

VOLUNTEERS POLICY

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DOCUMENT SUMMARY

This policy sets out the general principles and specific requirements underpinning the work of volunteers within Somerset Partnership NHS Foundation Trust to ensure consistent standards and good practice when dealing with volunteers contributing to the work of the Trust.

This policy will be accessible to, and promoted by, Trust staff working with the volunteers, the volunteers themselves and the charities and voluntary sector organisations working for the Trust including the Hospital Leagues of Friends.

The specific requirements in relation to the selection, induction training and supervision of volunteers are set out, together with the mandatory elements of confidentiality, infection prevention control, health and safety and termination of volunteers' agreements with the Trust. The policy also sets out the way volunteers can raise concerns.

The content of this document pays particular attention to volunteers working in clinical areas due to the sensitivity of the role and placement.

This is a Trust-wide policy and is to be followed by all staff in areas where volunteers are to be placed or have been placed. This policy is designed to provide a framework for the contribution and use of volunteers which:

- facilitates the effective placement of volunteers;
- ensures a safe structure for volunteer placements;
- enables a formal agreement to be made by each volunteer;
- reduces to a minimum any risk to volunteers and the Trust associated with volunteer placements.

In light of the Savile reviews, this policy includes the management of people who visit the Trust on single occasions. Supervision of any visit made by a celebrity is included in this policy.

It excludes those staff working under an honorary contract with the Trust even if this is not paid employment.

DOCUMENT CONTROL

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1. INTRODUCTION

- 1.1 The Trust recognises the important role volunteers play in complementing the work of our staff and we welcome the varied and unique contributions volunteers make to patients, carers, the public, and staff at the Trust.
- 1.2 The Trust encourages the involvement of volunteers within its hospitals and services and recognises the valuable contribution they make to the work of the organisation through their time, energy, and skills.
- 1.3 Promoting and supporting volunteering can be an effective way for the Trust to enhance engagement of the public, patient and Trust members within the organisation. As an organisation we recognise the important role volunteers have and seek to involve volunteers to:
- improve the services and experience of patients, their families/carers, staff and the public;
 - provide individuals with new skills, confidence and experience within a hospital setting;
 - involve the local community in the Trust's activities;
 - enable the active involvement of our Trust members.
- 1.4 The Trust is committed to developing, encouraging and supporting volunteer involvement in its work where appropriate. In doing so, it is clearly recognised volunteers will complement, but not replace, the role of paid members of staff.
- 1.5 This policy sets the minimum standards for the way the Trust will recruit, work with and support volunteers.
- 1.6 It should be noted not everyone who wishes to become a volunteer will be suitable for this role. If a prospective volunteer is not suitable for volunteering in a health setting, then he / she should be provided with honest feedback in a sensitive manner.

2. AIM AND SCOPE

- 2.1 The purpose of this policy is to define the guidelines for the recruitment and involvement of volunteers within the Trust. This policy aims to:
- recognise the contribution of volunteers in the Trust and its ongoing commitment to them;
 - provide a basis for developing volunteering within the Trust;
 - ensure a fair and consistent approach to the recruitment of volunteers;
 - promote good practice and a consistent framework for developing, managing and supporting volunteering in the Trust;

- clarify the role of volunteers and the boundaries between staff and volunteers;
 - offer clear guidance and support to both staff and volunteers;
- 2.2 It also applies to all Trust staff as there is an expectation they will work with volunteers at some point. It also applies to individuals who wish to become Trust volunteers and to current volunteers. It applies to community and inpatient provision and covers all sites and areas in which the Trust operates.
- 2.3 The tasks to be carried out by volunteers will be clearly defined in a role description so that both paid staff and volunteers are sure about their respective roles and responsibilities. The value of volunteers is in complementing the work of paid staff, not to substituting it, therefore the roles carried out by volunteers will not threaten the livelihood of paid staff.
- 2.4 This policy does not cover work experience placements, which are time-limited placements with an emphasis on structured learning.
- 2.5 The policy does not apply to people taking part in 'enrichment programmes' within the Trust. This might, for example, be a speaker at a meeting, a choir visiting an in-patient facility at Christmas to provide entertainment or someone coming to give a talk to patients. The people taking part in these programmes would be on Trust premises for a short, clearly defined period of time and purpose and accompanied by Trust staff at all times.
- 2.6 Volunteers who work within the Trust from other voluntary organisations, including Hospital Leagues of Friends, are also expected to abide by the practices and procedures set out in this policy.
- 2.7 There are thirteen separate Leagues of Friend which individually support the Trust's community hospitals. Each League of Friends is a voluntary organisation which supports the work of the hospitals by providing much needed extra equipment and comforts for the benefit of patients and staff through the income raised by their work. Volunteers run a wide variety of events, from annual fetes, concerts and quiz nights. The Trust will continue to have regular discussions with the Leagues of Friends to help them ensure their volunteers are able to abide with the aims and spirit of this policy.

