

A member of:
Association of UK University Hospitals

Volunteer Policy and Procedure (Replaces Policy No. TP/CO/088)

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POLICY SPONSOR	Chief Nurse
POLICY AUTHOR	Voluntary Services Manager

EXECUTIVE SUMMARY:

Sussex Partnership NHS Foundation Trust is committed to providing volunteer placements, where this can be demonstrated to be beneficial to all parties. This policy details the arrangements and procedures necessary to ensure that those undertaking volunteering, undergo the correct checks in accordance with current legislation. The policy also details arrangements to ensure that the Trust operates consistently and fairly.

If you require this document in another format such as large print, audio or other community language please contact the Corporate Governance Team on: 0300 304 1195 or email: policies@sussexpartnership.nhs.uk

Did you print this document yourself?

Please be advised that the Trust discourages the printing and retention of hard copies of policies and can guarantee that the policy on the Trust website is the most up-to-date version.

As a contingency a full set of up-to-date Trust policies are held by the Corporate Governance Team based at Trust HQ, Swanedan

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1.0 Introduction

1.1 Purpose of policy

The purpose of this policy is to detail the arrangements and procedures necessary to ensure that those undertaking voluntary placements are correctly recruited; trained and supervised. The arrangements detailed within this policy ensure that it is operated consistently and fairly across the Trust.

1.2 Definitions

1.2.1 Definition of volunteers in the NHS

Volunteers in the NHS are individuals who choose to freely commit their time and energy to support the work of the service, without receiving any financial benefit beyond reimbursement of expenses.

Volunteering at Sussex Partnership is targeted to enhance the experience service users and carers have with the Trust.

1.2.2 What is not volunteering?

There are a variety of unpaid roles within the Trust which do not fall into the definition of volunteering and so the scope of this policy e.g. work placements covered by honorary contracts, i.e. periods of work experience and those that are part of a course of study.

Volunteer roles will not be used to replace the duties of staff or to undertake tasks that would normally fall within staff roles. Volunteer roles will be developed to complement established staff roles and enhance the experience service users and carers have with the Trust.

1.3 Scope of policy

This policy applies to all service users; carers and general members of the public seeking voluntary placements within the Trust and covers all the Trust's activities and all the sites, buildings and areas where the Trust operates.

This 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.

This policy does not apply to the appointment and governance of Associate Hospital Managers (AHMs). The Associate Hospital Managers Policy provides guidance on the governance arrangements surrounding the Trust's appointment of, and ongoing relationship with AHM volunteers.

1.4 Principles

1.4.1 Why involve volunteers?

- Volunteers can enrich the experience of those that use the Trust services
- Through the involvement of volunteers the Trust contributes to increasing social capital - the building and support of active and sustainable communities based on social inclusion and mutual respect

- The Trust works more effectively with and on behalf of people who access our services by providing opportunities for local people to use their skills, knowledge and experience through volunteering
- As volunteers who reflect the diversity of their communities, local people bring a different perspective to that of professional paid staff, which adds value to the Trust's work
- People who access our services, value the involvement of volunteers
- Volunteering can be a valuable part of service user's recovery pathway - promoting volunteering to people who use Sussex Partnership services creates opportunities for people who might otherwise find it difficult to achieve them
- By involving volunteers the organisation can offer opportunities for genuine involvement, learning and development for individuals
- Without the contribution of volunteers, the Trust would not be able to achieve all that it does with and for people that access our services

2.0 Policy Statement

Sussex Partnership NHS Foundation Trust recognises that volunteers, in their diversity of age; disability; race; gender identity; sexual orientation; religion & belief; experience; cultural background and their involvement within communities, bring to the organisation a value which adds to our understanding of and response to the needs of people who access our services.

3.0 Duties and Responsibilities

3.1 Voluntary Services Manager

The Voluntary Services Manager is the sponsor of this policy and is responsible for its implementation; regularly reviewing the effectiveness of the policy and drafting any amendments that may be required.

