward or department.
- 10.2 Volunteers having a complaint or grievance should initially refer the matter to the Voluntary Services Manager, and follow the procedures of the Problem Solving Procedure (appendix 3).

### References

- 1. [www.nhsemployers.org](http://www.nhsemployers.org)
- 2. [www.ncvo.org.uk](http://www.ncvo.org.uk)
- 3. [www.gov.uk/government/news/strategic-vision-for-volunteering](http://www.gov.uk/government/news/strategic-vision-for-volunteering)
- 4. [www.kingsfund.org.uk](http://www.kingsfund.org.uk)
- 5. [www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned](http://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned)
- 6. [www.nesta.org.uk/](http://www.nesta.org.uk/)

Bedfordshire and Luton Compact is a local agreement between the voluntary and statutory sectors to improve working relationships. The Luton and Dunstable University Hospital NHS Foundation Trust is a signatory.

Monitoring of this policy will be achieved by the following:

<b>What is the standard/audit criteria</b>	<b>Time frame/ Format /how often</b>	<b>How/Method</b>	<b>Reviewed and action plan development by who/which group</b>	<b>Action Plans monitored by and how often</b>
1.Recruitment and selection	Monthly	Statistics collected for new starters and leavers	Voluntary Service Department	Voluntary Service Department and Human Resources Monthly
2.Recruitment checks for new volunteers completed	Monthly	Meeting with Voluntary Organisations in the Trust to update	Volunteer Services and Voluntary Organisation Managers	Voluntary Services Monthly
3.Volunteers adhere to task descriptions	Six months	Induction Review placement in first month and six month review. Inform staff and volunteer of limitations of volunteer role	Managers of volunteer placement area and Voluntary Service staff	As required between volunteer, staff managers and Voluntary Services Initially first month and then six months or as required
4.Health and Safety Updates	Three Yearly	New Volunteers receive Induction training before commencement of their placement and then Starters receive Local Induction on first day. All volunteers invited to attend an update according to schedule	Voluntary Services and staff in volunteer placement area	Voluntary Services and Human Resources

**MEMORANDUM OF UNDERSTANDING BETWEEN (NAME OF TRUST)  
AND EXTERNAL VOLUNTARY OR CHARITABLE ORGANISATIONS (EVCO)**

The Luton and Dunstable University Hospital NHS Foundation Trust values the support that external voluntary or charitable organisations (EVCOs) provide and acknowledges the beneficial effect for its patients / users and the wider organisation.

It is important that the Trust understands the role that the EVCO will play in the organisation. The Trust acknowledges that relationships with EVCOs must have clear boundaries so that both parties benefit from the involvement and neither is affected detrimentally.

The following sets out the Memorandum of Understanding between the *(name of the NHS Trust)* and the *(name of the EVCO)* with regard to volunteering activity undertaken by *(name of the EVCO)* for or within the Trust.

In the spirit of the local Compact, the Trust will provide the *(name of the EVCO)* with information regarding planned changes to services that will have an impact on the services provided by the *(name of the EVCO)*

It is recognised that EVCOs can differ enormously in size and by the infrastructures that they have in place to support the work they do and the valuable contribution they make to the NHS. This document has been written with this in mind, and should be read with consideration to this.

This document was developed by the National Association of Voluntary Services Managers ([www.navsm.org](http://www.navsm.org))

## Recruitment of Volunteers

### The external voluntary/charitable organisation (EVCO) agrees to obtain:

• A completed application form containing a declaration regarding criminal convictions	See note 1
• An identification check of all prospective volunteers for eligibility to volunteer in the UK against photo identification, date of birth and address history.	
• A Disclosure and Barring (DBS) check for all volunteers engaged in direct patient contact / regulated areas in line with DBS guidelines	See note 1a
• Two references for all prospective volunteers These must cover the last three years and if the prospective volunteer has worked within this period or volunteered elsewhere, one reference must be from that organisation.	See note 2
• Health clearance for all accepted volunteers via ( <i>name of Trust</i> ) occupational health department or service	See note 3

