Volunteer Policy 7.1

(Trust Volunteers and those from third party organisations volunteering within the Trust)

Document Type:	Policy	**Document Number:**	115
Document Owner:	Lisa Wright – Patient Experience and Participation Manager		
Document Service:	Quality Team		
Medicines:	N/A		
Scope:	Trust wide		
Standards, legislation & key related documents:	This document supports Care Quality Commission Fundamentals of Care standards. This policy must be read in conjunction with: • Recruitment Policy • Training, Education and Development (TED) Policy • Work Experience Policy • Conflicts, Hospitality, Gifts and Commercial Sponsorship Policy • Freedom to Speak Up Policy • Being Open and Duty of Candour Policy • Grievance Policy • Workforce Diversity and Inclusion Policy • Uniform Policy • Any SOPs in the areas the Trust's volunteers are placed in.		
Approved by:	People Participation and Equalities Committee		
Date approved:	February 2025	**Review date:**	February 2028
Financial Implications:	Where a document has any financial implications on the Trust, the Local Counter Fraud Specialist (LCFS) has the authority to investigate and challenge this document in regards to current fraud and bribery legislation and to ensure appropriate counter fraud measures are in place. LCFS contact details are available on the Trust's Intranet.		
Equality & Diversity Impact (Policies only):	An EDIA has been completed and there are no negative impacts. This form is held centrally in the Trust's document management system RAPID EIA - Vol POL - Mar 26.docx Quality Impact Tool - Volunteer Policy 2(		
Trust Values	This policy has been developed to ensure it aligns with our Trust values of honesty, empathy, ambition, and respect.		
Diversity & Inclusion Statement	Cambridgeshire Community Services NHS Trust will ensure that this policy is applied in a fair and reasonable manner that does not discriminate on such grounds as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex & sexual orientation.		
Keywords:	Volunteer, volunteers, voluntary, recruitment.		

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VERSION CONTROL SUMMARY			
VERSION	**SECTION REFERENCE**	**DESCRIPTION OF CHANGE**	**DATE APPROVED**
1.0	N/A	First issue	January 2013
2.0	All	Biennial review	January 2015
2.1	All	Reviewed to incorporate the recommendations of the Saville Enquiry	April 2015
3.0	All	Reviewed and updated.	January 2016
3.1	All	Document Control Template updated to include:- NHS Litigation Authority Standards removed CQC Fundamentals of Care updated EDIA Tool added or updated Job titles, roles and committee structures updated.	June 2016
4.0	All	Revised to include volunteers working for other organisations on CCS Sites	February 2018
5	All	Change of ownership of document Added clarity around non-site based volunteer management arrangements. Old appendix deleted. Added new Appendix 1: Volunteer Governance appendix. Updated all Appendices.	May 2019
6	All	Change of ownership of document Additional policy added – Workforce Diversity and Inclusion Change of sub-heading in title 5.5 Addition to volunteer line management responsibilities 7.3 – Addition of information relating to Third Party Organisations Appendix 1 – updated Volunteer Matrix Other appendices deleted	May 2022
6.1	Front page	Trust Values and Diversity & Inclusion Statement added to front page.	Mar 2022
6.2	7.6, 8.14, 8.2	7.6 - Added 3 yearly review of DBS status 8.14 – Added necessity for additional training to move patients 8.2 – Added mileage limit for expense claims	May 2023
7.0	Front page 1.1	Front page: Updated policy titles in "Standards, legislation & key related documents" section Updated "Approved by" section to People Participation and Equalities Committee 1.1	December 2024

		Updated, inclusion of NHS Taskforce Report	
	4.1	4.1 Addition to definitions minimum age for volunteering and to exclude involvement partner activities, work experience and placements,	
	5.4	5.4 Updated responsibilities of Volunteer Lead	
	5.7	5.7 Change of role title with responsibility	
	5.10	5.10 Added statement on volunteer agreement, expected time commitment from volunteers, and logging hours & feedback	
	7.5	7.5 Added in interview with Volunteer Lead for young people / other cases where appropriate.	
	7.6	7.6 Removed detail of recruitment checks – to be added to SOP. Added in requirement for register & HPAN checks if professional registration required for volunteer role.	
	10.1	10.1 Wording amended to reflect current tenancy agreements	
	Appendix	Appendix Added list of documents to support volunteer recruitment. Removed volunteer categories matrix – to be added to SOP	
7.1	8.4, 8.5 & Appendix	Addition of Volunteer Problem Solving Procedure.	
	9.3	Addition of statement regarding volunteer data retention.	