The Voluntary Services Manager is responsible for:

- Providing advice and support to managers, staff and volunteers in matters relating to volunteering
- Developing and implementing new volunteer projects
- Managing the recruitment and registration of volunteers
- Promoting volunteering within the Trust and working with external organisations to develop new opportunities
- Maintaining up to date records of volunteers including personal details, training and placement reviews
- The monitoring and recognition of volunteers

3.2 Human Resources Department

The Human Resources Department is responsible for the processing of Disclosure & Barring Service (DBS) checks and the uploading of registered volunteers' details to the ESR system for payment of expenses when required.

3.3 Education & Training Department

The Education & Training Department is responsible for the set-up of all volunteer training accounts.

3.4 Directors, Senior Managers and Heads of Department

Executive Directors, Directors and Deputy Directors are responsible for:

- The effective implementation of this policy within their directorates
- Providing resources for putting this policy into practice within their directorates
- Ensuring that this policy is followed within their directorates

3.5 All Managers

Managers are responsible for:

- Promoting the benefits of volunteering and developing placement opportunities
- Ensuring the volunteers working within their service are registered
- Ensuring that volunteers have undergone the appropriate training and are properly supervised

3.6 Volunteer Supervisors

Where a Care Delivery Service has agreed to host a volunteer, a member of that team will be identified as the Volunteer Supervisor. The Volunteer Supervisor will be responsible for:

- Ensuring the adherence to the volunteer registration process
- Ensuring that volunteers are inducted into their roles and are supported in their work
- Facilitating the timely and efficient payment of volunteer expenses
- Regular supervision, proportionate to the volunteer's contribution
- Regular checks on the volunteers general wellbeing
- Co-operate with the Voluntary Services Manager regarding the review of volunteer placements and training
- Liaising with the Voluntary Services Manager around any issues that emerge as a result of the placement

3.7 Volunteer

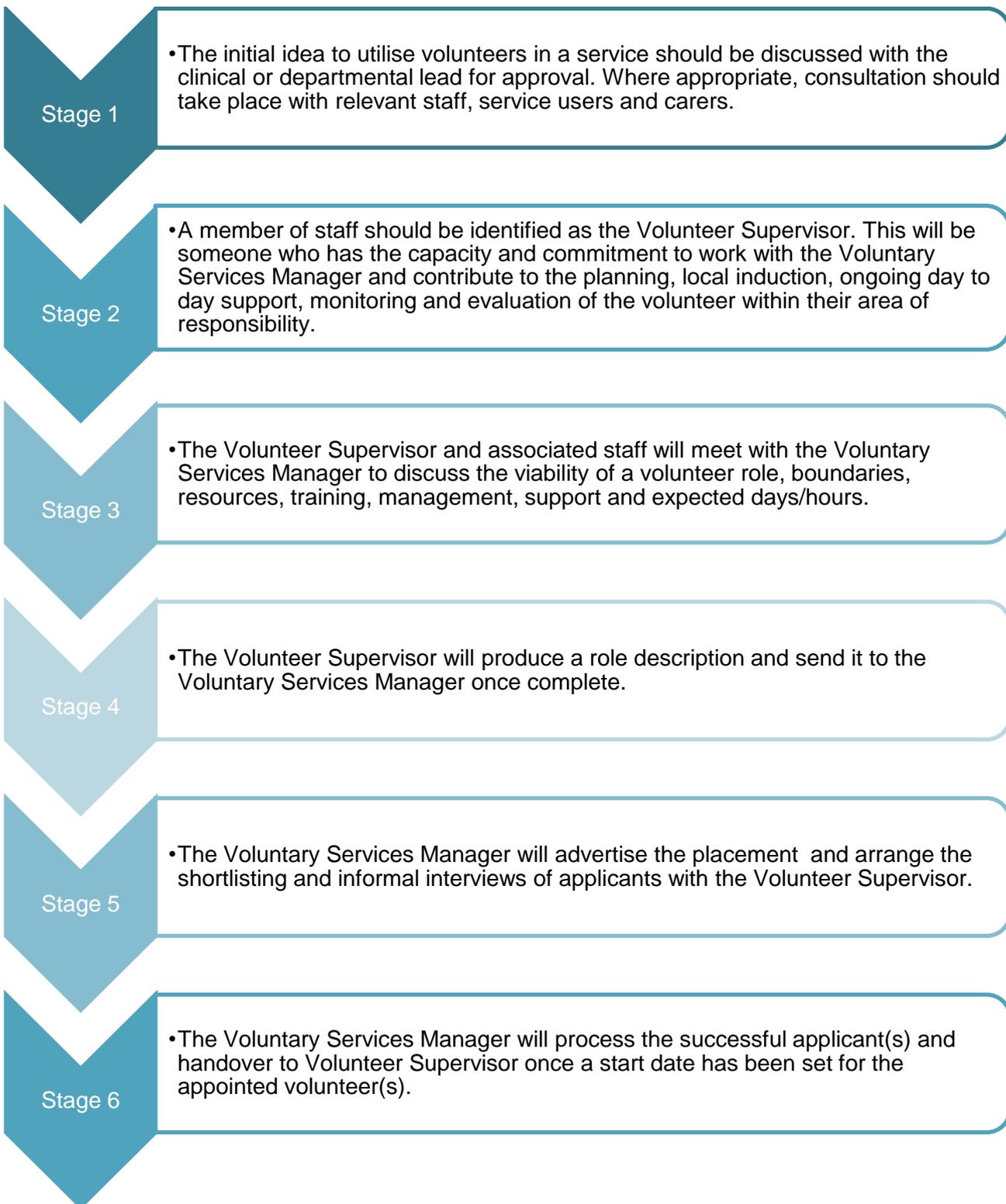
We also have standards which we expect from all our volunteers. Volunteers will be expected to:

