

Volunteers and Volunteering

Issue Date	Review Date	Version
October 2020	October 2025	6

Purpose

The purpose of this policy is to set out the general principles and guidelines for volunteering to ensure consistent standards and good practice across the Trust. In line with this, the policy sets out to ensure that volunteers are recruited, managed, developed and supported in line with both legislative and NHS standards.

Who should read this document?

Staff who are involved with volunteers or who are considering developing a role for volunteers.

Key Messages

University Hospitals Plymouth (UHP) NHS Trust firmly believes that volunteers can offer a valuable contribution to the organisation and wish to recognise this commitment by outlining how the organisation will encourage and support volunteers while protecting the safety of volunteers, staff and patients.

The Trust recognises that volunteering enhances the services we provide, has benefits for our patients, staff and volunteers. Volunteers bring valuable experience of life, skills and experience, and their roles add value to and complement the work of our staff. We know that volunteers give their time for many reasons. Some are former patients wishing to give something back; others are former staff who have expertise they want to share; for others, it is the first step into a career in health and social care. We want to make sure that we treat volunteers fairly and consistently, and they receive a high-quality level of support and a great experience.

UHP encourages, where the person sees this as appropriate, people to consider volunteering with UHP as a possible pathway to future employment.

Core accountabilities

Owner	Patient Experience Manager
Review	Volunteer Co-ordinator, Volunteer Co-ordinators' Group,
Ratification	Chief Nurse and Director of Integrated Clinical Professions
Dissemination	Volunteer Co-ordinator
Compliance	Clinical Governance

Links to other policies and procedures

- Recruitment and Selection Policy
- Equality, Diversity and Human Rights policy
- Learning, Education and Study Leave policy
- Incident Management policy
- Information Governance policies
- Uniform and Dress Code policy
- Lone Working policy
- Safeguarding Adults at Risk policy
- Raising Concerns policy
- Health & Safety Policy
- Staff Social Media Policy

Version History

1	May 2003	Ratified by the Trust Board and published Trust wide
2	January 2005	Reviewed
3	July 2009	Reviewed – minor amendments
4	September	Revised format
5	November 2012	Reviewed policy and revised format
6	August 2020	Policy reviewed and revised

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

An electronic version of this document is available in the Document Library. Larger text, Braille and Audio versions can be made available upon request.

Contents

Section	Description	Page
1	Introduction	4
2	Purpose	4
3	Definitions	4
4	Equality, Diversity and Inclusion	4
5	Recruitment and selection	5
	DBS	5
	Health screening	5
	Induction and training	6
	Support and supervision	6
	Health and Safety	6
	Volunteer recognition	7
	Volunteers leaving the organisation	7
	Expenses	7
	Insurance	8
	Confidentiality	8
	Staff volunteers	8
	Expectations of volunteers	8
	Volunteer roles	9
6	Duties and responsibilities	9
7	Consultation and ratification	11
8	Dissemination and implementation	12
9	Monitoring and compliance	12
Appendix 1	Dissemination Plan and Review Checklist	14
Appendix 2	Equality Impact Assessment	15

1 Introduction

University Hospitals Plymouth (UHP) NHS Trust firmly believes that volunteers can offer a valuable contribution to the organisation and wish to recognise this commitment by outlining how the organisation will encourage and support volunteers while protecting the safety of volunteers, staff and patients.

The Trust recognises that volunteering enhances the services we provide and has benefits for our patients, staff, as well as the volunteers themselves. Volunteers bring valuable life skills and experiences, and their roles add value to and complement the work of our staff. We know that volunteers give their time for many reasons. Some are former patients wishing to give something back; others are former staff who have expertise they want to share; for others, it is the first step into a career in health and social care. We want to make sure that we treat volunteers fairly and consistently, and they receive a high-quality level of support and a great experience.

UHP encourages, where the person sees this as appropriate, people to consider volunteering with UHP as a possible pathway to future employment.

2 Purpose

The purpose of this policy is to set out the general principles and guidelines for volunteering to ensure consistent standards and good practice across the Trust. In line with this, the policy sets out to ensure that volunteers are recruited, managed, developed and supported in line with both legislative and NHS standards.