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1.0 INTRODUCTION

1.1

In 2019, the Department of Health published the 'NHS Long Term Plan'. As part of the vision described, it recognised the valuable contribution made by volunteers.

The Volunteering Taskforce Report, published in June 2023, recognises that volunteers "do not replace our substantive paid workforce; rather, they offer additional support that can enhance a patient's experience or reduce their anxiety levels by providing additional capacity for kindness and compassion".

Cambridgeshire Community Services NHS Trust (from now on referred to as the Trust) seeks to involve volunteers to enable us to deliver high quality care that goes above and beyond our core services. Volunteers can enhance patient experience and public perception of our services, as well as complement and support the work of paid staff across the Trust. In turn, volunteers are valued and supported in their roles by staff, and also experience benefits to getting involved – improved wellbeing, a sense of purpose, and gaining experience which may assist them with future employment.

These tenets form the basis of how the Trust involves and welcomes volunteers.

The Lampard Inquiry recommended that all NHS Trusts ensure that volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision. The aim of this policy is to ensure that the Trust fulfils these recommendations and offers a positive, high quality volunteering experience, which is vital to volunteer retention.

All documents relating to recruitment and management of volunteers can be found on the Volunteering page of the intranet and are detailed in Appendix One. For those without access to the intranet, these documents can be requested by emailing ccs.volunteers@nhs.net.

2.0 PURPOSE OF DOCUMENT

2.1

The purpose of this document is to set out a standardised approach to recruitment, training and support of volunteers within the Trust.

Although the Trust recognises the importance of providing a formal framework to help guide the process, it also recognises that the very nature of volunteering makes it different from traditional employment. The volunteering approach aims to be as flexible as possible; it is recognised that a more informal and personal approach is essential to encourage volunteers from all areas of the community to give their time freely.

3.0 OBJECTIVES/AIMS

3.1

The objectives of this policy are to:

- Ensure that volunteers for the Trust are appropriately recruited, trained, supervised and managed and have agreed to the Volunteer Agreement, and to follow Trust policies and procedures.
- Ensure all staff and volunteers understand their roles and responsibilities with regard to volunteering.
- Ensure that volunteers from other organisations who carry out activities within the Trust understand their responsibilities.
- Ensure that the Trust Site Managers are assured that volunteers from other organisations who operate on Trust sites are recruited, trained and managed in line with the Trust's tenancy agreement requirements.

4.0 DEFINITIONS

4.1

A **volunteer** offers their time to the Trust without payment and by choice, to help enhance the services we offer. Volunteers must complete relevant training and recruitment processes before beginning their role. Volunteers are not employees and most employment rights are not applicable, although volunteers are subject to the Trust's Workforce Diversity and Inclusion and Health and Safety policies.

Volunteers complement and support the work of Trust employees and will not be used as a substitute for the work of paid staff. Dependant on role, volunteers can be accepted from 16 years of age. There is no upper age limit as long as volunteers are able to carry out their role.

Volunteering is not the same as involvement partner activities, work experience or placements to support education / qualifications – these are dealt with by separate policies.

4.2

A **Volunteer Line Manager** is a role performed by any individual who has delegated supervisory responsibility for volunteers. To be clear, this is **not** a job title. For example, a Volunteer Line Manager may be a Trust Site Manager, Service Manager or a designated member of staff within a service. Volunteer Line Managers may delegate the day to day support of volunteers to other members of staff (**Volunteer Supervisors**).

4.3 **Categories of volunteers**

The Trust is supported by many types of volunteering activity which can be broadly grouped into two categories defined here:

- A **Trust Volunteer** is somebody who volunteers within our teams or on our sites and is directly managed by a member of staff employed by the Trust
- A **Third Party Volunteer** is somebody who volunteers for another agreed organisation within the Trust

5.0 DUTIES, ROLES & RESPONSIBILITIES

5.1 Trust Board

The Trust Board has ultimate responsibility for ensuring the principles contained within this document are applied appropriately and consistently across the organisation.