### The EVCO agrees to:

• Interview all prospective volunteers	
• Meet their obligations with regard to health and safety legislation including appropriate risk assessments and ensure that volunteers work within their specified roles.	See note 4
• Provide or access an induction and training in line with mandatory training required by the Trust and appropriate to the needs of the volunteer placement.	See note 5
• Ensure that volunteers are covered by a current appropriate insurance policy.	
• Ensure that volunteers will have a signed statement of understanding for their volunteer role and responsibilities with regard to information governance, and wear a security/ID badge	
• Meet volunteer expenses according to the EVCO's policy.	
• Adopt a fair and equitable approach to problem solving and incident reporting	See note 6
• Provide information on volunteering activity and volunteers to the Trust's voluntary services department as agreed by both parties. Provide regular opportunities for contact between the Trust's Voluntary Services Manager and the EVCO's project manager.	See note 7
• Review this agreement every 2 years	
The EVCO will / will not* require the Trust to act as an umbrella body for DBS disclosures. * delete as appropriate	See note 1a

Signed on behalf of (name of EVCO)	Name:
	Signature
	Date:

Signed on behalf of (name of Trust)	Name:
	Signature
	Date:

**EXTERNAL VOLUNTARY OR CHARITABLE ORGANISATION  
REGISTRATION FORM  
ORGANISATION DETAILS**

<b>Organisation name:</b>	
<b>Project Title:</b>	
<b>Address:</b>	<b>Postcode:</b>
<b>Telephone:</b>	<b>Mobile:</b>
<b>Email:</b>	<b>Website:</b>
<b>Role of the organisation within the Trust:</b>	
<b>Number of employed staff that will be on-site:</b>	
<b>Days &amp; time that staff will be on-site:</b>	

**2. Legal status (please put a cross where appropriate)**

<b>Registered charity</b>		<b>Charity registration number:</b>	
<b>Statutory</b>		<b>Voluntary/community</b>	
<b>Other (please state)</b>			

**3. Main contact**

**3a Second contact**

<b>First name:</b>	<b>First name:</b>
<b>Surname:</b>	<b>Surname:</b>
<b>Telephone:</b>	<b>Telephone:</b>
<b>Mobile:</b>	<b>Mobile:</b>
<b>Email:</b>	<b>Email:</b>

#### 4. Insurance Details

The organisation must have adequate and sufficient insurance cover including but not limited to Public Liability Insurance, Employer's Liability Insurance.



<b>Insurance Company</b>	
<b>Policy Number</b>	
<b>Expiry Date</b>	

#### 5. Volunteer Activity

<b>Purpose or Aim of Volunteer Role:</b>
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#### 6. Signature

I confirm that the information I have given on this form is correct and that I will inform the Voluntary Service Department of any changes to the information given.

<b>First name:</b>	<b>Surname:</b>
<b>Position:</b>	<b>Organisation:</b>
<b>Date:</b>	<b>Signature:</b>
<b>Review Date:</b>	

**Note 1: Protection of children and vulnerable adults**

The NHS has a duty to ensure the safety of its patients / users. Volunteer posts in the NHS are therefore exempt from the Rehabilitation of Offenders Act 1974. When EVCOs become aware of information regarding criminal convictions they should assess the risk to their own organisation and to the Trust. Advice regarding how to undertake a risk assessment can be sought from the Trust's Voluntary Services Manager.

**Note 1a: Disclosure and Barring (DBS) Applications**

NHS Employers require all volunteers with regular access to patients to undertake a DBS check. If there is any uncertainty about the level of disclosure required, the Trust's Voluntary Services Manager will be able to advise.

Some Trusts have the facilities to act as an umbrella body for organisations that are unable to process their own DBS applications.

If the EVCO elects to use the Trust as an umbrella body there are two ways that they can proceed:

1. Where the disclosure shows criminal history, the Voluntary Services Manager will discuss the content with the EVCO and ask them to undertake a risk assessment (for example see appendix1) for consideration. The outcome of the risk assessment will determine whether or not the volunteer is offered a place. The Trust will retain the right to refuse the services of anyone it considers to be a risk to the organisation. Under these circumstances the Trust may bear some responsibility for the recruitment decision.

Or

2. The Voluntary Services Manager will send the disclosure to the EVCO and the recruitment decision will be entirely managed by the EVCO. Under these circumstances the Trust will bear no liability for the recruitment decision.

If the EVCO does not require the Trust to act as an umbrella body the information on the disclosure will not be shared with the Trust and the Trust will have no liability for the recruitment decision.