3 Definitions

A volunteer is any person who is giving their time and energy for the benefit of UHP, freely and by choice without concern for financial gain. Volunteers are not employees, and most employment rights are not applicable, although they are subject to the Trust's Equality & Diversity and Health & Safety policies. Volunteers are not under any contractual obligation to UHP.

Volunteers cannot be used in place of paid staff or to fill temporary, vacant or discontinued positions. Volunteers may include students who wish to gain experience and attend regularly, but not those attending to support a professional qualification, to refresh their clinical skills or where 'placements' are a requirement of the course they are undertaking for which formal assessment is required.

4 Equality, Diversity and Inclusion

This policy aims to ensure that no volunteer receives less favourable treatment on the grounds of gender, sexual orientation, transgender, appearance, pregnancy or maternity, civil partnership/marital status, colour, race, nationality, ethnic or national origins, creed, religion/belief, disability, or age.

UHP is committed to treating all volunteers and those who apply to become volunteers fairly and equally. We are committed to promoting diversity and forming links with all parts of the local and wider communities and welcome anyone who wishes to volunteer. At all times, the organisation's Equality & Diversity policy applies to both staff and volunteers.

Diversity is measured by the completion of an Equal Opportunities Monitoring form as part of the recruitment process.

5 Volunteer Management

5.1 Recruitment and selection

UHP encourages involvement by volunteers from all sections of the community and will not discriminate against volunteers in the selection process. In all matters relating to equality and diversity, volunteers will receive the same protection as Trust employees.

Anyone aged 16 or over can apply to become a volunteer. However, the Volunteer Coordinator and relevant department may set the minimum age, which they feel best reflects the tasks of the role. We will seek parental/carer consent for young people aged 16-18 who will be volunteering. There is no maximum age limit.

Each volunteer opportunity will be covered by a volunteer role description, which the service can give to prospective volunteers to outline the type of volunteering available.

We will make all reasonable efforts to accommodate everyone who offers their time and energy. Where this is not possible we may suggest alternative volunteer opportunities outside UHP.

Following an application, the Volunteer Coordinator will begin the recruitment process, which will include an individual or group interview. The interview will determine the skills and abilities of the volunteer and their suitability for the particular role they have applied to carry out.

Recruitment processes for individual volunteers protect the Trust and patients who use its services. Before starting as a volunteer, the Trust will undertake relevant checks in accordance with the NHS mandatory pre-employment check standards introduced by NHS Employers in 2008. In particular, this will include verification of identity, two references wherever possible and a DBS Check as appropriate for the role.

It should be remembered that potential volunteers may not have been employed, or may have been unemployed for some time. To avoid creating barriers, managers should be flexible about who they will accept a reference from (seeking advice from Human Resources if unsure). Volunteers should provide referees who have known them for at least six months; to avoid creating barriers which could prevent them from volunteering.

Volunteers cannot begin until all pre-appointment documentation is received, deemed satisfactory and relevant induction/training has been undertaken.

5.2 Disclosure & Barring Service (DBS)

Under the terms of the Rehabilitation of Offenders Act 1974, volunteers are required to declare all previous criminal convictions. This information will be confidential and will not necessarily prejudice the Trust accepting the application to volunteer. However, the volunteer must inform UHP's Human Resources department of any subsequent convictions.

In line with UHP's safeguarding policies, any individual who will be in direct contact with children, young people or vulnerable adults as part of their volunteer role, will be legally required to undergo a DBS check. However, if a potential volunteer presents with a criminal conviction the final decision to appoint will be the responsibility of a Human Resources Panel who will consider any convictions or cautions alongside the role for which the volunteer has applied.

5.3 Health screening

Health screening is required before the volunteer commences in their role. The volunteer must complete an initial short occupational health declaration. If any health issues are identified, this is followed up by a health questionnaire which will be assessed by a member of the Occupational Health & Wellbeing Team, taking into consideration the role for which the volunteer has applied.

Health issues will not necessarily exclude someone from volunteering. Note: due to the coronavirus pandemic (2020), an additional 'Covid-Age' assessment will be undertaken as part of the health screening. This requirement may be revised during the life of this version of the policy.

