



DOCUMENT TYPE: Policy		UNIQUE IDENTIFIER: TP-70	
DOCUMENT TITLE: Volunteer Policy		VERSION NUMBER: 3	
		STATUS: Ratified	
SCOPE: For all members of staff with responsibility for managing and supporting the Trusts volunteers, and for volunteers within the Trust.		CLASSIFICATION: Organisational	
AUTHOR: Stefanie Baron	JOB TITLE: Resourcing Manager	DIVISION: Corporate	DEPARTMENT: Workforce and OD
REPLACES: Volunteer Workers Policy V 2.2		HEAD OF DEPARTMENT: Kathryn Downey – Associate Workforce Director	
VALIDATED BY: Virtual Workforce Group		DATE: 31 December 2019	
RATIFIED BY: Procedural Documents Ratification Group		DATE: 21 January 2020	
(NOTE: Review dates may alter if any significant changes are made).		REVIEW DATE: 31 January 2023	

AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date

Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes

Document for Public Display: No

Evidence reviewed by Library Services N/a

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1. SUMMARY

This policy is to ensure that Volunteers are recruited, managed, developed and supported in line with Trust Policy, best practice and in compliance with both legislative NHS standards.

A volunteer is any participant who supports our services in an unpaid capacity by the Trust. They are individuals who give valuable time to help the Trust deliver its quality service and enhance user experience in roles where they are not remunerated for the service they offer.

2. PURPOSE

2.1 Aims

2.1.1 Lancashire Teaching Hospitals NHS Trust recognises that volunteer's play an important role in improving people's experience of care, building stronger relationships between services and communities and supporting staff.

2.1.2 The Trust welcomes and respects the breadth of experience, skills and knowledge that our volunteers bring, as well as welcoming those who choose to join the Trust to develop those skills. This policy outlines the principles on which the relationship between volunteers and the Trust is based. It also provides basic information about volunteering for the Trust, including Trust volunteers and external third party voluntary organisations working with the Trust. The volunteer relationship is a unique relationship based on trust. **It doesn't involve the obligations associated with employment and no payment, other than the reimbursement of agreed expenses is made to people who give their time to volunteer.**

2.1.3 Volunteers play an important role within the Trust. Their contributions enable the Trust to enrich and extend the services offered to patients, staff, carers and relatives. Their role is complementary not supplementary to that of paid staff and they will not fill temporary or vacant positions. Volunteers should not become involved in the treatment of patients in any circumstances.

2.1.4 The Trust expects staff at all levels to work positively with our volunteers and where appropriate, actively seek to involve them in their work, provide them with a variety of opportunities and support their personal development.

2.2 Objectives

2.2.1 This policy provides:

- A framework for managers when considering involving volunteers in their team.
- The process for recruiting volunteers and how guidance on how to best support them in the workplace.

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- Guidance on how to deal with volunteer concerns and how to manage performance and conduct issues relating to volunteers.
- Guidance on good practice in engagement and support of volunteers.
- A cohesive and consistent approach to ensuring fairness and inclusivity for all our volunteers.
- Guidance of what to do if a volunteer wishes to leave their placement.

3. SCOPE

For all members of staff with responsibility for managing and supporting the Trusts volunteers, and for volunteers within the Trust.

4. POLICY

4.1 Legal Position of Volunteers

4.1.1 Volunteers are not employees of the Trust and will not hold a contract of employment. Due to the nature of this relationship volunteers are not entitled to remuneration, annual leave and sick pay etc. other than out of pocket expenses for travel where relevant. On commencement, volunteers will be required to sign a Volunteer Agreement detailing the rights, responsibilities and values of the Trust and the volunteer ([Appendix 1](#)). **A copy of this is signed by the volunteer and kept on record along with a copy of the volunteer's role description. This is important for reasons of Public Liability Insurance cover.**

4.2 Responsibility for Volunteers

4.2.1 The Volunteer Manager, employed by the Trust oversees co-ordinates and reviews the arrangements for volunteer work within the Trust. The Volunteer Manager oversees all appointments to volunteer roles both internally and via external volunteer/charitable organisations. All requests for volunteering will be triaged by the Volunteer Manager to ensure volunteers are placed in a way that meets their aims and objectives and Trust needs for the duration of the placement. All requests for engagement of volunteers either directly or via a charitable organisation should be directed through the Volunteer Manager.