**Note 2: References**

If the prospective volunteer is, or has recently been in employment or been involved with voluntary activities, one reference should be from that organisation. Where this is not possible, references should be provided by someone who is a person of standing in the community. Where references cannot be obtained in this way, they should be sought from personal acquaintances, aged 18 and over, who have known the applicant for more than three years and are not related to or involved in any financial arrangements with the applicant.

**Note 3: Occupational Health Check**

Due to the nature of the patient / service user group that the volunteer may come into contact with as part of their activities, it is essential that the Trust Occupational Health Department (OHD) is involved in deciding the process to be followed when recruiting volunteers. This may involve the Trust OHD undertaking the relevant health clearance.

**Note 4: Risk assessment**

Each activity that volunteers undertake should be risk assessed and risk assessments should be updated annually. This need not be an onerous process as where groups of volunteers undertake the same role, a generic risk assessment will suffice. However, volunteers under the age of 18 should have a risk assessment in line with the Health and Safety Executive's guidelines for the safety and well-being of young people.

**Note 5: Mandatory training**

All Trusts will have their own requirements for mandatory training based on the services they provide to patients and service users. It is recommended that a common sense approach is taken to the training provided so that it meets the needs of the role of the volunteer. Comprehensive guidelines have been published by the National Association of Voluntary Services Managers<sup>1</sup>.

As a minimum, volunteers should undertake the following training at a level and using a method appropriate to the volunteer role:

- Fire Safety (this is a statutory requirement)
- Information Governance
- Safeguarding
- Infection Prevention and Control
- Back Awareness
- Customer Service

The Trust will be able to provide the EVCO with the information and training materials used for its own volunteers. Some Trusts also provide the induction and training required for the volunteers.

**Note 6: Problem Solving and incident reporting affecting Trust business**

Complaints made regarding a volunteer registered with the EVCO, or the activities undertaken by the EVCO, should be dealt with in a fair and equitable manner and shared with the Voluntary Services Manager. In line with the recommendation of the Volunteer Rights Enquiry<sup>2</sup>, it is recommended that the EVCO has a problem solving procedure in place.

The outcome of any investigation and the actions taken to resolve the problem should be shared with the Trust's Voluntary Services Manager.

**Note 7: Communication**

In order to continue to provide excellent services to patients and service users, NHS Trusts would like to encourage communication with EVCOs and promote the sharing of information. As part of its duties to regulatory organisations such as Monitor, Care Quality Commission, Health & Safety Executive, and the NHS Litigation Authority, the Trust is required to provide information relating to the number of volunteers active within the organisation and the training and other records. Therefore, the Trust may ask the EVCO to provide this information on a recurrent basis. Any personal information about individual volunteers will only be provided with the volunteer's knowledge and agreement in line with Data Protection and Information Governance.

1. [Guidelines for Induction, Statutory and Mandatory Training for Volunteers 2013.pdf](#)  
2. [Volunteer Rights Enquiry, Volunteering England 2011](#)

## Appendix 2

### VOLUNTEER AGREEMENT

The Luton and Dunstable University Hospital NHS Foundation Trust values the contribution made by volunteers to the Trust's aims and services. This document sets out the responsibilities the Trust bears to support volunteers and the expectations it has of volunteers in respect of their individual placements. The purpose of this document is to safeguard the health and safety of volunteers and others who may be affected by their actions, and to ensure that confidentiality is maintained.

This is not a contract and there is no intention to create any employment relationship between the Trust and the volunteer.

Volunteers will be covered by the Trust's employer's liability insurance and third party liability insurance for the duration of their placement. Volunteers are not covered for personal accident liability. A copy of the Trust's health and safety policy is available in all wards and departments and specific information can be obtained on request from ward or departmental managers.

While on the Trust's premises volunteers are required to wear an authorised Trust identity badge, positioned so that the volunteer's name is always visible to others.

**Please read the following statements and sign the declaration overleaf.**

#### **The Organisation**

The Trust agrees to accept your services as a volunteer and to commit to the following:

- To provide adequate information, training and support for you to be able to meet the responsibilities of your volunteer placement.
- To ensure satisfactory guidance from staff in your placement area.
- To respect your skills, dignity and individual needs, and where possible, to respond flexibly to any individual requirements.
- To consider any comment from you regarding ways in which you might better accomplish your tasks.
- To treat you as an equal partner with the Trust's staff, jointly responsible for the completion of the Trust's goals and the fulfilment of its aims.
- Meet your out of pocket expenses up to our current maximum.
- Provide a safe workplace.
- Apply our equal opportunities policy.
- Apply our problem solving procedure if there is a problem.