5.4 Induction and training

UHP will ensure volunteers receive comprehensive information about volunteering prior to starting their volunteer role. Their welcome pack includes: role description, health & safety information, code of conduct and expectations, First Day Checklist. (This may vary for other UHP-based volunteer groups). Volunteers are required to undertake UHP's corporate induction. Volunteers must also complete the Trust induction session (in person or online) before starting their role.

As well as mandatory training, the Trust will offer volunteers any additional training which is appropriate for the role. This will include any training that is specific to the activities or location (through a local induction) in which they are volunteering.

All volunteers are required to undergo formal refresher training (including all necessary training to carry out their role safely and competently) every three years. Training will be classroom-based or through the Virtual Classroom.

There will be procedures in place to ensure the service can capture the views of volunteers about their identified training needs.

5.5 Support and supervision

A designated line manager will provide support or supervision for each volunteer. The day-to-day support of the volunteer is the named person's responsibility, and they are the volunteer's first point of contact for any queries or concerns. If a volunteer would like to discuss any issue related to their volunteering or has a more general observation to make about the work of the Trust, they can request a meeting with the Volunteer Co-ordinator to discuss such issues. Equally, the line manager may request a meeting with the volunteer.

While UHP will do its best to support its volunteers if it becomes apparent that volunteering is becoming detrimental to the volunteer's own or other people's health or safety the decision may be taken for a volunteer to reduce or conclude their volunteer activity. If the line manager has concerns about a volunteer's ability to undertake their activities safely, they should seek advice from the Volunteer Coordinator or HR department.

Any unacceptable behaviour or matter of discipline must be referred to the Volunteer Coordinator who will seek appropriate advice and guidance. Conversely, if a volunteer has any concerns, they should know how to raise the matter. It is anticipated the majority of grievances can be resolved satisfactorily through informal discussion with the line manager but the Volunteer Coordinator, if deemed appropriate, may give support.

The final decision as to the suitability of a volunteer in any particular area shall be that of the line manager or service manager/head of department.

5.6 Health and Safety

The organisation will ensure the health and safety of its volunteers as far as is reasonably practicable. A risk assessment should be completed for each volunteer role to ensure volunteers are placed appropriately.

The purpose of the risk assessment, carried out by the area concerned, is to identify any hazards or threats to which the volunteer may be exposed and to assess the likelihood of these hazards occurring. The risk assessment should take into consideration the experience (or lack of) of the

volunteer. The service should put in place appropriate measures to eliminate or control risks as far as possible to enable volunteers to contribute safely.

Volunteers will be made aware of many health and safety hazards, and of procedures and precautions to deal with these as safely as possible as part of their induction training. They must also be provided with a local induction in the area where they volunteer. The 'First Day Checklist', carried out when the volunteer begins, ensures this will take place.

The service should obtain feedback from volunteers to determine they feel confident they know how to undertake the volunteering role safely and also that they know how to report any problems which may arise. The Trust will deal with accidents and/or incidents involving volunteers in the same way as for staff or visitors.

In return volunteers are expected to remember their duty of care towards those around them. Every volunteer will be given health and safety information as part of their Welcome Pack and they will also be expected to comply with UHP policies and procedures for safe working practices. These will be accessible to volunteers online via their volunteering app, the Trust website, or paper copy if requested.

Wards and departments must take into account the presence of volunteers when they are carrying out risk assessments.

5.7 Volunteer recognition

In the same way as staff, UHP can recognise volunteers through its involvement and staff award schemes and 'Say Thank You' / Learning from Excellence. Staff can nominate volunteers who reflect commitment, time served, roles undertaken etc.

An annual event is held, financed by Trust Funds, which recognises the contribution of volunteers throughout the organisation. Volunteer milestones should be highlighted in the volunteer management system and celebrated. Volunteer achievements and stories will be used to highlight benefits, contribution and impact in reports, blogs, through social media, and on the Trust website.

Individual groups and departments may also choose to recognise their volunteers in other ways.