3 DUTIES AND RESPONSIBILITIES

- 3.1 The **Director of Human Resources and Organisational Development** has executive responsibility for volunteers within the Trust and will report to the Trust Board.
- 3.2 The Trust contracts with a **Voluntary Services Bureau** which has responsibility for:
- ensuring there is a robust system in place for the recruitment, including conducting the necessary DBS checks for all

volunteers, training and on-going support for all Trust volunteers in line with this and other Trust policies;

- managing the recruitment and selection of volunteers as outlined in this policy;
- developing and implementing new volunteer roles in partnership with staff;
- providing advice and support to managers, staff, and volunteers in matters relating to volunteering;
- promoting volunteering within the Trust and working with external organisations to develop new opportunities;
- processing new volunteering applications and allocating placements;
- maintaining up to date records of volunteers including personal details, training, and their placement;
- providing support and advice to managers and volunteers.

3.3 Named Volunteer Manager/Ward/Department Manager in which the volunteer is placed is responsible for:

- providing volunteers in their area with a local induction;
- support and training to enable the volunteer to carry out their role;
- providing clarity and direction about the volunteer's role and responsibilities;
- providing day-to-day supervision and management of volunteers in their area;
- undertaking a review meeting with the volunteer after four sessions which constitute the 'trial period';
- notifying the Voluntary Services Bureau of any volunteers who have terminated their placement;
- ensuring that they and their staff are familiar with this policy.

Managers are responsible for ensuring the tasks carried out by volunteers are appropriate to the role and are documented in the volunteer role description. It is the responsibility of the manager to raise any concerns regarding behaviour or conduct in relation to volunteers.

3.4 All members of staff who have contact with Trust volunteers should have an understanding of the involvement of volunteers in service delivery and the value they bring in complementing the work they do. Staff need to work alongside and support volunteers and assist in the development and implementation of new volunteer roles and adhere to this policy.

- 3.5 **Volunteers:** it is the responsibility of the volunteer to:
- attend any required Trust Induction;
 - adhere to Trust policies and procedures;
 - work within the role description;
 - engage with support and supervision arrangements;
 - attend training which is relevant to the role;
 - maintain the confidentiality of confidential information relating to patients, staff, visitors and volunteers;
 - wear a Trust Volunteer ID badge whilst volunteering.
- 3.6 **Third party organisations** are voluntary organisations operating within the Trust have responsibility for their volunteers. They will have responsibility for their own selection and support of their volunteers in line with Trust's policies and core values and the Trust will require assurance on these processes through a signed declaration. However, the recruitment process will be coordinated and managed by the Voluntary Services Bureau. Third party organisations which have volunteers working within the Trust are responsible for:
- ensuring their volunteers are recruited in line with NHS Employment Check Standards and are registered with the Voluntary Services Bureau;
 - complying with relevant Trust policies;
 - resolve any issues raised within their own organisation;
 - notifying the Voluntary Services Bureau of any amendments/cessations to their volunteer numbers.
- 3.7 The **Learning and Development Team** ensure appropriate training for volunteers is developed and delivered in association with the Volunteer Services Bureau. All volunteer training will be recorded. Volunteer supervisors will be offered appropriate support to enable them to undertake supporting volunteers as part of their role.

4 EXPLANATION OF TERMS USED

- 4.1 A **Volunteer** is an individual who gives their time under their own free will to undertake duties for which they receive no financial compensation, apart from reimbursement of travel and out of pocket expenses, if requested.

Note: there are some who are not considered as volunteers under this policy. This includes.

- relatives who become involved in the care of their relative during a stay in a Trust setting are not considered to be volunteers for the purpose of this policy. If such individuals wish to continue their involvement once their relative is no longer a patient they should apply to become a volunteer via the application process outlined in this document;

- those who visit the Trust on single occasions and students undertaking work experience and professional courses;
- those staff working under an honorary contract with the Trust even if this is not paid employment.

