



## Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

<b>POLICY NAME:</b>	<b>VOLUNTARY SERVICES POLICY</b>
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<b>AUTHOR (S) (JOB TITLE)</b>	<b>VOLUNTARY SERVICES MANAGER</b>
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<b>MANAGER RESPONSIBLE FOR REVIEW (Must be Authors Line Manager)</b>	<b>Head of Patient Experience &amp; Engagement</b>	

CONTENTS PAGE

CONTENTS	TITLE	PAGE NUMBER
1	INTRODUCTION	2
2	POLICY STATEMENT	2
3	KEY PRINCIPLES	2
4	RESPONSIBILITIES	3
5	VOLUNTEER BOUNDRIES	4
6	VOLUNTEER RECRUITMENT	4
7	VOLUNTER RECRUITMENT AND SCREENING PROCESS	5
8	MANDATORY TRAINING AND E-LEARNING	7
9	THIRD PARTY VOLUNTEERS	7
10	EXPENSES	8
11	ANIMAL ASSITED THERAPY	8
12	HUMAN RIGHTS ACT	9
13	INCLUSION AND DIVERSITY STATEMENT	9
14	MONITORING AND REVIEW	9
15	ACCESSIBILITY STATEMENT	9

APPENDICES	TITLE	PAGE NUMBER
App 1	Volunteer Charter/Agreement	10
App 2	WWL Behaviours	13
App 3	Recruitment Flow Chart	14
App 4	Volunteer Email storage confirmation	16
App 5	E learning Directions	17
App 6	Expenses Form	21
App 7	Expenses for Community Hub Flow chart	22
App 8	Equality Impact Assessment Form	23
App 9	Monitoring and Review template	24
App 10	Annual Review of Voluntary Services SOP	25

**AT ALL TIMES, STAFF MUST TREAT PATIENTS WITH RESPECT  
AND UPHOLD THEIR RIGHT TO PRIVACY AND DIGNITY.**

## **1 INTRODUCTION**

Volunteers are recruited to all wards and departments, to provide added value by enhancing and supporting staff to deliver a high-quality patients' experience. The Trust understands that Volunteers offer their skills and talents on a completely unpaid basis, providing a complementary service. The volunteer is not an employee, and the relationship is based on mutually agreed expectations of the role they will participate. Volunteers do not hold any clinical responsibility and should not be asked to undertake clinical duties.

For the purpose of the policy the definition of volunteering is:

An activity that involves spending time, freely by choice, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives.

## **2 POLICY STATEMENT**

This policy is to be used in conjunction with all Voluntary Services and aims to offer a high-quality voluntary service to patients within the Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.

- 2.1 In implementing this policy, managers must ensure that all volunteers are treated fairly and within the provisions and spirit of the Trust's Equality Diversity and Inclusiveness in Employment Policy.
- 2.2 Recommendations from the Lampard Independent Report (February 2015) have been taken into consideration and implemented accordingly.

## **3 KEY PRINCIPLES**

- 3.1 The policy is to deliver a framework for a robust approach to volunteering which aims to enhance the quality of the care given to patients by offering voluntary services and activities that are intended to improve the quality of the patient's stay or visit to hospital.
- 3.2 It aims to raise awareness amongst hospital staff as to the valuable support voluntary work can bring to the Trust. Encouragement and support from staff in recognising the volunteer as one of the 'team' is both supportive and rewarding, reinforcing the volunteer's commitment, and cementing good relationships. Working in collaboration outlines the principles of good volunteer management to ensure the positive experience of all registered volunteers.
- 3.3 Voluntary work can support the recruitment of future health personnel. By engaging in voluntary work, future applicants to nursing and other NHS roles can support the individual in making the right career choice.
- 3.4 It is acknowledged that volunteering enriches the lives of the volunteers, patients, and the staff they work alongside.

## **4 RESPONSIBILITIES**

### **4.1 Responsibility of the Trust Board**

The expectations are that all Trust Board are to engage with volunteers appropriately and are respectful, fair, and consistent, portraying the same principles afforded to staff and patients that define the values and behaviours framework of the Trust. The Trust Board are responsible for the effective and efficient delivery of a high quality, safe, effective, and caring volunteer service for the benefit of patients and staff.

### **4.2 Responsibility of the Voluntary Services Manager**

The responsibility of the Voluntary Services Manager (VSM) is to oversee compliance with this policy by all voluntary organisations (Third Sector charities) and individual volunteers and standing operating procedures associated with this policy.