5.8 Volunteers leaving the organisation

When the volunteer leaves, it is essential that they return all Trust property, including their Trust ID badge. If the volunteer has IT access, the IT department is required to close down their account on leaving. Upon leaving their voluntary role, volunteers will be invited to submit a feedback questionnaire, which will be available online on their volunteer profile, or as a paper copy if requested.

If a volunteer is unable to attend for a period of six months or longer, but wishes to return after this period, they will be invited to re-apply. This will ensure our records are accurate and up-to-date and will reflect any changes which may have occurred during their absence.

Volunteer records are retained for 7 years, or as advised by Information Governance.

UHP will maintain a central database of UHP volunteers and audit once every twelve months to ensure that it is up-to-date.

5.9 Expenses

Although volunteers offer their time freely with no expectation of payment, volunteers should not be out of pocket as a result of their contribution. Reimbursement of expenses helps to attract a diverse volunteer base by making volunteering accessible to all, regardless of income. Therefore

authorised reasonable expenditures, subject to a capped amount, may be paid on production of a claim form and receipts. Reimbursement can only be made for actual expense incurred.

The appointing volunteer coordinator authorises travel expenses, and the relevant organisation/department bears the cost.

5.10 Insurance

All registered volunteers are covered by University Hospitals Plymouth NHS Trust's Employers Liability and Public Liability insurance while they are on the premises or engaged in voluntary work on behalf of the Trust. Such cover will only apply when volunteers are acting within the guidelines on their role description.

It is important to note that the personal effects of volunteers are not covered and volunteers should be advised not to bring items of monetary value or any personal effects, more than required for the duration they are volunteering.

Volunteers using motor vehicles in connection with their voluntary service should ensure they have adequate insurance cover as the organisation cannot provide this.

5.11 Confidentiality

All volunteers are bound by the same confidentiality requirements as staff and will be informed of this as part of their induction. The Trust's Confidentiality Policy and Social Media Policy apply equally to volunteers.

Volunteers are not permitted to use social media to share any details of their voluntary work, unless agreed with the line manager, e.g., to publicise an event. Similarly, photographs/images/recordings are not permitted unless by prior agreement with the line manager in conjunction with the Communications Team.

Volunteers would not normally be encouraged to help in areas where relatives or close friends are receiving/have recently received treatment to avoid a potential breach of patient confidentiality. If they come across a relative or close friend in the course of their voluntary work they should make themselves known to the individual to confirm both parties are happy with this arrangement.

5.12 Staff volunteers

Employees of the Trust wishing to volunteer additional time are highly encouraged to do so. Employees should not volunteer in their normal place of work or within any parts of the service that they have designated supervisory capacity or influence over during their paid time at work. Line managers should support staff interest in volunteering.

Employees will be recruited to a voluntary position in the same way as all volunteers. It is the individual's responsibility to declare that they are an existing member of staff, to advise their manager and complete a secondary employment form (which covers unpaid work).

5.13 Expectations of volunteers

UHP NHS Trust expects its volunteers to:

- Participate in induction sessions and training relevant to their volunteering role
- Comply with all Trust policies and procedures, particularly in relation to Confidentiality, Incident Reporting, Health and Safety, DBS and Occupational Health.
- Undertake their volunteering at agreed times, and only at these times.
- Inform the service, as soon as possible, if they are unable to attend, and if possible in advance, and to keep them informed of when/if they will be able to return.

- Inform their manager immediately if they feel unwell or sustain an accident at work.
- Raise any issues of concern relating to their volunteering with their line manager or Volunteer Coordinator.
- Volunteers must not accept gifts of money or other financial rewards from the individuals they assist.
- If a volunteer is subject to any criminal proceedings, they must notify the Volunteer Coordinator immediately. The Trust reserves the right to request an up to date Disclosure check at any time, and to terminate the Volunteer agreement immediately.

Each volunteer will be issued with a Trust identity badge once their recruitment checks are complete and they have attended Trust induction training. The badge remains under the ownership of the Trust and should be used appropriately. When a volunteer stops volunteering for UHP, they are duty bound to return the badge to the Volunteer Coordinator.