- 4.2 DBS – Disclosure and Barring Service.** The DBS service enables organisations to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work.
- 4.3 Sanctioned visitors** - individuals or groups who are invited or who have approval to be on hospital premises for an official purpose or for the benefit of patients, staff, the Trust or the NHS.
- 4.4 VIPs** - key stakeholders including Ministers, elected representatives, overseas dignitaries, members of the Royal Family.
- 4.5 Celebrities** - famous/high profile figure who might be well known to the public and therefore to patients and their families; also includes costumed characters as these would be well known to children and young people.

5 RECRUITMENT, SELECTION AND INDUCTION

- 5.1** The aim of the recruitment process is to ensure the Trust matches volunteers' skill and abilities with volunteer roles as well as having all the necessary checks needed to volunteer within the organisation.
- 5.2** The sole qualification for volunteer recruitment will be the suitability of the volunteer to perform the voluntary role on behalf of the Trust.
- 5.3** The Voluntary Services Bureau is responsible for recruiting volunteers and will reserve the right to decline applications from potential volunteers deemed unsuitable for the needs of the service.
- 5.4** All volunteer applications should be processed by the Voluntary Services Bureau.

Defining the volunteer's role

- 5.5** For all volunteer opportunities, a role description will be created. Role descriptions will be developed by local managers and a template is provided in Appendix One. The Voluntary Services Bureau will liaise with the relevant Trust Manager regarding a volunteer placement prior to any individual agreement being made with a volunteer. All volunteers should work to a role description which clarifies the tasks and responsibilities associated with the role.

References and Occupational Health

- 5.6** The Trust must be satisfied the potential volunteer has the personal qualities of:
- responsibility;
 - integrity
 - reliability;
 - relevant skills for activities required.

- 5.7 As an NHS organisation the Trust must require all NHS staff (including volunteers) to provide two references and be subject to health screening. Offers of a placement are subject to these requirements being met successfully and time should be allowed for these checks to be made before an individual can commence volunteering.
- 5.8 All individuals applying to volunteer will need occupational health clearance; it is the responsibility of the individual to declare any pre-existing medical conditions.

Disclosure Barring Service (DBS)

- 5.9 Any individual applying to volunteer in the Trust will be subject to screening by the Disclosure Barring Service (DBS).
- 5.10 Volunteers who do not agree to a DBS check will not be able to volunteer.
- 5.11 Volunteers with criminal convictions are not automatically excluded and a decision regarding recruitment is subject to the discretion of the Trust. Advice regarding previous convictions will be sought from the Trust's Human Resources department.
- 5.12 In determining whether a criminal record is relevant to the volunteer's role, factors such as the nature of the offence, nature of the voluntary role applied for, how long ago the offence took place etc. should be considered.
- 5.13 When completing the DBS form, prospective volunteers must provide specific identification for verification by the Voluntary Services Bureau. Without sight of original documentation, the Trust will be unable to apply for DBS disclosure.
- 5.14 Volunteers will not commence volunteering until written confirmation of DBS Disclosure is received from the Voluntary Services Bureau. The current requirement is that such Disclosures are repeated every three years.
- 5.15 Subsequent convictions once a volunteer placement has started must also be declared, in order that a decision can be made as to whether a volunteer placement can continue. This decision will be made jointly between the Governance and Membership Office, Human Resources and the manager of the placement area.

Three Month Probationary Period

- 5.16 It is good practice to have a clearly defined trial period for volunteers. This allows the volunteer an opportunity to try out the role and the Trust can see the individual volunteer in action.
- 5.17 All volunteers will complete a provisional period of three months during which time they should receive a higher level of support from the ward/department supervisor.
- 5.18 A review meeting should be held at the end of the trial period and, if the volunteer does not wish to continue with the volunteer role after

this time, or if he / she is not considered to be suitable for the role, an alternative volunteer opportunity may be offered or the volunteer's agreement may be terminated.

6 VOLUNTEERS AND PAID STAFF

6.1 The Trust is committed to the eight general principles governing relations between volunteers and paid workers set out in Section 1: General Guidelines of the 1990 document 'Guidelines for Relations Between Volunteers and Paid Staff' (*Volunteer Centre UK- 1990*).

6.2 The General Guidelines are:

- voluntary activity should complement the work of paid staff, not substitute for it;
- the actions of volunteers should not threaten the livelihood of paid staff;
- any change in the level of volunteer activity should be preceded by consultation between interested parties.;
- agreement on the nature and extent of voluntary activity should be made widely known among intended parties;
- volunteers are entitled to out of pocket expenses;
- there should be recognised processes to resolve problems between staff and volunteers;
- in the event of industrial action within or affecting the Trust, volunteers should not be expected to undertake more volunteer hours than they would do normally.