The Trust commits to ensuring that Trust volunteers will:

- Support and not replace paid staff
- Have a defined place in the structure of the service they volunteer in
- Be integrated and treated as part of the team
- Be recognised for the individual skills they bring to the organisation
- Be supported and valued in their role
- Be reimbursed for out-of-pocket expenses
- Be consulted with and informed of possible changes impacting on their volunteering
- Carry out their activities in a safe environment and be protected against injury suffered or caused due to negligence
- Receive training as required to undertake their role including safeguarding training and have this training recorded
- Be recorded on the Trust register of volunteers
- Be treated with respect and dignity
- Have their contributions recognised by the Trust
- Have their personal details treated confidentially

5.2 The **Chief Nurse** is responsible for the assurance process and the relevant board assurance reporting of the implementation of this policy.

5.3 **The Patient Experience and Participation Manager** is responsible for the development, review, and operational processes of the implementation of this policy.

5.4 **The Volunteer Lead / Team** is responsible for:

- Providing support and advice for all staff who manage volunteers
- Supporting teams to develop new roles and involve volunteers in their service
- Maintaining the Trust central volunteer register
- Providing or supporting access to any required training
- Being the first point of contact for other Trusts or organisations who have volunteers on our sites
- Ensuring that volunteers are recruited in line with NHS Employers requirements

Providing data on volunteer activity, including for Trust board and NHS England mandatory data collection.

5.5 Volunteer Line Managers

Volunteer Line Managers are responsible for oversight and management of Trust volunteers, specifically:

- Ensuring the safe and effective recruitment, induction, deployment, supervision and support of volunteers in line with requirements set out in this policy and good practice

- For new volunteer roles, supporting with the creation of the volunteer role description, carrying out a DBS eligibility check and a role risks assessment to decide the requirements for DBS and occupational health clearance
- Ensuring appropriate preparation is made for the arrival of the volunteer
- Providing volunteers with any information and training required
- Maintaining an accurate list of all Trust volunteers in their remit
- Delegating supervisory responsibility for volunteers in their remit to other Trust staff
- Ensuring volunteers are compliant with their Mandatory Training
- Ensuring that all members of staff within their team are aware of the value and role of volunteers supporting the service

Volunteer Line Managers must ensure that all the relevant evidence is held within a personnel file for the volunteers.

Volunteer Line Managers will ensure that their volunteers are treated fairly and consistently and where applicable, allocated a supervisor, and that they receive training and feedback. The Volunteer Line Managers will also ensure that volunteers act in line with Trust values and behaviours in their activities in the Trust, and that action is taken to end the involvement of any volunteer who fails to meet expected standards or for whom the Trust has concerns.

5.6 Volunteer Supervisors are responsible for:

- The co-ordination and supervision of the day-to-day activity of volunteers and managing any issues arising
- Ensuring that volunteers carry out activities in line with their role description
- Providing full local induction and support for the volunteer

5.7 Director of Finance and Resources

The Trust acts as a landlord for other organisations which operate from its premises. Consequently, the Director of Finance and Resources is responsible for ensuring that all tenants meet the Trust's expectations on recruiting, managing and supporting volunteering on Trust premises.

5.8 The Recruitment Team

The Recruitment Team are responsible for providing support and advice around the procedure for the recruitment of volunteers.

5.9 Trust Staff

Trust staff should:

- Recognise the potential benefit of volunteer involvement and respect the role of volunteers within the Trust
- Introduce the volunteer to people who use our services and staff in the placement area
- Assist in the provision of local induction
- Provide help, advice and support to the volunteer
- Immediately report any concerns regarding volunteers to the Volunteer Line Manager/Supervisor

5.10 Responsibilities of Trust Volunteers

The role of the volunteer is to assist and support people who use our services, relatives, and staff in order to enhance the care and services that we provide.

As part of their application, all volunteers commit to the Volunteer Agreement and to follow the Trust's policies and procedures. For volunteers under 18, the Volunteer Agreement is signed by a parent/guardian in addition to the volunteer.

Volunteers are expected to maintain confidentiality with regard to any personal/medical details they may learn about people who use our services, relatives or staff during the course of their volunteering and have agreed to this as part of the application process.

All volunteers commit to being reliable in carrying out duties. This means, for example, giving as much notice as possible of any absence and informing the member of staff to whom they are responsible if they are unable to attend a volunteering shift.