- Be polite and courteous at all times
- Maintain the confidentiality of the organisation, staff and people who use our services at all times in compliance with the Data Protection Act 2018
- Avoid inappropriate language - no swearing, rude or discriminatory language
- Treat everyone - patients, visitors, staff and fellow volunteers - fairly and with respect
- Be aware of and respect the physical relationship boundaries between themselves, service users, carers and staff and how this can vary for each individual e.g. personal space, touching
- Adhere to the Trusts values and behaviours framework
- Inform the most senior member of staff immediately of any concerns that they may have regarding a patient, a child, member of the public or member of staff
- Notify their placement supervisor as far in advance as possible if they are unable to attend their usual session
- Wear their Trust name badge and volunteer t-shirt at all times whilst on site and undertaking their voluntary role with the Trust.

4.0 Recruitment and Selection

4.1 Planning a Voluntary Role

All volunteer roles must be planned and agreed prior to the introduction of volunteers. The following process should be undertaken when a prospective volunteer role is identified that may benefit the experience of service users and/or carers.



4.2 Application Process

Prospective volunteers can apply for a volunteer vacancy by submitting a completed volunteer application form.

All applications will be sent to the Volunteer Supervisor for review and shortlisting. The Volunteer Supervisor reserves the right to decline applications from potential volunteers deemed unsuitable for the needs of the service.

The Volunteer Supervisor will notify the Voluntary Services Managers who they have selected for interview.

The Voluntary Services Manager will notify candidates of the outcome from the shortlisting process and arrange the informal interviews on behalf of the Volunteer Supervisor.

The Volunteer Supervisor will inform the Voluntary Service Manager who they have selected as the successful candidate(s).

The Voluntary Services Manager will notify all candidates of the outcome from the informal interview(s) before starting the registration process for the successful candidate(s).

4.3 Eligibility

The minimum age for volunteers within the Trust is 18 years old. There is no upper age limit.

We welcome the inclusion of people who have used Trust services and recognise the value of their unique experience.

A volunteer application will not be accepted from service users who are currently receiving inpatient care from this or any other trust. Upon their request they may receive information regarding volunteering and details of how they may apply once they have been discharged.

A volunteer may be recruited to a service where they have previously received mental health treatment if agreed appropriate following a discussion between the Voluntary Services Manager; Volunteer Supervisor; Volunteer and Lead Practitioner. A risk assessment will be completed and if all parties are comfortable with the circumstances and level of risk, the volunteer will be accepted and a record of the outcome will be filed in the volunteers personnel file.