#### **The Volunteer**

- We ask you to commit to the following:

#### **Attendance**

- If you are unable to attend, please inform the ward or department manager, giving as much notice as possible.
- Do not attend if you are unwell in any way that might affect the well-being of others e.g. severe cold, diarrhoea / vomiting.

#### **Tasks**

- To comply with all reasonable directions given by members of staff responsible for you in your placement area.
- To adhere to the Trust's policies and procedures with particular regard to health and safety, equal opportunities and data protection/confidentiality.

## **Health and Safety**

- Not to engage in any activity without the authorisation and direction of the member of staff responsible for you in your placement area.
- To undertake the tasks given to you reliably and to the best of your ability.
- To do nothing that might injure any other person or expose them to risk.
- To make full and proper use of all safety and protective equipment and clothing and adhere to operating/usage instructions for any plant, machinery or substance.
- To report to the staff any accident or incident caused to you, even where there is no injury.
- Not to smoke anywhere on the Trust's premises.

## **Data Protection/Confidentiality**

We appreciate that to undertake your role as a volunteer you may have access to information that is confidential. We ask that you do not discuss any matter relating to a patient with anyone who is not directly involved with the care of that patient We also ask you not to discuss any matter concerning the business of the Trust with anyone outside the organisation.

- Please remember that the Trust and its patients have a legal right to privacy.
- I understand that failure to observe confidentiality will be seen as a breach of Trust Policy and could result in litigation.
- I offer my services as a volunteer to the Trust and understand that this agreement can be terminated at any time by the Trust, by me or by mutual agreement.
- I have received and understood the volunteer induction booklet that covers the basic rules of volunteering and I am happy to comply with these rules.
- We are required to store personal data about you in relation to the management of your placement. Please sign below indicate that you have understood this requirement. We will not pass on any information about you without your consent unless we are required to do so by law or for the safety of you or others

I agree to comply with the terms set out above. Whilst I will commit to come in on the days and times I have agreed, both the Trust and I recognise that I am not under any obligation to attend if I choose not to do so.

**Signed:**.....**Date:**.....

**Print name:**.....

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## **FOUNDATION TRUST MEMBERSHIP**

We are committed to ensuring that our FT Members are encouraged and enabled to have a full say in how the hospital and its services develops in the future. As a member of the local community, you are entitled to become a member of the Foundation Trust and so we will now automatically opt you in as a Public Member. After one year as a registered volunteer at the hospital you will then become a Volunteer Member of The Luton and Dunstable University Hospital Foundation Trust.

As members you can choose at what level you would wish to get involved. If you are purely interested in receiving updates on developments, that's fine – you will receive regular newsletters and information about our services. If you want to attend events, meetings and lectures, you will be made very welcome. If you want to get fully involved by standing for election as a Governor, you can do that too or you may just wish to vote in the Governor Elections or nominate or second someone else as a governor.

**The hospital requires your permission to share data.**

The electoral process is carried out by an outside professional agency - Electoral Reform Services Ltd (the business arm of the Electoral Reform Society). In order for them to contact you with information and ballot papers we need your permission to give them your name and address and role within the organisation to put these details in the database, in accordance with the Data Protection Act. We intend to use this information to contact you in this way in the future.

If you wish to opt out of becoming a member of the Foundation Trust and do not wish to receive information or vote, please tick the box and we will not pass your contact details on to the Trust's Membership Office.

If you require any further information, please contact the FT Membership secretary on 01582 718333

<b>Name of emergency contact</b>	
Relationship to you	
Contact telephone number	

## VOLUNTARY SERVICES

### PROBLEM SOLVING PROCEDURE

#### Purpose

Whilst the involvement of volunteers at L&D 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 any issues arising, it is essential to have a formal procedure as set out in this document.

It is important to note that volunteers have no legal rights and therefore are not subject to, or protected by, the usual employee policies and procedures.