7 VOLUNTEER AGREEMENT AND CONFIDENTIALITY

7.1 Once all necessary checks have been completed and a volunteer placement has been agreed, a Volunteer Agreement (Appendix Two) should be completed and signed by the volunteer.

7.2 The volunteer agreement is binding in honour only, is not intended to be a legally binding contract, and may be cancelled at any time at the discretion of either party.

7.3 Due to the nature of the Trust's business, volunteers may be party to confidential and sensitive information. Volunteers are responsible for maintaining the confidentiality of all privileged information and are expected to follow Trust policies and procedures relating to confidentiality.

7.4 Volunteers will be required to sign a 'Declaration of Confidentiality' (Appendix Three) prior to starting their placement.

7.5 Failure to maintain patient confidentiality will result in the termination of the volunteer agreement.

7.6 If a volunteer has any concerns relating to issues of confidentiality, he/she must report these to the department/ward supervisor as soon as possible.

8 MANAGING AND WORKING AS A VOLUNTEER

Identification Badges

- 8.1 All volunteers will be issued with a Trust ID Badge before starting their role. Volunteers must wear their ID badge at all times whilst undertaking volunteer activities.

Support and Supervision

- 8.2 Upon starting a voluntary placement an individual will be introduced to a local ward/department nominated supervisor(s). The supervisor will be responsible for ensuring the volunteer has had a local induction when starting their placement and provide any ongoing local training as required for the volunteer to carry out their role. They will be the main contact should the volunteer have any immediate issues and will also provide ongoing informal support and guidance to the volunteer.

Expenses

- 8.3 Volunteers should be offered reimbursement for their travel expenses and reasonable out of pocket expenses with the prior agreement of the local manager. The Trust will only reimburse actual expenses and the amount claimed should never be rounded up, as this can affect benefit and the employment status of the volunteer.
- 8.4 Travel expenses will be reimbursed at the agreed rates and expenses claim form must be submitted within three months. Claims for reimbursements must be submitted using the Trust's Travel and Subsistence for Non Staff Claim Form (please refer to Appendix Four) and must be countersigned by the local manager.
- 8.5 It is expected volunteers should use the cheapest and most practical form of transport available to them to get to where they volunteer. Travel expenses should only be claimed from the individual's home to the place of volunteering, unless a diversion in relation to the volunteering activity is needed.
- 8.6 Any travel claims not supported by receipts cannot be reimbursed, with the exception of mileage costs.
- 8.7 Those not eligible for reimbursement under this policy include:
- attending public meetings or meetings open to the public;
 - giving views through a public consultation or survey;
 - patient and public engagement activities;
 - attending health programmes as part of their treatment;
 - mandated to undertake a volunteer placement as part of a course, or work based training to obtain a qualification;
 - receiving payment from any other organisation for volunteering.
- 8.8 The Trust reserves the right to withdraw the offer of reimbursement of travel (or other) expenses to volunteers at its discretion. This includes instances where an individual undertakes a volunteer role for reasons believed to be other than in the spirit of this policy statement.

Volunteering and DWP Benefits

- 8.9 It is the responsibility of the volunteer to ensure they meet the conditions of their benefit and/or tax credits (where applicable) whilst volunteering. As legislation changes over time, the Trust cannot offer volunteers advice regarding volunteering and their benefits and shall not be liable for volunteers who do not meet their benefit conditions.

Data Protection

- 8.10 Records will be kept of those who volunteer within the Trust as well as the nature of work carried out by them; these will be collated and managed through the Voluntary Services Bureau.
- 8.11 Volunteers can be reassured the Trust only asks for information it needs and will keep the information securely, limit access to it and will not pass personal details on without the express consent of the volunteer, unless legally obliged to do so. Volunteers' personal records will be afforded the same confidentiality as staff records in accordance with the Data Protection Act.
- 8.12 Volunteers' personal files will be destroyed three years after an volunteer placement has ended.

Health and Safety

- 8.13 The Trust recognises its duties under the Health and Safety at Work Act 1974 and is committed to the health and safety of its volunteers. Volunteers are required to carry out their duties in a manner which is safe both for themselves and others and the Trust will provide volunteers with any information, training, or equipment they need to remain safe.
- 8.14 Volunteers are expected to remember their duty of care towards the people around them and not act in any way which might endanger those around them and bring to the notice of the Ward / Department Manager or the Voluntary Services Bureau of any activity or hazard which could have an adverse effect.