The VSM and Volunteers have mutual expectations and relationships to enhance the patient experience. The VSM must make sure all registered volunteers sign the Volunteer Agreement/Charter (*Appendix 1*) and uphold the WWLs behavioural framework (*Appendix 2*). The VSM responsibility is to make sure all volunteers during their volunteering duties uphold the positive reputation of the trust. The Volunteer Agreement/Charter can be cancelled at any time by either party, signifying withdrawing of the volunteer from any WWL volunteering duties.

### **4.3 Responsibility of Staff**

To recognise the importance of volunteering at the Trust, enabling a wider network of volunteering bodies or third parties to contribute and benefit not only to their working area but the trust strategic approach to volunteering. Ward Leaders or other staff appointed by the Ward Leader will be responsible for managing and supporting volunteers, completing a local induction, including the Trust's local induction checklist, shift agreement and shift signing on/off for volunteers in their area. Any incidents concerning volunteers must be reported to the VSM. All requests for volunteer placements must be directed to voluntary services.

### **4.4 Responsibility of the Volunteer**

Volunteers are responsible for complying with this policy and their Volunteer Charter. Failure to comply with this policy may result in the removal of the *volunteer*. Any incidents that require further investigation may require the suspension of the volunteer until such incidents have been fully investigated with support from HR.

4.5 Volunteers must sign and agree to the Volunteers Charter (*Appendix 1*) and uphold the WWLs behavioural framework (*Appendix 2*). Each registered volunteer is also responsible to uphold the positive reputation of the trust The Volunteer Charter can be cancelled at any time by either party with would signify withdrawing of the volunteer from any WWL volunteering duties

4.6 In respect of Security, all retired volunteers must return their ID badges, and parking passes if applicable, to the Volunteers' office at the end of their shift. Where their final shift ends at a weekend, their ID badges, and parking passes if applicable, must be returned by the Monday of the following week

4.7 All volunteers who are on sick or sabbatical leave for more than 6 months must return their ID badges and parking passes, if applicable, to the Volunteers' Office for security purposes until they are fit to return to volunteering. When they are fit to return to volunteering, a suitable time will be arranged to collect their badges and parking passes. All volunteers who

are on sick or sabbatical leave for more than 12 months must repeat the application process.

- 4.8 Individuals must be a minimum age of 16 to apply for a volunteer role within the Trust. Individuals wishing to volunteer in A&E, and on the Maternity and Children's (Rainbow) wards must be at least 18 years of age.
- 4.9 Placements should not be informally agreed by or between Trust employees and will be considered as in breach of this policy.
- 4.10 Individuals are not permitted to undertake any 'hands-on' patient care unless appropriate training has been given and signed off for example; supporting patients to take nutrition and hydration.
- 4.11 Volunteers should work within the European Working Time Directive.
- 4.12 Volunteers are required to complete 4 hours per week or 208 annual hours.

## **5 VOLUNTEER BOUNDARIES**

- 5.1. Volunteers must not be a replacement or substitute a member of staff.
- 5.2 Volunteers are a vital part within the WWL family however, there must be boundaries between members of staff and a volunteer to allow safe placement, provide guidance for volunteers, wellbeing and security that protects all parties involved.
- 5.3 Volunteers' boundaries should include the following and guidance provided by VSM and the volunteer lead whilst on volunteer duty:
  - No personal care to patients, unless appropriately trained and signed off.
  - No access to medical notes,
  - Not to lift or handle patients, unless appropriately trained and signed off.
- 5.4 Volunteer roles will be supported by a role description which outline clear tasks and ensures the boundaries are clearly reflected which will safeguard volunteer and make sure they do not operate outside of their defined roles.
- 5.5 Volunteers will coordinate with VSM, in line with their Volunteer Charter, if they feel there are concerns or issues when on volunteering duty. Volunteers should not engage in situations which require support from the VSM.

## **6 VOLUNTEER RECRUITMENT**

- 6.1 The Volunteer Service ensures all volunteering recruitment practices align to the Trust's Equality & Diversity policies and that provision is made for volunteers who may have protected characteristics or language barriers to ensure additional amendments can be achievable with support of the Trusts resources.
- 6.2 It is vital that the recruitment process is achievable, proficient, and seamless so all volunteers are recruited correctly and in line with this policy. Volunteers are recruited from all groups of the community.
- 6.3 Volunteer roles are created in collaboration with the department leads to create a safe environment for volunteers on placement and align with the volunteers' boundaries as set in this policy. The roles will allow the volunteer to undertake duties in support of the area and meet the requirements of the volunteer.