Volunteers are generally asked for a minimum of six months volunteering commitment after recruitment checks have been completed, to take into account the resource required for recruitment and the time that staff spend supporting new volunteers to settle in to their role. For some more specialist volunteer roles, a longer time commitment may be requested due to the additional training needed.

All volunteers of the Trust are responsible for ensuring that their own behaviour is in accordance with the Trust's Workforce Diversity and Inclusion Policy and is in line with Trust values and behaviours.

Volunteers are expected to log their hours and feedback using the Trust's volunteer management system, to enable reporting to Trust board and compliance with NHS England mandatory volunteer data collection. If this is not possible, they should inform the Trust's volunteer lead so that an alternative method of logging hours and feedback can be arranged.

6.0 TRAINING & COMPETENCY

6.1 Training

Volunteers are required to complete mandatory training annually and provide confirmation of completion and understanding. Review and update of topics takes place on an annual or as required basis and is the responsibility of the Volunteer Lead, in conjunction with subject area experts and the Training and Education Team. Information about mandatory training can be found on the Volunteering page of the staff intranet. Mandatory training subjects include:

- Our Trust Mission, Objectives, Values & Behaviours
- Equality, Diversity & Inclusion
- Fire Safety
- Health & Safety
- Information Governance
- Infection Prevention & Control

- Moving & Handling Loads
- PREVENT & radicalisation
- Safeguarding Adults
- Safeguarding Children
- Conflict resolution
- Freedom to Speak Up / Raising Concerns
- PALS/Complaints
- Social Media / Public Relations

In addition, some volunteers will also need to undertake other training as required for their role - this should be arranged by the relevant Site Manager or Volunteer Line Manager.

7.0 RECRUITMENT AND SELECTION PROCESS

7.1 Conflicts of Interest or Inappropriate Placements

As part of the recruitment process, potential volunteers must disclose all other work, paid or unpaid which they undertake and any links they have with the service/Trust in line with the Trust's Conflicts, Hospitality, Gifts and Commercial Sponsorship Policy. This includes any change in circumstance that might arise during their time volunteering. The Volunteer Line Manager must consider if any of this causes a conflict of interest or makes a voluntary placement in a particular service or with a particular service user inappropriate.

If a volunteer applicant has another Trust role, paid or voluntary, then the Volunteer Line Manager must assess any potential risks in conjunction with the Manager for their other role before making a decision as to whether or not to appoint the volunteer.

7.2 Volunteers Related to or in a Close Personal Relationship with a Trust Employee

Candidates closely related to or in a close personal relationship with a Trust employee must declare this during the recruitment process. The Volunteer Line Manager must consider the appropriateness of appointing the individual in a placement where they would volunteer closely with someone with whom they have such a relationship.

7.3 Third Party Volunteers

It is the responsibility of the third party organisation (e.g. charities) to undertake recruitment checks which include right to work and identity checks, references, DBS checks if appropriate for the role, as well as confirmation that the volunteer is fit to carry out their volunteering duties. The Volunteer Lead / Team will assist with DBS, Identity checks and Occupational Health checks if required, and details of these volunteers and the checks completed will be kept on the Trust's register of volunteers.

Included within the Memorandum of Understanding (MOU) between the Trust and the third party organisation is a requirement that the third party organisation meets the same standards for their volunteers as the Trust itself. The MOU gives the Trust assurance of this and the third party is responsible for ensuring they can provide evidence of this when requested.

7.4 Health & Wellbeing

Each volunteer must be able to meet the demands of the role without risk to their physical or mental health and wellbeing. Volunteers will complete a confidential health form and be approved by the Trust's Occupational Health provider to ensure their fitness to carry out the tasks required.

Volunteers will need to provide evidence of any vaccines / immunity required for the role, in order to be able to volunteer for the Trust.

If there are any changes to the health and wellbeing of the volunteer, including pregnancy or injury, the volunteer must inform their supervisor or the relevant Volunteer Line Manager who will offer support. This may include a referral to the Occupational Health Service, or a workplace health and safety assessment.