Insurance

- 8.15 Volunteers will be indemnified through the Trust's insurance (by the NHS Litigation Authority), providing they carry out activities with the agreement of their supervisor and within the role's description.
- 8.16 It is the volunteer's responsibility to ensure his / her own insurance policy covers the use of their own vehicle as part of his / her voluntary work if this is appropriate.
- 8.17 The Trust will not be held responsible for the loss of any personal items and it is recommended the volunteer does not bring any personal and/or high value items in to the hospital.

Gifts

- 8.18 In the event a volunteer is offered a personal gift or inducement, he / she should: refuse the gift, unless it is of low intrinsic value, e.g. chocolates, and should inform the local manager who will determine

what action should be taken

Absences and Leave

- 8.19 Working times will be negotiated and agreed between the volunteer and the local manager. If a volunteer is expecting to be absent, he/she should contact their supervisor directly at the earliest opportunity.
- 8.20 The Voluntary Services Bureau should be made aware of any unplanned or long term non-attendances of volunteers by the ward/department.

Leaving

- 8.21 Volunteers are free to leave their placement at any time but volunteers should give as much notice as possible. Ideally there should be a minimum of four weeks' notice to enable the Trust to make suitable arrangements.
- 8.22 The Trust may decide to end a volunteer's placement with the Trust, this will follow on from discussions with all parties.
- 8.23 Volunteers should return ID badges and any other Trust equipment to the local manager once they cease volunteering.
- 8.24 Each volunteer will be asked to complete an exit questionnaire which will include the reason for leaving and any comments and suggestions. This will allow the service to be evaluated on a regular basis and where possible, to make improvements.

Resolving Problems

- 8.25 The Trust aims to identify and solve problems at the earliest opportunity and seeks to ensure fairness and equality in resolving issues. Emphasis will be placed on resolving issues as quickly and informally as possible.
- 8.26 If a volunteer has a complaint about a member of staff or another volunteer, then he/she should raise it with their ward/department manager in the first instance. If the issue is not resolved then the volunteer can take the complaint to a Trust Senior Manager.
- 8.27 The volunteer may be required to put any such grievance in writing and should follow the Trust Grievance and Disputes Policy in all respects.

Conduct

- 8.28 Volunteers are expected to conduct themselves to the same standard of behaviour as employed Trust staff.
- 8.29 If a ward or department has a concern regarding a volunteer's behaviour or their ability to carry out their role, then in the first instance, the local manager should discuss their concerns with the

volunteer directly. If the problem cannot be resolved informally it should be referred to a Senior Manager to be investigated. The volunteer will have an opportunity to put their case forward during the investigation.

- 8.30 Following an investigation an informal warning may be issued and a timeframe for improvement agreed. If there is insufficient progress after the agreed timeframe then a formal warning maybe issued, again following an opportunity for the volunteer to put their case.
- 8.31 The final stage is the exclusion of the volunteer, again following investigation.
- 8.32 Where a volunteer is accused of committing serious misconduct (this may include, but not limited to, theft, acts of violence, harassment, malicious damage, breaches of confidentiality etc.) then the individual will be asked to stop volunteering while the matter is investigated and this may include police involvement.
- 8.33 As an outcome of the investigation the volunteer may then have their volunteering role ceased permanently.
- 8.34 The Trust has the right to terminate a volunteer agreement if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

9 YOUNG PEOPLE

- 9.1 The Trust is committed to providing volunteer roles for young people from schools and colleges.
- 9.2 Young Volunteers are expected to abide by this policy.
- 9.3 The minimum age for volunteering within the Trust is 16. All individuals must first meet with the Voluntary Services Bureau.
- 9.4 the Trust will not be able to offer volunteer placements to people under the age of 18 years on its mental health inpatient wards as they may exposed to situations which may be distressing to them.
- 9.5 Individuals who have an interest in a career within health will be given priority.
- 9.6 The Trust will ensure the most age appropriate placement is provided to the young volunteer and this will be agreed with the individual prior to commencing their role.
- 9.7 Individuals will have to have written parental/guardian permission. Once parental/guardian permission has be received, the Trust will then carry out all standard volunteer recruitment checks.
- 9.8 In addition, young volunteers will also meet with the local manager to discuss their volunteer placement, and an individual young person's risk assessment will be carried out. A copy of this risk assessment will be sent to the parent/guardian to sign.