4.2.2 The direct day to day management and supervision of volunteers once they commence with the Trust is the responsibility of the manager of the ward or department where the volunteer works. A key point of contact should be assigned by the ward or department to be responsible for the day to day support and supervision of the volunteer. Ideally this will be the manager or nominated deputy. It is essential that volunteers are welcomed to the team in the same way a member of staff would be and are integrated fully into the team.

4.2.3 Where possible a Volunteer Buddy (an experienced volunteer) will also be allocated when a new Volunteer starts with the Trust so they have a point of contact for additional support and questions.

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- 4.2.4 Informal reviews will be carried out by our Volunteer Manager with support from the volunteers ward/department based supervisor or manager.
- 4.2.5 Voluntary Groups, namely Baby Beat, Rosemere Cancer Foundation have their own Boards and organisation, but will place volunteers in consultation with the Volunteer Manager and in line with Trust [Recruitment Policy and Procedure](#).
- 4.2.6 All third party organisations or charities working collaboratively with the Trust will be required to enter into Memorandum of Understanding. The responsibility and cost of all pre-employment checks and mandatory training will sit with the third party organisation. It is important that the Volunteer Manager is kept informed of the details of any volunteers engaged by the third party providing including when and where they are on site and the roles they are undertaking.

4.3 Recruitment

- 4.3.1 Should a ward or department wish to create a new volunteering role, contact should be made with the Volunteer Manager in the first instance for assistance in scoping out and agreeing the remit and key responsibilities of the role. The Volunteer Manager will share appropriate role profiles which outline the tasks to be performed, and if amendments need to be made, assist in the development of a revised role profile. Role profiles should be established prior to recruitment to include key activities, competencies and be reflective of the Trust Values. Template attached in [Appendix 2](#). Managers are encouraged to explore the use of volunteers to enhance patient care and support patient flow. Volunteer placements will usually be for a minimum period of 6 months.
- 4.3.2 All Volunteer recruitment will be carried out in line with The Trust [Recruitment Policy](#) and all pre-employment checks will be carried out in line with NHS Employers Employment Check Standards. For some volunteer roles there will also be a requirement for volunteers to undertake Occupational Health screening.
- 4.3.3 Volunteer Recruitment takes place throughout the year and is processed and administered via TRAC. Requests to recruit should come via the Volunteer Manager. A role profile should be developed if the role is new to the Trust and copy of this should be included with the advert.
- 4.3.4 Informal telephone interviews are carried out in the first instance to triage requests for volunteering, to understand what the applicants wishes to gain from the volunteer placement, whether the Trust can accommodate their request and to ensure that applicants are suitable for the role in question. If the applicant and Volunteer Manager are happy to continue the volunteer will be invited in for a more detailed interview and discussion.

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4.3.5 Some roles that are patient facing may require additional screening such as DBS checks, for example if the role involves working with young people or vulnerable adults, is ward based or where the volunteer may have access to confidential information. It is essential the volunteer has Disclosure and Barring Service (DBS) clearance commensurate with their role and these should be reviewed every 12 months. Should a volunteer not engage the DBS checks process it may be necessary to bring the volunteer placement to an end.

4.3.6 All Trust engaged volunteers will be issued with an ID badge by the Workforce Team. The Workforce Team will not issue an ID badge to a volunteer worker without authorisation from the Volunteer Manager and until all satisfactory recruitment checks have been completed. Trust ID badges for third party organisations will not be issued and volunteers from these groups will be expected to wear relevant photo ID badges from the charity or organisation they represent at all times.

4.4 Inclusion, Diversity and Placements for Younger Volunteers

The Trust actively supports and encourages applications from volunteers of all ages and all backgrounds as this is commensurate with our local area and patient backgrounds. However, in most cases volunteers at the Trust will need to be over 16 years of age to volunteer independently. All volunteer applicants under 16 will be asked for parental/guardian consent and a risk assessment will be undertaken as part of the recruitment process prior to them commencing in post.

Young people under the age of 16 will not be permitted to volunteer in patient/clinical areas and there will be a requirement for them to be supervised at all times whilst volunteering with us.

We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop or adapt their volunteering, for example when health issues are considered a risk to the individual or others around them.