- 6.4 All Recruitment and enquiries for volunteering opportunities except those provided by Third Sector voluntary organisations are via the Voluntary Services Manager (VSM). The number of volunteers recruited by the VSM is dependent upon the volunteering opportunities identified by the Trust on an ongoing basis.
- 6.5 All Volunteers must declare they are eligible to volunteer in the UK on their application via Trac and must provide appropriate evidence as part of the recruitment process, this is a mandatory requirement and in line with NHS Employers ID checking Standards.
- 6.6 Volunteer recruitment process must be accessible to everyone, and reasonable adjustments will be made where possible, if requested during the application process. All adverts will be advertised clearly and none discriminating which will allow a full and fair process for all that wish to Volunteer at WWL. The Trust is committed to treating applicants equally and fairly in respect of protected characteristics.
- 6.7 Volunteers will apply via the trust trac system. All applicants must undertake the pre-employment checks which are in line NHS Employers ID Checking Standards, and a Standard DBS check when applying for roles that involve significant patient contact, e.g., volunteering on wards. In lieu of completing an NHS Employers ID check due to possessing limited identification documentation, asylum seekers must undergo a status check with the Home Office. This check is to be repeated on a three-monthly basis until the volunteer retires from volunteering at the Trust or claims his or her asylum. When a volunteer has claimed asylum, he or she must present the relevant documentation to the VSM.
- 6.8 Applicants under the age of 16 cannot participate in volunteering duties. Applicants who require a short-term placement will be advised to enquire with work experience team or to our medical educational department to review a mirroring role of a clinical attachment.
- 6.9 Volunteers in our Chaplaincy and Spiritual Care will undergo the same recruitment process but will be managed by the representative in that department, in line with Trust policies and procedures.

## **7 VOLUNTEER RECRUITMENT SCREENING PROCESS**

- 7.1 The success of volunteering relies on the efficient and robust recruitment process, which could take several months due to DBS screening and Occupational Health to complete. All volunteers are recruited in line with this policy. (*Appendix 3* shows a flow chart of the recruitment process)
- 7.2 Having completed WWL volunteer recruitment process, all volunteers must also complete the Trust's recruitment procedures and comply with the additional pre-employment checks. Only registered volunteers who have completed the full recruitment process may be active on the trust's sites.
- 7.3 The Third Sector voluntary/Charity organisations providing a service on hospital sites that have their own recruitment programme, must provide a signed registration form for each volunteer stating that 2 appropriate references and an appropriate Disclosure and Barring Service (DBS) check has been obtained prior to the volunteer commencing duties on any hospital site. The VSM will provide all other requirements, such as Health check, Induction/awareness session, Trust ID badge and completion of Confidentiality Code of Conduct, Volunteer Agreement, and pre-employment checks.
- 7.4 All volunteers must complete an NHS Employers ID check, with the exception of asylum seekers. In lieu of completing an NHS Employers ID check due to possessing limited identification documentation, asylum seekers must undergo a status check with the Home

Office. This check is to be repeated on a three-monthly basis until the volunteer retires from volunteering at the Trust or claims his or her asylum. When a volunteer has claimed asylum, he or she must present the relevant documentation to the VSM.

- 7.5 In accordance with the Safer recruitment –NHS employment standards (September 2017) the Trust is required to undertake the following pre-employment checks before an individual can commence voluntary work in the Trust.

7.5.1 Verification of the identity in accordance with NHS Employers ID Checking and DBS criteria (and Service Level A on establishment). All photocopies or scanned copies of documents must be signed, dated and certified by the VSM or authorised person taking the copy. A record of this process will also be kept in line with DBS requirements as of December 2018

7.5.2 Prospective volunteers must complete a short medical questionnaire which will determine if a referral to our Occupational Health online system, Cohort, is required. If a referral is essential, you may be requested for an interview with an occupational health nurse where necessary, or if appropriate, a doctor (Trust Guidance Document - NHS Employment Check Standards (September 2017)). Should a volunteer's fitness level change significantly, they may be referred for an Occupational Health assessment. A volunteer cannot start or resume volunteer duties until they have received Occupational Health clearance.

7.5.3 Prospective volunteers are required to name two independent referees (not relatives) who will give a written character reference covering a period of a minimum of three years. This will include any knowledge of criminal convictions. Volunteers cannot start until both references have been received and are deemed satisfactory.