An active volunteer who becomes an inpatient will be sensitively requested to temporarily discontinue their volunteering role while they are in hospital and supported with dignity upon their return. If circumstances suggest that continued involvement may not be beneficial to their recovery, discussion will take place between the volunteer and Voluntary Services Manager to explore alternative options.

Current and former service users will be registered and inducted in the same way as all other volunteers.

Non-UK students can do voluntary work if they are permitted to work, but this work and any other (for example paid) work must not exceed the total number of hours they are permitted to work during term time. For example, if a student is permitted to work 20 hours a week during term-time and has paid work of 15 hours a week during term time, they cannot do more than 5 hours voluntary work. If they are not permitted to work they cannot do voluntary work.

Prospective volunteers will be asked to provide evidence of right to remain and work in Great Britain.

4.4 Screening

All volunteers are required to undertake the following checks before they can be cleared by the Voluntary Services Manager to commence their placement:

- The Voluntary Services Manager will seek two character references. References from family members are not accepted.
- The applicant will be asked to complete and return a Self-Declaration Occupational Health Form.
- Disclosure and Barring Service (DBS) checks will be sought for all volunteer roles involving contact with adults and children at risk, in line with current Trust Policy and Disclosure and Barring Service Guidelines. The Disclosure and Barring Service process volunteer disclosure applications free of charge and are renewed every three years by the Trust.

If the volunteer candidate is an existing employee, previous checks undertaken by the Trust may be accepted provided they have been undertaken in accordance with the NHS Standards and are evidenced on file. This is subject to;

- a) There being no significant difference to the current NHS Check Standards and
- b) The employee continuing to reside at the same address

5.0 Disclosure and Barring Service Checks

Failure to adhere to these Disclosure and Barring Service regulations can result in legal action.

All Disclosure and Barring Service checks are processed by the Trust with the prospective volunteer using the current Trust approved online system. The Trust is required to validate the identity of volunteers using documentation in line with Disclosure and Barring Service Guidance. The prospective volunteer will receive a copy of the disclosure certificate. The Trust will be notified electronically of the Disclosure and Barring Service outcome. If the Disclosure and Barring Service check has no cautions or convictions to report, the result will show on the system as 'contains no information'. If there is a valid caution or conviction the Disclosure and Barring Service check will show on the system as 'contains information'.

In the event that a certificate contains information, a request will be made to see a copy of the Disclosure and Barring Service certificate. Issues identified by such a check should be managed through the risk assessment process associated with each placement.

Volunteers with criminal convictions are not automatically excluded and a decision regarding recruitment is subject to the discretion of the Trust. 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.

A person that does not agree to a Disclosure and Barring Service check will not be able to volunteer.

5.1 Update Service

The Disclosure and Barring Service's Update Service allows individuals (if they choose to subscribe to it and pay an annual fee) to apply for a criminal record check in which the existing certificate can be used again. These are referred to as portable checks.

When an individual has subscribed to the Update Service, the Voluntary Services Manager will ask for the individual's permission to check the Disclosure and Barring Service details on the online service to ensure that it remains up to date.

6.0 Volunteer Agreement and Confidentiality

Once all necessary checks have been completed, the volunteer will be invited to enter into a volunteering agreement with the organisation.

This agreement will identify:

- The volunteer's role
- The name of the Volunteer Supervisor
- The volunteers duties
- Accountability
- Standards of behaviour
- Support supervision and review
- Confidentiality
- Data protection
- Health and safety
- Absences
- Personal information
- Medical fitness
- Rehabilitation of offenders
- Loss of personal effects
- Uniforms
- Indemnity insurance
- Equal opportunities

Volunteers are likely to become aware of confidential information about the Trust, its staff, patients and suppliers. Information given to volunteers by Volunteer Supervisors and associated staff should be on a 'need to know' basis, to enable the volunteer to undertake their role safely and minimise risk to service users. It is the Volunteers responsibility to maintain the confidentiality of all privileged information and to follow Trust policies and procedures relating to confidentiality.

Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

If a volunteer has any concerns relating to issues of confidentiality, they must report these to their Volunteer Supervisor as soon as possible.