The Trust welcomes the input of younger volunteers and is keen to support development particularly where the individual has chosen to pursue a career in a healthcare setting. If a volunteering commitment cannot be accommodated by the young person every effort will be made to support them with a work experience placement via the Widening Participation Team. Any requests from a young person to give time to the Trust will be co-ordinated by the Volunteer Manager and Widening Participation Manager to ensure the best possible placement is found to meet their needs.

4.5 Induction, Training and Engagement

All our volunteers will have access to training and information to help them successfully carry out their volunteering role.

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All new volunteers engaged directly by the Trust are required to attend Trust induction and mandatory training or complete the relevant eLearning module, including safeguarding, prior to commencing their placement. Participation in mandatory training will be recorded and monitored on ESR via the Volunteer Manager. Mandatory training will be refreshed every three years. Monitoring and compliance is the responsibility of the Volunteer Manager and assurance and risk reports will be provided in relation to mandatory training compliance every quarter.

Volunteers will be required to complete mandatory training refreshers every three years.

Each volunteer is issued with a Volunteer Handbook when offered the role and then issued with a [Trust Handbook](#) at Induction. Each new volunteer also has a local induction programme specific to his/her department. This is the responsibility of the nominated manager on the ward or department. Local induction includes aspects of Health & Safety, Safeguarding, Fire Safety and confidentiality. Standardised local induction support materials will be provided by the Volunteer Manager along with a toolkit to support managers in the engagement and support of their volunteer.

Where role specific training is required e.g. for Dining Companions this will be arranged by the Volunteer Manager prior to commencement of the placement.

4.6 Three Month Reviews

Three months after commencing their placement, every volunteer will be invited to a three month review meeting with the Volunteer Manager to review how the placement is going, to ensure the placement still fits the needs of the volunteer and the service and to enable any concerns to be raised and actions to be taken. The template for the three month review is included in [Appendix 3](#). Where it is not possible to meet the volunteer face to face, this will be completed on the telephone.

4.7 Engagement and Big Conversations

All our volunteers are invited to be involved in our engagement events including Trust wide Big Conversations. They will have the opportunity to share feedback, ideas for change and how we can improve the volunteer experience across the Trust. The Volunteer Manager supports the co-ordination of engagement with our volunteers through a volunteer communication and engagement plan and will share progress against objectives regularly with our volunteer community through a Volunteer Newsletter. Volunteers are also invited to attend Coffee Catch Ups on a regular basis. This provides an opportunity to brief volunteers about what is going on in the Trust and for the volunteers to suggest and get involved in new volunteering initiatives.

4.8 Volunteer Benefits

The benefits available to our volunteers include:

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4.8.1 Expenses - Trust engaged Volunteers may request reimbursement of reasonable out of pocket expenses such as travel costs. Payment of reasonable expenses must be authorised by the Volunteer Manager in advance of the claim and receipts or tickets will be required. Bus fares between home and the Trust can be reimbursed to Trust engaged volunteers. Claims are made via the General Office - appropriate proof of journey is necessary as well as an ID badge. Car mileage may also be reimbursed at rates agreed by the Trust and in line with Inland Revenue rates.

4.8.2 Car Parking - This facility is currently available free-of-charge to volunteers.

4.8.3 Meal Vouchers - These are available for volunteers who work over six hours and work hours over a meal time period (at the discretion of the Volunteer Manager). They must be pre authorised by the Volunteer Manager and are available at the General Office – ID badges must be shown upon application.

4.8.4 Health and Wellbeing - All Trust engaged volunteers have access to the wealth of health and wellbeing initiatives and programmes the Trust offers to its staff. This includes health checks, mindfulness training and access to Trust Health and Wellbeing rooms and the treatments they offer. Further details are circulated to our volunteers via the Health and Wellbeing newsletter.

4.8.5 Library Services - All Trust engaged volunteers have access to our libraries on the Preston and Chorley site for educational purposes, to borrow books or for computer access to eLearning.

4.9 Smoking and Substance Abuse

All Lancashire Teaching Hospitals NHS Foundation Trust premises are smoke free. No smoking is allowed on our site, this includes the use of e cigarettes. All Volunteers are required to comply with the Trust [Smoke Free Policy](#). Volunteering whilst under the influence of alcohol or drugs will not be accepted and may result in the placement being terminated.