7.5.4 A DBS application must be completed for volunteers who have regulated activity in their roles. The level of DBS will be measured with the nature of the role the volunteer undertakes. Placements in the Rainbow Ward or within Accident and Emergency the DBS level will always be an enhanced DBS. Under the New Guidance on the Rehabilitation of Offenders Act 1974 (4 March 2014), volunteers must declare any cases that are also pending. This information is strictly confidential, and will not necessarily prejudice the candidate from being accepted. The requirement for a DBS will always be made well-defined during the recruitment process.

7.5.6 All volunteers will complete an individual Covid 19 Risk Assessment, part 1 and part 2 if required, prior to starting their placement which will be forwarded to the email address per trusts guidance. Volunteers and the VSM will discuss any risks during this process before engaging with any placement for the volunteer. This will also be kept on their personnel file.

- 7.6 All voluntary agencies, providing voluntary support on hospital sites, must complete a pre-employment checklist for all new volunteers, if not conducted via our process. This checklist must be forwarded to the VSM prior to a volunteer commencing their duties.
- 7.7 All ID photographs for volunteers will be managed by the VSM. All volunteers must wear their ID badge at all times when on duty. Failure to do so may result in a volunteer being removed from duty. Should a volunteer require a parking permit, he or she must complete a volunteer parking permit form issued by the VSM. The VSM checks and signs this form and arranges for the permit to be processed by Security. When a volunteer ceases their placement and retires from the trust all ID badges and permits must be returned for safe disposal,

- 7.8 As part of our volunteers' induction program, new volunteers must also sign our Code of Confidentiality and Volunteer Agreement. New volunteers must also complete our mandatory training program.
- 7.9 All volunteers must be issued with a Trust ID Badge and if required, a parking permit pass.
- 7.10 All volunteers will be required to complete an opt in or opt out form regarding using their email address and storing their email address. If a volunteer opts out and does not wish their email address to be stored after the recruitment process has been completed it will be deleted and no further communication, newsletters or teams meeting requests will be sent to the volunteer. If a volunteer opts in their email address will be stored on the volunteer's database and all communication relating to the service and further events will be sent. (Appendix 4 shows the form for opt in or out regarding emails)
- 7.11 All volunteers must ensure that their Motor Insurance Policy includes suitable provision for the amount and type of volunteer mileage that they undertake. It is the responsibility of the volunteers to ensure their Insurance Provider has been notified of their volunteering activities. (If a volunteer has any questions regarding this they should discuss it further with their Insurance Provider. Inadequate insurance cover can result in an insurance policy being invalid and may result in fines or penalties for the driver.)"

## **8 Mandatory Training and E-Learning**

- 8.1 Every trust volunteer is required to undertake mandatory training when they join the Trust. The training includes
- 8.1.1 Information Governance,
  - 8.1.2 Health & Safety Risk Management,
  - 8.1.3 Infection Control,
  - 8.1.4 Fire Safety,
  - 8.1.5 Safeguarding Adults and Children Level 2,
  - 8.1.6 Equality and Diversity
  - 8.1.7 Plus any additional subject as advised by the Trust.
- 8.2 The training is delivered via e-learning on Health Education England. Mandatory training is then repeated every three years for all volunteers. Failure to comply with mandatory training will result in volunteer duties being put on hold until compliant. Volunteers are also required to attend any other training deemed necessary for their role. (Please see appendix 5 for directions or ELearning)
- 8.3 All volunteers must attend mandatory or refreshing training or it could lead to temporary suspension from volunteer duties.

## **9 Third Party Volunteers**

- 9.1 Third Party volunteers are volunteers registered by other organisations to engage and support the Trust; these volunteers are not directly recruited by the Trust but are bound by agreement to deliver volunteer services under the terms of this policy
- 9.2 Third Party organisations should be asked to approve and sign a volunteer charter, although not legally binding the volunteer charter provides clarity of roles, responsibilities, boundaries and clearly defines the third-party's relationship with the Trust.