- 9.9 Whilst on placement all the young volunteers are provided with support from their local supervisor. The Trust will try and place two young volunteers together as this can support each other with mutual support within the bounds of confidentiality.

10 CELEBRITIES AND VIPS

- 10.1 Following the Savile Investigation and independent reviews, all celebrities and VIPs should be made aware of their responsibilities under the Safeguarding Children and Vulnerable Adult Protection arrangements, as set out in Trust and multi-agency policy and procedure, prior to visiting Trust premises. The Trust acknowledges the excellent work and support given by the celebrities whilst supporting the Trust but in the wake of Savile has a duty of care to protect vulnerable adults and children.
- 10.2 The Trust arranges visits by celebrities and VIPs from time to time and provides them access to a range of services and departments. Celebrity and VIP visits play a significant role in promoting our services, enhancing patients' experience and motivating staff. Positive media coverage is important in building and maintaining public confidence in the Trust and in the NHS.
- 10.3 The Trust aims to support and accommodate such visits wherever possible, however it recognises its responsibility to protect the wellbeing, dignity and privacy of patients, families and staff. It also recognises the need to ensure any such visits do not have a detrimental effect on clinical care.
- 10.4 Therefore, the Trust will take practical measures to ensure robust arrangements are in place to organise and manage visits safely and minimise disruption.
- 10.5 This policy recognises many 'approved' visits are organised as a single, one-off events so that standard safeguarding arrangements such as DBS checks may not be appropriate. However, the policy also covers circumstances where certain groups or individuals have long term or ongoing relationships with the Trust, such as dedicated fundraisers, campaigners, charity patrons, or documentary film crews.
- 10.6 One-off or short-term 'approved' visitors will always be accompanied throughout their visit to the Trust when there is a possibility of contact with lone staff, young people or vulnerable patients/visitors.
- 10.7 The policy requires 'approved' visitors who are in the Trust for extended periods of time, such as documentary film crews, or who are here on repeated occasions, such as a charity patron or celebrity linked with a particular service, are checked and authorised.
- 10.8 All visits by Media, VIPs or celebrities are to be handled and managed by the Communications team. Access by other approved visitors will be authorised and overseen by local managers.

11 TRAINING REQUIREMENTS

- 11.1 The Trust with the contracted Volunteer Services Bureau aims to ensure all volunteers have the appropriate training, and support to carry out their voluntary role within the Trust and this will cover topics such as fire safety, safeguarding of children and vulnerable adults.
- 11.2 The Trust's aim is to ensure volunteers are able to contribute as effectively and safely as possible. Volunteers will be allocated a named supervisor within their area of deployment to whom they are accountable on a day to day basis.
- 11.3 Each volunteer will be issued with a:
- role description;
 - Volunteer Handbook;
 - a copy of the Volunteer Agreement to sign.
- 11.4 Volunteers will be offered the following training depending on their role:
- Trust Induction;
 - training specific to their role;
 - a local Induction.
- 11.5 All volunteers have to complete any identified mandatory training and the Trust may withdraw a volunteer's placement if these training requirements are not completed.
- 11.6 It is the responsibility of the contracted Voluntary Services Bureau, local manager and volunteer to ensure any mandatory training requirements are met.
- 11.7 Other training may be available to volunteers and some additional training will be mandatory for particular roles.

12 EQUALITY IMPACT ASSESSMENT

- 12.1 All relevant persons are required to comply with this document and must demonstrate sensitivity and competence in relation to the nine protected characteristics as defined by the Equality Act 2010. In addition, the Trust has identified Learning Disabilities as an additional tenth protected characteristic. If you, or any other groups, believe you are disadvantaged by anything contained in this document please contact the Equality and Diversity Lead who will then actively respond to the enquiry.

13 MONITORING COMPLIANCE AND EFFECTIVENESS

- 13.1 Monitoring of this policy will be through the Workforce Governance Group which will provide quarterly reports to the Regulation Governance Group which reports to the Integrated Governance Group.

14 COUNTER FRAUD

- 14.1 The Trust is committed to the NHS Protect Counter Fraud Policy – to reduce fraud in the NHS to a minimum, keep it at that level and put funds stolen by fraud back into patient care. Therefore, consideration has been given to the inclusion of guidance with regard to the potential for fraud and corruption to occur and what action should be taken in such circumstances during the development of this procedural document.