Training around the appropriate use of information will be given through the Trusts mandatory training course and ongoing needs identified and addressed through the ongoing local supervision process.

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

7.0 Induction and Supervision

Prior to their start date, the volunteer will be sent a trust name badge and a trust branded volunteer t-shirt. The name badge and t-shirt should be worn whenever the volunteer is undertaking their voluntary work for the Trust.

It is essential that volunteers receive a robust local induction to clarify expectations, help the volunteer feel valued and ensure they undertake their role without posing a risk to the Trust

The Volunteer Supervisor should ensure that a local induction is provided on the volunteer's first day. The Volunteer Supervisor and volunteer should review all points in the volunteer handbook and complete the induction checklist, ensuring that a copy of the completed document is sent to the Voluntary Services Manager for filing.

Volunteers will receive regular support and supervision from the Volunteer Supervisor to feedback on progress, discuss future developments; discuss issues and gain thanks and recognition for their contribution.

8.0 Training

Volunteers are required to undertake training which will include the following MyLearning courses:

- Equality, Diversity and Human rights
- Information Governance
- Safeguarding Adults/Children
- Suicide Prevention
- Prevent

Some volunteer projects will require the provision of further tailored training to enable the volunteer to safely and successfully undertake their role. This will be delivered collaboratively between the Volunteer Supervisor and the Voluntary Services Manager.

9.0 Volunteer Expenses

Volunteers should not be financially worse off as a result of their involvement and should be encouraged to accept reimbursement of their expenses.

Volunteer's expenses will be paid by the host service in line with the policy for the payment of expenses to staff.

Expenses are to be paid through the payroll system, using the volunteer travel expenses claim form and counter signed and coded by the Volunteer Supervisor. Expenses should be reimbursed against receipts and should always be for the exact amount spent. The amount claimed should never be rounded up as this could be classed as earnings and as such could affect benefits entitlement and be subject to tax.

Any travel claim not supported by receipts cannot be reimbursed, with the exception of mileage costs.

10.0 Volunteering and Benefit Claims

It is a volunteers' own responsibility to ensure they meet the conditions of their benefit and/or tax credits (where applicable) whilst volunteering. The Trust cannot offer volunteers advice on this matter and shall not be liable for volunteers who do not meet their benefit conditions. It is the responsibility of the volunteer to check the latest information either with their benefits advisor or check direct at www.dwp.gov.uk

11.0 Insurance Cover

Volunteers are covered by the Trusts insurance only if they are registered with the Trusts Voluntary Services Department.

Registered Trust Volunteers will be indemnified by the Trust, providing they are undertaking activities that are agreed by their Volunteer Supervisor, outlined in their role description and within the guidelines and Code of Conduct issued to them.

Volunteers who use their own vehicle in the course of their volunteering duties should ensure that their car insurance covers them for driving as part of a volunteer scheme. In these cases the Volunteer Supervisor must ensure they receive a copy of the MOT certificate and insurance policy.

It is the responsibility of operational managers to ensure that volunteers working within their services are registered.

12.0 Health and Safety

All Trust policies relating to health and safety apply to volunteers.

The Volunteer Supervisor should actively seek to assess the level of risk for volunteer involvement and should not expose volunteers to unacceptable risk or danger. Risks posed by the involvement of volunteers to service users and carers will also be assessed prior to the commencement of a project and regularly monitored.

It is the responsibility of volunteers to take reasonable care for the health and safety of themselves and others. Hazards or hazardous situations should be reported to the Volunteer Supervisor. Accidents or incidents involving volunteers should be reported to the Volunteer Supervisor and Voluntary Services Manager.

13.0 Safeguarding

All staff and volunteers have a duty to safeguard and promote the welfare of adults and children at risk. This duty will take precedence over the duty of confidentiality where there is a risk of significant harm or where a criminal offence has occurred or is likely to occur.

Any concerns volunteers have about service users, staff or visitors should be raised immediately with their Volunteer Supervisor, senior staff on duty, the Voluntary Services Manager or the Trust's Safeguarding Team.