#### General Principles

- The complaint should be resolved quickly.
- Where it is in the best interests of the volunteer, patients, staff or others the volunteer may be moved to an alternative placement or asked not to attend for duty pending the outcome of any investigation
- All complaints must be treated confidentially, and should only be discussed amongst those who are directly involved in trying to resolve the issue.
- An effort should be made to resolve the problem informally at a local level.
- A written record of all incidents and complaints must be maintained.
- Allow enough time for all meetings, and conduct them in a private place.
- Keep complainants informed at every step of the procedure.
- Volunteers have the right to be accompanied by a colleague or friend in any meetings that form part of the problem solving process.

#### **Steps for volunteers to follow when making a complaint.**

This part of the problem solving procedure gives the volunteer the right to complain if they feel that they have been unfairly treated.

#### **Stage 1 - Verbal complaint**

Initial complaints, whether against a member of staff, the organisation or another volunteer, should be discussed with the volunteer and a local resolution sought. If the complaint is about the volunteers' manager or supervisor, then the matter should be referred to the Voluntary Services Manager. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

If the issue cannot be resolved at this stage then the volunteer should make a formal complaint in writing to the Voluntary Services Manager.

### **Stage 2 - In writing**

Volunteers making a complaint in writing should do so within 20 working days of the informal meeting taking place. The Voluntary Services Manager will acknowledge the letter within 3 working days of receipt.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer within 20 working days of the original letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The actions or decision taken will be confirmed in writing to the volunteer.

### **Stage 3 - Right to appeal**

If the volunteer is not satisfied with the outcome, then they can appeal in writing to Deputy Director of Human Resources within 20 working days of the decision meeting.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer within 10 working days of the appeal letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The Deputy Director of Human Resources will confirm their decision in writing, and their decision is final.

### **Steps to follow when a complaint is made about a volunteer.**

This part of the problem solving procedure gives the volunteer the right to be told why there has been a complaint made about them, the right to state their case, and the right to appeal.

Sometimes minor issues can arise during the course of volunteering, such as a volunteer not fitting into the team as well as was expected, not meeting the required standards when undertaking tasks, or felt to be unreliable. However, if a more serious issue occurs then immediate action may be necessary (see exceptions on page 4).

Minor issues are usually detected during regular supervision, and may be quite easy to resolve without resorting to formal procedures. This checklist suggests how some issues can be dealt with:

- A comprehensive induction to the ward or department on commencing a volunteer placement.
- Assessment of the volunteers' training needs and addressing them.
- Providing the volunteer with support and supervision.
- Undertaking the initial review after the volunteer has been in place for one month.
- Undertaking regular 6 monthly reviews with the volunteer.

However, if these do not address the issues then the following procedure should be instigated.

### **Stage 1 – Verbal discussion**

The first step is to discuss the issue with the volunteer. There could be external factors influencing their ability to carry out tasks, their behaviour or their attitude.

- Identify goals that will help the volunteer to fulfil their role, and offer extra support, supervision and training where necessary.
- Set a deadline for reviewing the situation.
- Document your discussion and the agreed actions.
- If there is insufficient improvement, then you may need to adopt a more formal approach, and move to stage 2 of the procedure which will be to inform the volunteer in writing.

### **Stage 2 – In writing**

If the issue hasn't been resolved by the verbal discussion or the review, then the ward or department manager must issue the volunteer with written details outlining the reason for the complaint.

The manager must inform the Voluntary Services Manager who will assist in this stage of the procedure and undertake an investigation.

The volunteer has the right to state their case, to the manager and Voluntary Services Manager, and to be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

Depending on the nature of the complaint:

- Further investigation of the issue may be needed.
- Further objectives could be set, and help offered to the volunteer.
- The volunteer may be moved to another placement.
- The volunteer may have their volunteer help declined and their placement finished.

The decision to finish a volunteer placement should be a last resort.

Whatever the decision, the volunteer has the right to appeal.

### **Stage 3 - Right to appeal**

If the volunteer is not satisfied with the outcome, then they can appeal in writing to Deputy Director of Human Resources within 20 working days of the decision meeting.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer within 10 working days of the appeal letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The Deputy Director of Human Resources will confirm their decision in writing, and their decision is final.

## **5. EXCEPTIONS**

There are some occasions on which volunteers will be informed that their volunteer placement is on hold while an investigation is carried out. These include, but are not limited to, acts that constitute **gross misconduct**, e.g. theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol.

Illegal or criminal acts will be reported to the police and may result in prosecution.