4.10 Social Media

All Trust volunteers are expected to ensure the information and opinion they share protect Lancashire Teaching Hospitals NHS Foundation Trust reputation and are not in conflict with our guidelines, policies or could bring the Trust into disrepute.

4.11 Resolving Concerns

We take the concerns of our volunteers seriously and we'll make every reasonable effort to resolve any difficulties. If our volunteers have any concerns, problems or complaints about volunteering the following steps are available to address these:

Raise with your ward/department based manager immediately or contact the Volunteer Manager. The Trust also has a Freedom to Speak up Champion.

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4.12 Conduct Issues

Any concerns about volunteer performance, behaviour or conduct should be referred to the Volunteer Manager immediately.

4.13 Volunteer Insurance Cover

4.13.1 The Trust holds Employers & Public Liability Insurance cover with the National Health Service Litigation Authority (NHSLA) for all volunteer workers engaged by the Trust for duties carried out as specified in the role descriptions held by the Volunteer Manager.

4.13.2 Volunteers engaged and organised by an external volunteer organisation are covered by Public Liability Insurance held by that volunteer organisation.

4.14 Change of Circumstance and Ending a Volunteer Placement

4.14.1 Volunteers are asked to provide as much notice as possible should their circumstances change such as change of address. Volunteers are also asked to inform us if they no longer wish to volunteer for the Trust or their personal circumstances preclude them from doing so. It is important that wards and departments notify the Volunteer Manager immediately should a volunteer not attend for their placement or advise they wish to terminate the volunteering arrangement. The local manager is responsible for recovering the ID badge, returning this to Volunteer Manager. The Volunteer Manager is responsible processing the volunteer leaver InfoPath form so the ESR record can be updated.

4.14.2 Exit interviews will be issued to all volunteers on leaving their placement by the Volunteer Manager for feedback and to make improvements to the volunteering experience within the Trust.

4.15. GDPR

4.15.1 All data collected and processed in relation to our volunteers is done so in line with General Data Protection Regulations (GDPR). Further details on how we hold, store and process data can be found in the [Workforce Team Privacy Notice](#).

5. AUDIT AND MONITORING

This Policy is not subject to audit as it is continually monitored.

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6. TRAINING

TRAINING		
Is training required to be given due to the introduction of this policy? No		
Action by	Action required	Implementation Date

7. DOCUMENT INFORMATION

ATTACHMENTS	
Appendix Number:	Title:
Appendix 1	Volunteer Agreement
Appendix 2	Example Volunteer Role Description
Appendix 3	Three Month Review Questionnaire
Appendix 4	Equality, Diversity & Inclusion Impact Assessment Form

OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library
TP-146	Equalities, Diversity & Inclusion Policy
TP-16	Health & Safety Policy
HRP-33	Recruitment and Selection Policy
P247	Disclosure and Barring Service Referral Guidance
	Trust handbook
TP-06	Smoke Free Policy
TP-129	Email, Internet & Social Networking Policy

SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
Number	References
1	
2	
3	
Bibliography	

DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition
DBS	Disclosure and Barring Service
ESR	Electronic Staff Record
GDPR	General Data Protection Regulations

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NHSLA	National Health Service Litigation Authority
TRAC	The system used to administer the recruitment of volunteers

CONSULTATION WITH STAFF AND PATIENTS

Enter the names and job titles of staff and stakeholders that have contributed to the document

Name	Job Title	Date Consulted
Kathryn Downey	Associate Director of Workforce	16.12.2019
Sylvia Turner	Volunteer Manager	16.12.2019

DISTRIBUTION PLAN

Dissemination lead:	Stefanie Baron
Previous document already being used?	Yes
If yes, in what format and where?	Electronic, heritage library system, hard copy
Proposed action to retrieve out-of-date copies of the document:	Knowledge and library to replace with updated version. Any paper copies to be removed and placed in confidential waste.
To be disseminated to:	Trust Wide
Document Library	
Proposed actions to communicate the document contents to staff:	Include in the LTHTR weekly Procedural documents communication– New documents uploaded to the Document Library

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APPENDIX 1

VOLUNTEERS AGREEMENT

Volunteers are an important and valued part of Lancashire Teaching Hospitals NHS Foundation Trust and the contribution made by our volunteers to support our aims and services. This document sets out the responsibilities of the Trust to support volunteers and the expectations we have of our volunteers in respect of their individual placements.