The Trust recognises that volunteers may need flexible arrangements regarding the length of time and level of commitment they are able to give. However, where possible, we ask that the volunteer be able to commit to volunteer for the Trust for a minimum of six months.

Volunteers should raise any issues of concern relating to their voluntary work with their immediate manager/supervisor or through the Trust Freedom to Speak Up Guardians/ Raising Concerns procedures as appropriate.

5.14 Volunteer roles

Volunteer roles should include specific activities for which the volunteer can take responsibility, something that the volunteer wants to do, and which benefits the service and patients. The most important thing is that volunteers are matched to good quality roles where they can make a real difference.

Volunteer roles should always complement or add value. The role should not replace the job of staff. Volunteers must not be appointed to cover for long-term sickness or where a vacancy for paid employment exists.

In clinical areas, volunteers do not carry out any clinical tasks. The supervisor (e.g. ward manager) and the Volunteer Coordinator agree appropriate and suitable tasks.

Volunteers who undertake professional services e.g., complementary therapies, will be appropriately qualified and registered with their professional body and have relevant insurance.

In the event of industrial action, volunteers should undertake no more voluntary activity than they would under normal circumstances, to avoid a conflict of interests between themselves and staff.

6 Duties and responsibilities

The Chief Nurse and Director of Integrated Clinical Professions

- The development, organisation, overall management and promotion of volunteering at UHP
- The provision of sufficient resources to ensure the volunteer service is sustainable and can flourish so as to reflect positively on UHP

The Deputy Chief Nurse

- The development of a volunteer strategy to provide direction for the service and ensure this can be achieved safely and effectively
- Ensuring staff are aware of the service and promoting the use of volunteers across the Trust
- Ensuring the effective implementation of the policy within service lines

Patient Experience and Engagement Manager

- Interpretation of the volunteer strategy to inform the day-to-day running of the service
- The development and maintenance of the volunteer policy
- The provision of support and guidance to the Patient Services Manager and Volunteer Co-ordinator/s to ensure the service runs effectively
- In collaboration with the Patient Services Manager, act as arbitrator in the event of any grievance raised by a volunteer
- Ensure good practice is established in respect of the health and safety of volunteers
- Provision of assurance to the Trust that the service is run effectively and safely

Patient Services Manager

- Line management of the Volunteer Co-ordinator/s providing support and guidance
- In collaboration with the Volunteer Co-ordinator/s, arrange for collation of feedback from volunteers
- Collection and interpretation of data from relevant sources e.g., volunteer management software, to contribute to reports and presentations
- In partnership with the Learning and Development Team, devise and maintain a programme of mandatory training for new volunteers and regular update training for existing volunteers
- In collaboration with the Volunteer Co-ordinator/s, develop and implement a system of rewards for volunteers

Volunteer Co-ordinator(s)

- Managing the recruitment, registration and placement of volunteers following NHS Employers' safe recruitment checks as appropriate
- Maintenance of a central records system for all UHP volunteers
- Ensuring volunteers undertake training necessary to their role
- Assisting managers in identifying and developing appropriate roles for volunteers
- Helping to implement new volunteer roles
- Promotion of volunteering within UHP
- Lead the Volunteer Co-ordinators' Group to ensure dissemination of relevant information and good practice to Volunteer Team Leads of other volunteer-involving organisations and groups, and to maintain positive relationships with these groups
- In collaboration with the Patient Services Manager, arrange for collation and feedback from volunteers
- In collaboration with the Patient Services Manager, develop and implement a system of rewards for volunteers

Volunteer Team Leads

- The day-to-day organisation, support and supervision of their volunteer team
- Ensuring recruitment and registration of volunteers aligns with UHP processes
- Ensuring volunteers undertake mandatory induction training and regular update training
- Carrying out risk assessments on volunteer roles
- Membership of the Volunteer Co-ordinator's Group, keeping up-to-date with current UHP information and guidance

Volunteer Supervisors

Where a ward or department benefits from the time and talents of a volunteer, a member of that team will be identified as the Volunteer Supervisor. The Volunteer Supervisor will be responsible for:

- Undertaking a risk assessment for any volunteer role within that area/department
- Ensuring volunteers are given a local induction to the environment and they are aware of Health & Safety policies and procedures and boundaries
- Completion of the volunteer's 'First Day' checklist
- Responsibility for the volunteer while they are 'on duty'
- Maintaining contact with volunteers for informal supervision and support
- Including volunteers within the wider team
- Liaising with the Volunteer Co-ordinator/s on any issues which may arise with regard to the volunteer

Organisational Development team

- Delivering a programme of mandatory induction and refresher training for volunteers in compliance with current legislation
- Devising and delivering supplementary local induction training relevant to UHP
- Organising training, as required, to ensure safe fulfilment of volunteer roles e.g., manual handling, dementia awareness, mealtime support

HR/Recruitment

- Ensuring the Patient Services Manager/Volunteer Co-ordinator/s are kept up-to-date with any legislative or local changes to the recruitment process which will affect the recruitment of volunteers
- Offering support and guidance to the Volunteer Co-ordinator/s on matters relating to recruitment, supervision and, where necessary, grievances in respect of volunteers

All staff

- Valuing and respecting the contribution of volunteers
- Promoting the benefits of volunteering within UHP

7 Consultation and Ratification

The contents of this policy have been agreed and endorsed by the following voluntary organisations and departments within the Trust, who together form the Volunteer Co-ordinators' Group:

- Trust Volunteer Co-ordinator,
- Derriford Hospital League of Friends,
- Hospital Radio,
- Mustard Tree/Macmillan Centre,
- RVS Library,
- Department of Pastoral & Spiritual Care,
- Breastfeeding Peer Support Group,
- REI Tea Bar.

It has also been endorsed by the following departments: Workforce and Development, Learning and Organisational Development and Information Governance.

The Trust's Patient Experience Manager, in consultation with the Volunteer Co-ordinator, retains overall responsibility for the production of the policy document

The design and process of review and revision of this policy will comply with The Development and Management of Formal Documents. The review period for this document is set as default of five

years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be reviewed by the Patient Experience Committee and ratified by the Chief Nurse.

Non-significant amendments to this document may be made, under delegated authority from the Chief Nurse. These must be ratified by the Chief Nurse.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

8 Dissemination and Implementation

Following approval and ratification, this policy will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process.

Document control arrangements will be in accordance with The Development and Management of Formal Documents.

The document owner will be responsible for agreeing the training requirements associated with the newly ratified document with the named Director and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

9 Monitoring Compliance and Effectiveness

The Volunteer Co-ordinator, along with the other appointing co-ordinators, will monitor compliance with the policy as necessary, or when changes likely to affect the policy occur.

If shortfalls are identified, the Volunteer Co-ordinators' Group will agree action to remedy these and they will be reported in the notes of the Co-ordinators' Group meetings, to be carried forward to subsequent meetings for monitoring if required.

10 References and Associated Documentation

- 1 NHS Choices – Volunteering may boost mental health wellbeing, August 2016
<https://www.nhs.uk/news/mental-health/volunteering-may-boost-mental-wellbeing-in-older-adults/>
- 2 NHS Employers – Employment Checks
<http://www.nhsemployers.org/your-workforce/recruit/employment-checks>
- 3 Council Volunteer Policy Framework, Volunteer Now, January 2019
<https://www.volunteernow.co.uk/app/uploads/2019/10/Council-Volunteer-Policy-Procedures-Framework.pdf>
- 4 Volunteers' rights
<https://www.gov.uk/volunteering/volunteers-rights>
- 5 UHP Staff Social Media Policy – September 2017 version 2.1 TRW.COM.POL.548 2.1
- 6 UHP Workforce Induction and Training Policy – August 2019 TRW.HUM.POL.621 4.1
- 7 UHP Recruitment and Selection Policy – March 2016 TRW.HUM.POL.167.6
(excluding references to work shadowing)

- 8 Recruiting and Managing Volunteers in the NHS – September 2017
<https://www.england.nhs.uk/wp-content/uploads/2017/10/recruiting-managing-volunteers-nhs-providers-practical-guide.pdf>