Information regarding safeguarding and reporting mechanisms is included in volunteer mandatory training and Trust Safeguarding policy.

14.0 Lone Working

A volunteer is lone working when they work away from other volunteers or Trust staff without direct support or supervision. This may include volunteers undertaking roles such as:

- Community Befriender
- Buddy
- Driver

Before a volunteer can be assigned to a role that involves lone working, the Volunteer Supervisor must conduct a risk assessment to identify potential risks or hazards. Where necessary, the Volunteer Supervisor will introduce a range of measures to control any potential risks, in order to keep the volunteer safe.

Both the Volunteer Supervisor and Volunteer should familiarize themselves with the Trusts Working Alone (Personal Safety) Policy, before the volunteer starts the role they have been assigned to.

In addition to the standard mandatory training that all volunteers must complete, lone working volunteers may be assigned Prevention Management of Violence and Aggression (PMVA) and Adult Basic Life Support training.

It is advised that lone working volunteers are registered with Guardian 24. Guardian 24 is the Lone Worker solution within the Trust. It is used within teams and has been designed to help keep staff and volunteers safe when working alone. Volunteers are able to use an app on their mobile phone which connects to a call centre of controllers in the event of an emergency. The volunteer can activate alarms or log their activity– alarms are monitored 24 hours a day by a control centre that has direct access to every police force in the country.

15.0 Data Protection

Volunteer records will be stored in accordance with the Trust's Information Governance Policy and will conform to the Data Protection Act 2018.

Volunteer files will be destroyed 3 years after an individual's volunteer placement has ended.

Volunteers who complete the application process but do not take up a volunteer placement or have a 6-month lapse of placement and do not withdraw will be written to and deemed to have withdrawn after a 6-month period; except where inactive placement is due to a reason previously agreed with the Volunteer Supervisor and/or Voluntary Services Manager.

16.0 Placement Reviews

All new placements will have a post induction review after an initial 4 week period. This is carried out by either the Volunteer Supervisor or Voluntary Services Manager. The Voluntary Services Manager will organize an annual review of all volunteers that they have placed and take forward any issues identified.

17.0 Problem Solving Procedure

17.1 When a Volunteer wishes to raise a concern or make a complaint

Volunteers have a right to raise concerns about any aspect of their voluntary work. All concerns raised by volunteers will be dealt with fairly, quickly and effectively in accordance with the procedure below.

Volunteers can discuss any concerns or complaints that they may have about a member of staff; the organization; another volunteer or their placement with their Volunteer Supervisor. If the issue concerns their supervisor they may raise the matter with the Voluntary Services Manager or Freedom To Speak Up Guardian.

Where the issue is unresolved at a local level, the volunteer should speak the Trusts Complaints Department who will facilitate a resolution meeting and any written response.

17.2 When concerns are raised about the conduct of a Volunteer

As unpaid volunteers with no contract of employment, volunteers are outside employment legislation and not covered by the staff discipline and grievance policy.

If there are concerns about the behaviour or performance of a volunteer, this should be raised with the Volunteer Supervisor and/or Voluntary Services Manager in the first instance. The Volunteer

Supervisor and/or Voluntary Services Manager will investigate the matter. This should include talking with the volunteer concerned.

If concerns are not resolved, the volunteer should be informed that they will be offered guidance and support for a period of time as an opportunity to encourage improvement.

Volunteers who persistently fail to attend their role will be supported in the first instance but might, dependent upon circumstances, be asked to cease their involvement on a temporary or permanent basis.

The Trust has the right to terminate a volunteer agreement at any time either verbally or in writing if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

18.0 Ending a placement

A volunteer is free to leave their placement at any time but the volunteer should give their placement supervisor as much notice as possible.

A Volunteer Supervisor may decide to end a volunteer's placement with the Trust at any time; this should follow a discussion with the Voluntary Services Manager and volunteer.

It is important to ensure that all Trust property the volunteer was provided with is returned to the Volunteer Supervisor, including the individual's ID badge. If the volunteer has been given IT access, the IT department should be asked to close down their account on leaving.

At the end of a placement the volunteer will be asked to complete an exit questionnaire which will include the reason for leaving and any comments and suggestions. The information collected will be used to improve the Volunteer Service and future placements.