15 RELEVANT CARE QUALITY COMMISSION (CQC) – Registration Standards

- 15.1 Under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3), the fundamental standards which inform this procedural document, are set out in the following regulations:

| | |
|----------------|--|
| Regulation 8: | General |
| Regulation 9: | Person-centred Care |
| Regulation 10: | Dignity and respect |
| Regulation 12: | Safe care and treatment |
| Regulation 13: | Safeguarding service users from abuse and improper treatment |
| Regulation 15: | Premises and equipment |
| Regulation 16: | Receiving and acting on complaints |
| Regulation 17: | Good governance |
| Regulation 18: | Staffing |

- 15.2 Under the CQC (Registration) Regulations 2009 (Part 4) the requirements which inform this procedural document are set out in the following regulations:

| | |
|----------------|---------------------------------|
| Regulation 18: | Notification of other incidents |
|----------------|---------------------------------|

- 15.3 Detailed guidance on meeting the requirements can be found at <http://www.cqc.org.uk/sites/default/files/20150311%20Guidance%20for%20providers%20on%20meeting%20the%20regulations%20FINAL%20FOR%20PUBLISHING.pdf>

16 REFERENCES, ACKNOWLEDGEMENTS AND ASSOCIATED DOCUMENTS

16.1 References

Volunteering England, *Volunteers across the NHS: Improving patient experience and patient led services*

Sir David Nicholson letter to all NHS organisations in light of the recent abuse allegations against Jimmy Savile DH Gateway number: 18350 13 November, 2012

Guidelines for Relations Between Volunteers and Paid Staff' (*Volunteer Centre UK- 1990*).

Volunteers across the NHS: Improving the Patient Experience and Creating a Patient-Led Service. Sheila Hawkins and Mark Restall, Volunteering England, March 2006

Report of the Commission on the Future of Volunteering and Manifesto for Change Baroness Neuberger Jan 2008

Volunteering England Good Practice guidance

Compact Codes of Practice on Volunteering.

Equality Act 2010

16.2 **Trust Policies**

Allegations Against Staff (Managing)

Confidentiality and Data Protection

Dignity at Work

Disclosure and Barring Service (DBS)

Ethical Standards and Code of Conduct

Fire Safety

First Aid

Grievances and Disputes

Health and Safety

Induction (Corporate and Local)

Information Governance

Learning Development and Mandatory Training

Leavers

Lone Working

Moving and Handling

Record Keeping and Records Management

Safeguarding Children - Child Protection

Safeguarding Vulnerable Adults at Risk

Security

Staff-Patient Relationships and the Prevention of Abuse Policy

Stress Management

Whistleblowing

Work Experience

All current policies and procedures are accessible in the policy section of the public website (on the home page, click on 'Policies and Procedures'). Trust Guidance is accessible to staff on the Trust Intranet.

17 **APPENDICES**

17.1 For the avoidance of any doubt the appendices in this policy are to constitute part of the body of this policy and shall be treated as such.

Volunteer Role description TEMPLATE

Post:

Role Summary:

Nature of duties:

Important points:

- If in doubt, seek help or advice.
- Treat all information in the strictest of confidence.
- Treat patients, visitors and staff with care, respect and dignity at all times.
- Able to commit reliably to agreed volunteering attendance.
- To abide by the Trust's policies and procedures.
- To undertake any training deemed appropriate to the volunteer role.

GENERAL INFORMATION

- Volunteers should not undertake duties outside this role description without checking first with their ward/department supervisor
- Volunteers must not undertake any manual handling tasks (unless they have received the relevant training) or provide clinical care
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature
- Volunteers are reminded of the importance of confidentiality at all times - they must under no circumstances discuss patients' affairs with any person other than the relevant staff.
- If a patient / visitor raises concerns about their treatment or while visiting the hospital, the volunteer should direct the person to the ward/department manager or the Patient Advice and Liaison Service (PALS).

HEALTH AND SAFETY

As a volunteer of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;

- cooperate with the Trust in ensuring statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

INFECTION PREVENTION AND CONTROL

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in the termination of your volunteer placement. As volunteer of the Trust you have a responsibility to ensure you are:

- compliant with infection prevention and control standards as set by your department/ward supervisor and outlined in your induction;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk.

Volunteers' attention must be drawn to this paragraph and will be told:

- what to do/who to tell if they become aware of/suspect abuse;
- protection afforded to volunteers under the Whistleblowing policy will be explained to them.