Dissemination Plan			
Document Title	Policy for Volunteers and Volunteering		
Date Finalised	October 2020		
Previous Documents			
Action to retrieve old copies	Remove from Public Folders and Replace with update		
Dissemination Plan			
Recipient(s)	When	How	Responsibility
All Trust staff	November 2020	IG StaffNet Page	Information Governance Team
Volunteer Co-ordinators	November 2020	Email/paper copy	Volunteer Co-ordinator

Review Checklist		
Title	Is the title clear and unambiguous?	✓
	Is it clear whether the document is a policy, procedure, protocol, framework, APN or SOP?	✓
	Does the style & format comply?	✓
Rationale	Are reasons for development of the document stated?	✓
Development Process	Is the method described in brief?	✓
	Are people involved in the development identified?	✓
	Has a reasonable attempt has been made to ensure relevant expertise has been used?	✓
	Is there evidence of consultation with stakeholders and users?	✓
Content	Is the objective of the document clear?	✓
	Is the target population clear and unambiguous?	✓
	Are the intended outcomes described?	✓
	Are the statements clear and unambiguous?	✓
Evidence Base	Is the type of evidence to support the document identified explicitly?	✓
	Are key references cited and in full?	✓
	Are supporting documents referenced?	✓
Approval	Does the document identify which committee/group will review it?	✓
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	
	Does the document identify which Executive Director will ratify it?	✓
Dissemination & Implementation	Is there an outline/plan to identify how this will be done?	✓
	Does the plan include the necessary training/support to ensure compliance?	✓
Document Control	Does the document identify where it will be held?	✓
	Have archiving arrangements for superseded documents been addressed?	✓
Monitoring Compliance & Effectiveness	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	✓
	Is there a plan to review or audit compliance with the document?	✓
Review Date	Is the review date identified?	✓
	Is the frequency of review identified? If so is it acceptable?	✓
Overall Responsibility	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	✓

Core Information	
Date	November 2020
Title	Volunteers and Volunteering Policy
What are the aims, objectives & projected outcomes?	The purpose of the policy is to inform and guide volunteer co-ordinators staff working with volunteers and volunteers themselves as to the principles which govern hospital volunteering and how these services are managed and supported within the Trust.
Scope of the assessment	
Outlined in Section 5.1 of the policy. An Equal Opportunities Monitoring Form, completed by prospective volunteers, records data as required below. It is monitored by Equality & Diversity Leads. This information is not retained by Volunteer Co-ordinators.	
Collecting data	
Race	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Religion	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Disability	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Sex	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Gender Identity	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Sexual Orientation	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Age	As in Section 5.1. Data is collected and monitored by Equality & Diversity leads.
Socio-Economic	There is currently no data collected to show the impact in this area; however this will be monitored via feedback as appropriate.
Human Rights	There is currently no data collected to show the impact in this area; however this will be monitored via feedback as appropriate.
What are the overall trends/patterns in the above data?	Data collection formally commenced this year (2012), so no trends or patterns have been identified at this stage. However, should gaps/deficiencies emerge following audit by the Equality & Diversity leads, these will be considered appropriately.
Specific issues and data gaps that may need to be addressed through consultation or further research	Current monitoring has not identified any issues requiring addressing. There is currently no data collected to monitor the impact on Socio-Economic or Human Rights. This will be monitored via feedback.

Involving and consulting stakeholders				
Internal involvement and consultation	Volunteer Co-ordinators' Group			
External involvement and consultation	External sources have been referenced – see Section 10			
Impact Assessment				
Overall assessment and analysis of the evidence	The procedure in place for recruiting and selecting volunteers encourage non-discriminatory practices. Data collection is analysed and audited by the Trust's Equality and Diversity Leads. Should deficiencies be identified, these will be considered and dealt with appropriately.*			
Action Plan				
Action	Owner	Risks	Completion Date	Progress update
Completion of equality monitoring form by new volunteers	Ben Gadd	Volunteers may choose whether or not to complete the form	On-going	Action will be taken as and when required/advised.

*data is collected via an (anonymous) Equal Opportunities Monitoring form included in Volunteer Application Packs. These are forwarded to Workforce Development for analysis and audit purposes