7.5 Application & Recruitment Process

The Volunteer Lead and Volunteer Line Manager will advertise for volunteers in the most appropriate media. Recruitment of volunteers should be in line with the Recruitment Policy. Speculative contact from potential volunteers registering an interest in volunteering in the Trust should be forwarded to the Volunteer department email inbox (ccs.volunteers@nhs.net) who will discuss available roles with the volunteer and arrange for them to complete an application form. Only applicants who have completed an application form will be considered for selection.

When vacancies exist, all shortlisted candidates will be interviewed by the Volunteer Line Manager (or other relevant person) to assess their suitability. Informal interviews will include questions to explore the applicant's motivation to volunteer in the specific service and selection will be made according to the requirements of the placement. For volunteers aged 16 to 21 years, or in other cases where the Volunteer Lead deems appropriate, an additional meeting will be held with the potential volunteer to ensure that the role is right for them before forwarding their application to the Volunteer Line Manager.

The Volunteer Line Manager has final responsibility for selection of candidates.

Recruitment checks will be carried out for volunteers in line with checks for employees and these must be conducted as detailed in the Recruitment Policy.

7.6 Pre-Employment Checks for Volunteers

Checks will be undertaken in accordance with the NHS recruitment check standards as governed by NHS Employers.

Volunteer team responsibilities:

- Requesting references
- Right to Work Check
- Identity Check
- Requesting Disclosure and Barring Service (DBS) check if appropriate for the role, plus overseas police checks where relevant
- Requesting Occupational Health check
- Requesting ID badge

- If professional registration is required for a volunteer role, checks on appropriate register (e.g. NMC/GMC/HCPC) and HPAN for fitness to practice.

7.7 Criminal Convictions

Under the Rehabilitation of Offenders Act (1974) Exemption Order, volunteers in the Trust are required to declare all previous convictions. This information will be confidential and will not necessarily prejudice the volunteer being accepted; however, when the volunteer activity will involve access to children and vulnerable adults, further checks will be made.

All posts exempt from the Rehabilitation of Offenders Act will be subject to Disclosure and Barring Service (DBS) checks, and a check of the DBS Children's barred list and/or the DBS Adults' barred list for posts identified as Regulated or Controlled Activity, as defined by the Safeguarding Vulnerable Groups Act 2006.

7.8 Informing Successful Applicants

The volunteer department will inform the volunteer and the Volunteer Line Manager when all recruitment checks have been completed. The Volunteer Line Manager should contact the individual to agree a start date once recruitment checks have been completed.

The volunteer department is responsible for ordering the volunteer's ID badge which they must wear at all times. Prior to a volunteer commencing they must be given a named person as their point of contact - this person will fulfil the role of Volunteer Supervisor.

All volunteers should have a local induction on the first day within a service.

8.0 SUPPORTING VOLUNTEERS

8.1 Supervision and Support

The day-to-day safety and support of the volunteer is the responsibility of the Volunteer Supervisor / Volunteer Line Manager and they are the volunteer's first point of contact for any queries or concerns.

8.2 Expenses

Travel can be reimbursed at HMRC mileage rates where a volunteer uses their own vehicle and can be claimed from the volunteer's home to their place of volunteering and return, up to a limit of 40 miles per volunteering shift. Reasonable travel expenses for public transport travel will be reimbursed on presentation of the bus/train ticket.
Volunteer expenses come out of the service budget where the volunteer is placed.
Further details can be found on the HMRC website or by contacting the finance department.

8.3 Conflicts, Hospitality, Gifts & Commercial Sponsorship Policy

In line with the Trust policy on gifts for its staff, volunteers may accept modest gifts (such as flowers, chocolates or other small tokens of appreciation) from

people who use our services and/or relatives in appreciation of the care received. Gifts should not be accepted that may affect or be seen to affect care given. If unsure, the volunteer should seek advice from their Supervisor or Volunteer Line Manager.

8.4 Freedom to Speak Up (Raising Concerns)

The Trust takes all allegations of wrongdoing very seriously. Where there are concerns the volunteer and staff should refer to the Trust's Freedom to Speak Up policy.

Volunteers may feel worried about raising a concern, however, in accordance with the Trust's Being Open and Duty of Candour Policy and Freedom to Speak Up Policy, senior leaders and the Trust board are committed to an open and honest culture. The Trust will ensure that volunteer concerns are investigated and that volunteers are supported during this process. The Freedom to Speak Up policy provides a process to protect the person raising the concern and to enable staff and volunteers to inform the organisation about any wrongdoings.