VOLUNTEER AGREEMENT

NAME:

Volunteer Agreement

Volunteers are an important and valued part of the work of the Trust and we hope you enjoy volunteering with us.

This agreement outlines what you can expect from us while you are volunteering and what we expect from you. This agreement is not a contract and the Trust has no intention to create a contractual agreement between you and ourselves. The agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created now or at any other time.

You can expect **Somerset Partnership NHS Foundation Trust** to:

- provide relevant training, support and information for you to carry out your volunteering role;
- provide support and supervision within your volunteering role;
- respect your skills, dignity and individual wishes and do our best to meet them;
- communicate with you and keep you informed of any changes;
- provide insurance to cover you when volunteering within the duties set out in your job description;
- provide you with a safe place in which to volunteer.

As a volunteer we expect you to:

- perform your volunteering role to the best of your abilities;
- follow the Trust’s policies, including health and safety and infection prevention and control;
- maintain the confidentiality of confidential information of the Trust and its patients;
- meet the time commitments and standards which you have agreed;
- give reasonable notice if you are unable to attend your volunteering placement so we can make alternative arrangements.

Signed: (Volunteer) Date:

Signed..... Date:

(On behalf of Somerset Partnership NHS Foundation Trust)

DECLARATION OF CONFIDENTIALITY

I hereby declare I will observe all Trust policies and procedures in relation to Confidentiality and Data Protection legislation when I am volunteering for Somerset Partnership NHS Foundation Trust.

I will hold in strictest confidence any personal information related to patients, carers or members of staff which may become known to me verbally or by access to manual or electronic records during the exercise of my duties and I will not divulge such information to any unauthorised person nor discuss it with anyone in a public place.

I understand such confidential or personal information includes a patient’s diagnosis and treatment, and any other particulars relating to his or her condition.

I undertake to not knowingly access any personal information unless such information is essential for my role and I have had the permission of a Trust manager to access this information.

I recognise and accept access to, holding and the use of information is subject to the requirements of the Data Protection Act and affects the holding, obtaining, recording, using, sharing and disposal of information.

I am aware matters concerning the work of the Trust including information about patients, carers and staff should never be discussed outside of the Trust.

I undertake to ensure, as far as is in my control, information in which ever form, cannot be viewed by unauthorised persons and the information is stored securely and disposed in a correct manner.

I further undertake to inform my supervisor or the Trust Information Governance Manager if I become aware of any breaches in the security, access, holding or disposal of personal information.

I understand the disclosure to unauthorised persons of confidential information concerning patients, carers or any members of staff is a serious matter which may result in the termination of my volunteer placement.

Volunteer Signed:..... Date :

Manager Signed..... Date

APPENDIX FOUR

SOMERSET PARTNERSHIP NHS FOUNDATION TRUST

Travelling and Subsistence Claim

| | |
|---|--|
| Name: | |
| Home Address: | |
| Representing: (Constituency or Organisation) | |

CLAIM DETAILS

| Date | Journey Details | | | Actual Mileage (miles) | Other Expenses ¹ | |
|--|-----------------|----|---------|------------------------|--|---------|
| | From | To | Purpose | | Parking/Tolls/Bus/Taxi Fares, honorarium | Value £ |
| | | | | | | |
| | | | | | | |
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| | | | | | | |
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| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total miles: | | | | | | |
| Total value (at £0.45 per mile) | | | | £ | | £ |
| TOTAL VALUE OF PAYMENT (sum of miles & other) | | | | | | £ |

¹ Payment cannot be made if receipts are not attached.

PAYMENT DETAILS

| | | | |
|---|--|-----------------------|--|
| Preferred Payment Method: Cheque / BACS (Please circle as appropriate) | | | |
| If BACS, please provide account details below. | | | |
| Account No. | | Sort Code | |
| Account Name | | Bank/Building Society | |

I declare that the travelling expenses and allowances are in connection with visits to places indicated on the date(s) shown on Trust business.

Signed:Date

| For Office Use Only | |
|----------------------|--|
| Budget Code: | |
| Authorised Signatory | |

Notes:

1. Please attach receipts to support Other Expenses claimed. If receipts are not attached, payment cannot be made for those elements claimed
2. Claims can only be paid once; if the organisation you represent is paying your travel expenses, claims should not be submitted to Somerset Partnership NHS Foundation Trust as well.
3. Expense claims should be submitted within three months of expenses being incurred.