This is not a contract and there is no intention to create a contractual relationship between the Lancashire Teaching Hospitals NHS Foundation Trust and the volunteer.

TRUST RESPONSIBILITIES

- To provide adequate induction, training (including mandatory training) and support for you to be able to meet the responsibilities of your volunteer placement.
- To review your volunteer placement and provide feedback on performance as required.
- To respect your skills and individual needs and where possible to respond flexibly to your individual development requirements.
- To be receptive to any comments from you regarding ways in which we might better accomplish our respective aims and respond promptly to resolve any concerns you may have about your volunteer placement.
- To treat you as a valued partner in meeting the Trust's goals and fulfilment of its aims.
- To accept liability for you whilst you undertake you're approved volunteer duties. The Trust is however unable to accept responsibility for the loss of or damage to any personal property.

VOLUNTEER RESPONSIBILITIES:

- To perform your duties reliably and to the best of your ability and according to the role description provided.
- To abide by the Trust Values whilst undertaking your volunteer placement and ensure your behaviours, attitudes and actions are in line with these.
- To abide by the policies and procedures governing the Trust, which are available on the Trust Intranet site or from the Volunteer Manager's office.

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- To understand and accept the description of duties you will undertake. You are aware that you are under no obligation to carry out other duties which are not within the remit of your role description and have not been previously agreed.
- You agree to make all reasonable attempts to attend ongoing training courses, and complete relevant e learning including mandatory training that your manager feels appropriate.
- You agree to attend Trust induction or complete the relevant eLearning prior to commencement of your volunteer placement.
- You understand that your position as a volunteer will be kept under review and failure to comply with any policies and procedures may result in your volunteer placement being terminated without notice.
- You will inform the Volunteer Manager when you wish to terminate your voluntary work, whilst there is no obligation to provide notice to terminate this agreement, a courtesy two week notice would be appreciated.
- You will abide by the information and guidance provided in the Volunteers Handbook.
- Where reasonably possible you will meet time and duty commitments or to provide adequate notice so that alternative arrangements may be made.

NAME

Signed Date.....

'The parties to this agreement hereby confirm their mutual intention not to create any employment or worker relationship or contract of any description. No obligation falls on either party in law under the terms of this agreement which has no binding effect on either party other than in honour and mutual good faith'

Signed (Volunteer): Date:

Signed Date:

(Volunteer Manager on behalf of Lancashire Teaching Hospitals NHS Foundation Trust)

Copy to be retained by Volunteer and Volunteer Manager

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Appendix 2 Example Volunteer Role Profile

Role: Dining Companion			Location: Ward (RPH/CDH)			Reports To: Ward Manager		
<p>Overall Purpose: To provide support and encouragement to patients who have been identified as requiring assistance at meal times. This role does not involve physically feeding patients.</p>								
Responsibilities & Outcomes			Skills & Experience			Trust Values		
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Ensure patients are comfortable and ready to eat Help prepare bed/table to receive a meal and clear down after the meal. Assist patient with cleaning hands before and after eating. Assist cutting up food if required and ensuring all food and drink is in easy reach of the patient. Encourage patient to eat and drink, prompting if necessary. Sit with patient to accompany them during meal time. Ensure nursing staff aware if patient has refused food/fluid. <p>Key Outcomes:</p> <ul style="list-style-type: none"> Patient experience at meal times improved and are kept well hydrated. Patients provided with support and help at meal times and treated with dignity and respect. Nursing staff are aware of any feeding issues. Patient food diary/fluid charts are kept up to date 			<p>Essential:</p> <ul style="list-style-type: none"> Good communication and interpersonal skills Ability to work well as part of a team Ability to understand and work within Trust Values. Able to successfully complete Dining Companions training. <p>Desirable:</p> <ul style="list-style-type: none"> Previous experience of working in a healthcare setting or as a volunteer. Previous experience of volunteering in a Dining Companion role. 			<p>Being Caring and Compassionate</p> <p>Being caring and compassionate is at the heart of everything we do. We will understand what each person needs and strive to make a positive difference in everything we do.</p> <p>Recognising Individuality</p> <p>We appreciate differences making patients and colleagues feel respected and valued.</p> <p>Seeking to Involve</p> <p>We will actively get involved and encourage others to contribute and share their ideas, information, knowledge and skills to provide a joined up service.</p> <p>Building Team Spirit</p> <p>We will work together with shared goals doing what it takes to provide the best possible service.</p> <p>Taking Personal Responsibility</p> <p>A culture that is performance focused, we strive to be the best. We are happy to be held and hold other to account in a positive, supportive manner, we are reflective and do not seek to blame.</p>		
			<p>Other:</p> <p>Requirement to undertake Dining Companion training</p>					
			<p>Employment Checks Required:</p> <ul style="list-style-type: none"> Able to meet requirements of NHS Employers Pre-Employment Checks. DBS Enhanced Check required. 					