Should a volunteer have concerns about the conduct of an individual member of staff, either in general or towards them in particular, other policies may be more appropriate such as the Civility, Respect and Anti-Bullying & Harassment Policy, Grievance Policy or Disciplinary Policy.

In the first instance the volunteer must discuss their concern with their supervisor or the Volunteer Line Manager who will advise and instigate any relevant process. Following discussion with a line manager, if a volunteer feels that their concern requires escalating and needs further guidance, they can refer to the Volunteer Problem Solving Procedure, which ensures that both volunteers and staff are aware of the process to follow when raising concerns, and that any concerns are dealt with in a fair, equitable, and consistent way.

The Volunteer Lead can be contacted by emailing: ccs.volunteers@nhs.net.

8.5 Concerns about a Volunteer

All staff working with volunteers must raise any concerns they have about the behaviour or conduct of a volunteer with the Volunteer Line Manager as soon as they arise, following the steps of the Volunteer Problem Solving Procedure to ensure that concerns are dealt with in a fair, equitable, and consistent way.

8.6 Alcohol & Substance Misuse

The use and misuse of alcohol, drugs, or other substances, can have a detrimental effect on any person's ability to perform tasks, impacting on the care provided to patients/people who use our services, and impairing the individual's capacity to carry out activities safely. For these reasons the volunteer must not be under the influence or suffering the after-effects of alcohol or drug use whilst on duty. In addition, the consumption or misuse of drugs or alcohol whilst volunteering is prohibited. In any such case the volunteer's placement will end and they will be removed from the Trust register of volunteers.

8.7 Risk Management

Volunteers undertaking agreed activities (i.e. those stated on their volunteer role description) on behalf of the Trust will be covered by our existing insurance arrangement. Where volunteers, in the course of their authorised voluntary activity, suffer loss or damage, the Trust will act towards them as it would towards its paid staff. It is the responsibility of the manager where the volunteer is placed to identify and assess possible risks and apply the principles they have in place locally. They will be responsible for identifying if further training, over and above mandatory training is required.

8.8 Liabilities

The Trust accepts no responsibility for articles of personal property, which may be lost or damaged by fire, burglary or theft. If a volunteer believes their belongings have been stolen, they should report this to the Volunteer Line Manager who will investigate this.

8.9 Health & Safety

The Trust attaches the greatest importance to the safety of people on their premises and does all that is practicable within its power to prevent accidents and injuries. Staff and volunteers should work together to minimise the risk of personal injuries and hazards.

Volunteers are therefore asked to co-operate and report any dangerous equipment or conditions, so that preventative measures can be taken before an accident occurs. Volunteers are expected to comply with safety procedures in order to minimise the likelihood of accidents to themselves or others.

8.10 Accidents/Incidents

Any accidents, however minor, should be reported to a member of Trust staff and a DATIX incident form must be completed.

8.11 Confidentiality & Data Protection

It is a requirement for all volunteers placed within the Trust, just as it is with paid staff working for the Trust, to treat information in a confidential manner, and use it solely for lawful purposes in accordance with acts of legislation and national guidance, specifically the Data Protection Act 2018, General Data Protection Regulation 2016, the Caldicott Principles and the Common Law of Duty of Confidentiality.

All volunteers must respect the confidentiality of people who use our services, staff and the Trust, except where there are safeguarding concerns. By agreeing to the Volunteer Agreement during the application process, volunteers are agreeing to abide by this and all other aspects of this policy.

8.12 Fire

Each locality has its own fire procedure. The Volunteer Line Manager or where delegated, the Volunteer Supervisor will ensure that the procedure is explained to each volunteer. Every volunteer must ensure that they understand this procedure for their own area.

8.13 Moving & Handling

The Trust operates under a minimum lifting policy. Under no circumstances may patients be lifted or moved by volunteers, unless additional training provided by the Trust has been undertaken by the volunteer.

8.14 Special Equipment

No item of equipment should be used unless the appropriate safety regulations have been explained to the volunteers and they have been authorised to use it. Volunteers should report any faulty equipment to the member of staff in charge. Volunteers must not repair or replace equipment themselves.

8.15 Restricted Activities

Volunteers shall not be involved in administering or dispensing medication, moving patients without additional approved training, and personal care of patients or people who use our services.