Volunteers may request references for future employment, study or other voluntary roles provided they have consistently participated for a minimum of six months.

19.0 3rd Party Organisations

A 3rd party organisation is an organisation that supplies volunteers to work in Trust premises such as MIND. They retain responsibility for recruiting and managing volunteers. It is the responsibility of the manager of the service in which they are operating in, to ensure that any volunteering arrangement with a 3rd party organisation is agreed with the Voluntary Services Manager using the standard format (Appendix 1).

20.0 Access and Inclusion

The Trust aims to make volunteering opportunities as accessible and inclusive as possible to all members of the community – taking into account diverse needs according to race, gender and gender identity, sexual orientation, age, disability, and religion or belief.

This will be done by:

- Providing information about volunteering in different languages and formats to meet the needs of individuals.
- Taking into account the protected characteristics in the promotion of volunteering and the creation of placements to ensure the organisation is attractive to and meeting the needs of a range of potential volunteers.
- Staff will undertake any training or awareness sessions necessary in order to increase

awareness of the needs of diverse groups, and ensure that contact with the volunteer service is appropriate and empathetic.

- Building relationships with local organisations and forums who support service users and carers who may wish to volunteer
- Ensuring that existing service users and carers are supported to volunteer in a consistent manner throughout the Trust.
- Identify if reasonable adjustments are needed at the start of a registration process i.e. when an applicant applies for a post and wherever the need arises during the placement.
- Monitoring progress annually as part of the Trust's equality performance review

21.0 Development, consultation and ratification

This policy is based upon the previous Volunteering Policy ratified by the Trust in 2017. This revised version reflects changes to staffing, operational modifications and takes account of feedback from staff and volunteers who use the service.

This policy has been agreed in consultation with Trust employees, staff side representatives, volunteers and those that use Trust services.

It is ratified by the Professional Practice Forum.

22.0 Equality and Human Rights Impact Analysis (EHRIA)

This policy has undergone an Equality & Human Rights Impact analysis which has been signed off and coded.

23.0 Monitoring Compliance

23.1 Monitoring processes/actions/arrangements

This policy and procedure will be reviewed annually by Voluntary Services Manager who will also ensure regular audits are carried out to ensure full compliance.

Any areas of non-compliance will be taken up with the relevant senior manager, and immediate action taken.

Deficiencies will be addressed via the Voluntary Services Departments annual business plan and individual performance appraisals as appropriate

24.0 Dissemination and Implementation of policy

Responsibility for ensuring the implementation of the policy is delegated to the Voluntary Services Manager. Board level responsibility rests with the Chief Nurse.

This policy will be circulated amongst the wider staff groups through placement on the Trust's intranet in accordance with the organisation's Policy for procedural documents.

25.0 Document Control including Archive Arrangements

The document is managed in accordance with the policy for procedural documents.

Volunteering policies and updates are authored by the Voluntary Services Manager. Archive versions are stored electronically by the Governance Support Team.

26.0 References, Acknowledgements and Associated Documents

26.1 References

- Data Protection Act 2018
- Equality Act 2010
- NHS England - Recruiting and Managing Volunteers in NHS Providers – a practical guide
- NHS Employers – Volunteering Pack

26.2 Trust Policies

- Associate Hospital Managers Policy
- Health and Safety Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Equality, Diversity & Human Rights Policy
- Moving and Handling Policy and Procedure
- Working Alone (Personal Safety) Policy & Procedure
- Travel Costs Reimbursement Policy
- Whistleblowing - Freedom to Speak Up Policy
- Grievance (Individual & Collective) Policy & Procedure
- Confidentiality Policy
- Complaints Management Policy & Procedure

27.0 Appendices

- Memorandum of Understanding Between Sussex Partnership NHS Foundation Trust and External Voluntary/Charitable Organisations (EVCO)

Appendix 1

Memorandum of Understanding between Sussex Partnership NHS Foundation Trust and External Voluntary/Charitable Organisations (EVCO)

The Trust values the support that external voluntary/charitable organisations (EVCO) 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 EVCO's 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 Sussex Partnership NHS Foundation 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 EVCO's can differ enormously in size and by the infrastructure 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.