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Appendix 3

VOLUNTEER REVIEW

NAME		
Date	Face to face meeting	Telephone call
4 week/first review	3 month review (email/letter/face to face)	Long term volunteer
Volunteering at (Ward/Department) on (day) between (times)		
How are you getting on?		
What are your main activities? Are these different to your Role Description?		
Are you happy with what you are doing at present?		
Do you feel valued by the Ward/Department staff? Do others support you (including the Volunteer Services Team)?		
Any suggestions or ideas to help in your role?		
Do you receive feedback and/or thanks from staff?		
Are there signing in sheets (or a formal method of reporting for duty) when you arrive?		
How long to you hope to volunteer?		
Have any of your contact details changed?		

Volunteer signature

Reviewer signature

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Equality, Diversity & Inclusion Impact Assessment Form

Department/Function	HR and Workforce			
Lead Assessor	Stefanie Baron			
What is being assessed?	Volunteer Policy			
Date of assessment	16/12/2019			
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input type="checkbox"/>	Staff Side Colleagues	<input type="checkbox"/>
	Service Users	<input checked="" type="checkbox"/>	Staff Inclusion Network/s	<input type="checkbox"/>
	Personal Fair Diverse Champions	<input type="checkbox"/>	Other (Inc. external orgs)	<input checked="" type="checkbox"/>
	Please give details: Existing Volunteers and Managers			

1) What is the impact on the following equality groups?

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments:
Race (All ethnic groups)	Neutral	<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal?
Disability (Including physical and mental impairments)	Neutral	
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief (includes non-belief)	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	

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Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights, social)	Neutral	

2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	
--	--

3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan **to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.**

- This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups
- This should be reviewed annually.

ACTION PLAN SUMMARY		
Action	Lead	Timescale

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HOW THE NHS CONSTITUTION APPLIES TO THIS DOCUMENT

WHICH PRINCIPLES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Principles	Tick those which apply	WHICH STAFF PLEDGES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Pledges	Tick those which apply
1. The NHS provides a comprehensive service, available to all. 2. Access to NHS services is based on clinical need, not an individual's ability to pay. 3. The NHS aspires to the highest standards of excellence and professionalism. 4. The patient will be at the heart of everything the NHS does. 5. The NHS works across organisational boundaries. 6. The NHS is committed to providing best value for taxpayers' money. 7. The NHS is accountable to the public, communities and patients that it serves.	✓ ✓ ✓ ✓ ✓ ✓ ✓	1. Provide a positive working environment for staff and to promote supportive, open cultures that help staff do their job to the best of their ability. 2. Provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities. 3. Provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential. 4. Provide support and opportunities for staff to maintain their health, wellbeing and safety. 5. Engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families. 6. To have a process for staff to raise an internal grievance. 7. Encourage and support all staff in raising concerns at the earliest reasonable opportunity about safety, malpractice or wrongdoing at work, responding to and, where necessary, investigating the concerns raised and acting consistently with the Employment Rights Act 1996.	✓ ✓ ✓ ✓ ✓ ✓
WHICH AIMS OF THE TRUST APPLY? Click here for Aims	Tick those which apply	WHICH AMBITIONS OF THE TRUST APPLY? Click here for Ambitions	Tick those which apply
1. To offer excellent health care and treatment to our local communities. 2. To provide a range of the highest standard of specialised services to patients in Lancashire and South Cumbria. 3. To drive innovation through world-class education, teaching and research.	✓ ✓ ✓	1. Consistently deliver excellent care. 2. Great place to work. 3. Deliver value for money. 4. Fit for the future.	✓ ✓ ✓ ✓

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. TP-70
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Do you have the up to date version? See the intranet for the latest version		