8.16 Illness

Volunteers should not visit their placement if they are feeling unwell or are likely to spread any infection.

Volunteers should be clear of symptoms for at least 48 hours and be eating and drinking normally before returning to volunteering after sickness or diarrhoea.

Volunteer Line Managers may be able to advise on appropriate action for volunteers if they are unsure whether they are fit to volunteer.

8.17 Problems and/or Concerns

The Trust will make every effort to maintain good working relations with volunteers and invites their co-operation. When problems or concerns exist around the volunteer then they will be addressed sensitively. Confidentiality will be maintained where possible, unless there are concerns about criminal activity, which will be appropriately reported.

9.0 WHEN A VOLUNTEER LEAVES

9.1 Volunteers who are leaving

Volunteers can stop volunteering at any time without notice. However, volunteers are asked to give as much notice as possible before leaving so that alternative arrangements can be made for the benefit of patients/people who use our services.

The Volunteer is required to return their ID badge and any uniform or equipment to their Volunteer Line Manager.

The volunteer will be sent a volunteer leavers survey by the volunteer team, in order to gain feedback about their experience with the Trust.

9.2 Termination of Service

The Trust reserves the right to end a volunteering placement or to stop an individual volunteering in the Trust.

Where the Trust has concerns about the conduct of a volunteer which requires a referral to the relevant vetting and barring schemes and / or to the police, this action must be taken by the Volunteer Line Manager, notifying the Volunteer Lead and the Patient Experience and Participation Manager.

9.3 Removal From Register

On receipt of a resignation, the Volunteer Line Manager will update the volunteer team so they can remove the volunteer from the list of active volunteers on the Trust central register and send them a leaver's survey.

Volunteer records are retained in accordance with our retention schedule, which can be viewed at: https://www.cambscommunityservices.nhs.uk/privacy-notice/.

10.0 VOLUNTEERS FROM ANOTHER ORGANISATION ON OUR TRUST SITES

10.1 As an NHS landlord, the Trust owns and manages sites from which other organisations rent space, provide services and involve volunteers. The Trust is not responsible for the recruitment or management of the volunteers from other organisations.

The Trust's tenancy agreements state that tenants must comply with all reasonable rules, controls and regulations imposed by the Licensor in respect of the occupation of the premises and for the management of the building. With this in mind, the Trust therefore requires tenants to meet the same standards for their volunteers volunteering on Trust sites as the Trust itself. The tenancy agreement gives the Trust assurance of this and the Director of Finance and Resources is responsible for ensuring tenants can provide evidence of this when requested.

11.0 MONITORING

11.1 The requirements for tenants on Trust sites will be managed via the Infrastructure Committee.

The Trust central register of volunteers, maintained by the volunteer team as part of the Patient Experience Team, will be used as the data source for monitoring volunteer activity. The monitoring of this will be carried out on a quarterly basis and a quarterly update will be provided to the Trustwide Working Together Group.

The requirements for Memorandums of Understanding will be managed by the Volunteer Lead.

12.0 REFERENCES

12.1 NHS England (2019). The NHS Long Term Plan.
Available at: https://www.england.nhs.uk/publication/the-nhs-long-term-plan/

NHS England (2023). Volunteering Taskforce – report and recommendations.
Available at: https://www.england.nhs.uk/long-read/nhs-volunteering-taskforce-report-and-recommendations/.

NHS England (2017) Recruiting and Managing Volunteers in NHS Providers: A Practical Guide.
Available at: https://www.england.nhs.uk/publication/recruiting-and-managing-volunteers-in-nhs-providers-a-practical-guide/

Department of Health and Social Care (2015). Lampard Inquiry: Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile
Available at: https://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned

APPENDIX 1 – Volunteer documents available via the Volunteering page of the intranet or via emailing ccs.volunteers@nhs.net:

- Volunteer Role Description Template
- Volunteer Application Form
- Volunteer Agreement
- Volunteer Informal Interview Checklist
- Pre-placement Volunteer Role Risks Form for occupational health
- Volunteer Reference Template
- Volunteer Expenses Claim Process & Claim Form
- Volunteer Mandatory Training
- Volunteer Problem Solving Procedure
- Volunteer Local Induction Checklist
- Volunteer Leavers Checklist