Recruitment of Volunteers

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

<input type="checkbox"/>	A completed application form containing a declaration regarding criminal convictions	See note 1
<input type="checkbox"/>	An identification check of all prospective volunteers for eligibility to volunteer in the UK against photo identification, date of birth and address history	
<input type="checkbox"/>	A Disclosure and Barring disclosure for all volunteers taken on to work in regulated areas in line with Disclosure and Barring Service (DBS) guidelines	See note 1a
<input type="checkbox"/>	Two reference for all prospective volunteers	See note 2
<input type="checkbox"/>	Health clearance for all accepted volunteers via <i>(name of Trust)</i> occupational health department	See note 3

The EVCO agrees to:

<input type="checkbox"/>	Interview all prospective volunteers	
<input type="checkbox"/>	Meet their obligations with regard to health and safety legislation including appropriate risk assessments and ensure that volunteers with within their specified roles.	See note 4
<input type="checkbox"/>	Provide 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
<input type="checkbox"/>	Ensure that volunteers are covered by a current appropriate insurance policy.	
<input type="checkbox"/>	Ensure that volunteers with have a signed statement of understanding for their volunteer role and responsibilities and wear and security/ID badge.	
<input type="checkbox"/>	Meet volunteer expenses according to the EVCO's policy.	
<input type="checkbox"/>	Adopt a fair and equitable approach to problem solving and incident reporting.	See note 6
<input type="checkbox"/>	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 EVCO's project manager.	See note 7
<input type="checkbox"/>	Review this agreement every two years.	
	The EVCO will/will not* require the Trust to act as an umbrella body for the DBS disclosures. * delete as appropriate	

Signed on behalf of (name of EVCO)	Name:
	Signature
	Date:
Signed on behalf of Sussex Partnership NHS Foundation Trust	Name:
	Signature:
	Date:

External Voluntary/Charitable Organisation Registration Form

1. Organisation Details

Organisation Name:			
Project Title:			
Address:			
Telephone:	Mobile:		
Email:	Website:		
Mission statement/Role of the organisation within the Trust:			
Number of employed staff that will be on-site			

2. Legal Status (please put a cross where appropriate)

Registered charity	Charity Registration Number:
Statutory	Voluntary/community
Other	

3. Main Contact

3b. Second Contact

First Name:	First Name:
Surname:	Surname:
Telephone:	Telephone:
Mobile:	Mobile:
Email:	Email:

4. Insurance Details

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

Insurance Company	
Policy Number	
Expiry Date	

5. Volunteer Activity

Purpose/Aim of Volunteer Role

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.

First Name:	Surname:
Position:	Organisation:
Date:	Signature:
Review Date:	

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 EVCO's become aware of information regarding criminal convictions they should assess the risk to their own organisation and to the Trust.

Note 1a: Disclosure & Barring Service Applications

NHS Employers require all volunteers with unsupervised access to patients to undertake a Disclosure & Barring Service (DBS) disclosure. If there is any uncertainty about the level of disclosure required, the Trust's Voluntary Services Department will be able to advise.

Some Trusts have the facility to act as an umbrella 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 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 the circumstance the Trust may bear some responsibility for the recruitment decision.

Or

2. The Volunteer 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 volunteer work, one reference should be from that organisation. Where this is not possible, reference should be provided by someone who is a person of standing in the community. Where reference cannot be obtained in this way, they should be sought from personal acquaintances, aged 18 or over, who have known the applicant for more than 2 years and 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 (ODH) is involved in deciding the process to be followed when recruiting volunteers. This may involve the Trust undertaking the relevant health clearance.

Note 4: Risk Assessment

Each activity that volunteers undertake should be risk assessed and the 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.

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

- Equality, Diversity and Human Rights
- Safeguarding Adults
- Safeguarding Children
- Information Governance
- Prevent

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 recommendations of the Volunteer Rights Enquiry, 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 communications with EVCO's 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 volunteers' knowledge and agreement in line with Data Protection/Information Governance.