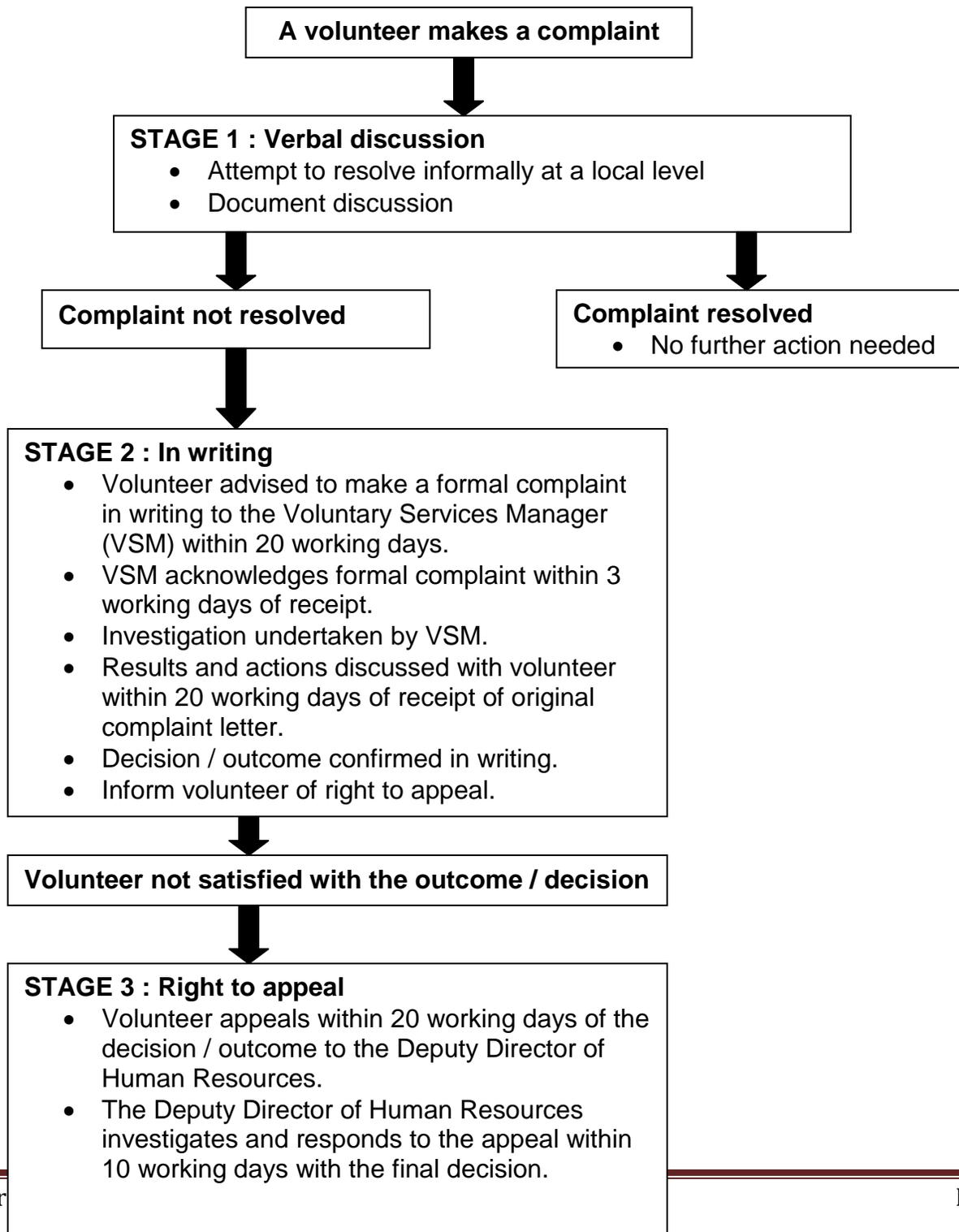
The Voluntary Services Manager must be informed immediately.

The decision to put a volunteer placement on hold pending investigation must be confirmed in writing to the volunteer.

**This procedure will be reviewed : July 2020**

*(Produced with reference and kind permission of Volunteering England Information Team.)*

**VOLUNTARY SERVICES  
PROBLEM SOLVING PROCEDURE: FLOWCHART 1**



**VOLUNTARY SERVICES**  
**PROBLEM SOLVING PROCEDURE: FLOWCHART 2**