- 9.3 Third Party organisations will need to ensure all volunteers have completed a robust recruitment process and evidence checks equivalent to those as set out in this policy by the trust. If not, all third-party potential volunteers will complete the WWL volunteer recruitment process.
- 9.4 With support of the VSM and the trust all third-party organisations must complete the following to ensure safety and wellbeing of third-party volunteers volunteering on trust premises:
- 9.4.1 Allocated point of contact for volunteers
  - 9.4.2 Volunteers comply with relevant Trust policies, including the understanding of the Trust values and behaviours framework
  - 9.4.3 They notify and provide evidence to the Trust that the volunteer has passed all the necessary screening checks, as outlined in this volunteer policy.
  - 9.4.4 Volunteers performing volunteer duties on hospital premises must attend a WWL volunteer induction and mandatory training set out in this policy
  - 9.4.5 Identification badges are always worn by volunteers when volunteering and returned to the organisation if volunteering ceases to continue

## 10 VOLUNTEER EXPENSES

- 10.1 Volunteers may apply for travelling expenses incurred traveling to and from the trust, public transport or via private vehicle. Volunteers working within the community hub claim expense for the milage completed during their shift.
- 10.2 All volunteers claiming travel expenses must adhere to the Financial Procedure.
- 10.3 All volunteers claiming travel expenses must use the appropriate claim form. (Please see attached appendix 6)
- 10.4 The mileage rate for expenses is set by HMRC and WWL cannot amend this. Volunteers are not taxed on expenses and therefore you only qualify for the rate set by HMRC and not the rate that staff receive as staff are taxed on their expenses.
- 10.5 The Trust will not reimburse any Motor Insurance premiums or higher excesses paid in relation to the use of a motor vehicle in the carrying out of volunteer activities.”
- 10.6 All volunteers who claim travel expenses incurred while performing volunteer duties on behalf of the Trust must personally make the claim through the VSM or through approved Trust staff for authorisation, e.g. Wrightington League of Hospital Friends, Radio Wrightington and any other agencies who are entitled to claim.
- 10.7 Community volunteer drivers will complete their expenses as above 10.1 -10.6 however, will obtain payment via a different system then general office due to the amount of monies which are claimed. (Please follow appendix 7 for the process and contact details.)

## 11 ANIMAL ASSISTED THERAPY

- 11.1 Any ward, department or directorate wishing to utilise a therapeutic pet visiting service should liaise with the Voluntary Services Co-ordinator before any visits are undertaken. The co-ordinator will ensure that any handlers and their animals comply with the Trust Voluntary Services Policy TW11-002, and that any staff on the receiving ward are aware of their responsibility in ensuring all relevant policies are complied with.

Handler must be registered as a Trust volunteer and comply with Voluntary Services Policy TW11-002 for recruitment of volunteers before starting a therapeutic pet visiting scheme.  
(See ANIMAL VISITS TW10-042 SOP 36

11.2 All pets must have the necessary certificates and documents from a recognised registered pet therapy charity before starting scheme.

11.3 Exclusion areas: Animals must not be allowed within the following areas:  
Intensive Care Unit/HDU.  
CCU.  
SCBU/Maternity.  
Theatre/Recovery.  
Oncology

## **12 HUMAN RIGHTS ACT**

Implications of the Human Rights Act have been taken into account in the formulation of this document and they have, where appropriate, been fully reflected in its wording.

## **13 INCLUSION & DIVERSITY**

The document has been assessed against the Equality Impact Assessment Form from the Trust's Equality Impact Assessment Guidance and, as far as we are aware, there is no impact on any protected characteristics.

## **14 MONITORING AND REVIEW**

Monitoring and review of this policy will be undertaken on an annual basis and reported via the Engagement Committee.

## **15 ACCESSIBILITY STATEMENT**

This document can be made available in a range of alternative formats e.g. large print, Braille and audio cd.

For more details, please contact the HR Department on 01942 77 3766 or email [equalityanddiversity@wwl.nhs.uk](mailto:equalityanddiversity@wwl.nhs.uk)

## VOLUNTEER CHARTER

Volunteering is an enriching and rewarding experience, helping to improve the lives of others. Volunteers are an invaluable asset to Wrightington, Wigan and Leigh (WWL) NHS Foundation Trust. We hope that you enjoy volunteering with us and feel like an important part of our team. We would also like to take this opportunity to thank you for volunteering your services to the Trust for the benefit of our patients and service users. Your kind assistance is most appreciated.

The Volunteer Agreement describes the arrangement between the Trust and you. The purpose of the Agreement is to tell you what you can expect from us and what we hope to see from you. It should be read in correlation with the Volunteer Handbook provided to you during the recruitment process.

Volunteers name:

Your address:

Volunteer Role

Department/Ward:

### **We, WWL NHS Foundation Trust, will do our best:**

1. Introduce you to how Wigan Wrightington, Wigan and Leigh Teaching Hospitals behaviour frameworks and how we work.
2. Volunteers Boundaries allow safe placement of any volunteer. Boundaries provide guidance for volunteers and staff allowing the safe placement, wellbeing and security that protects all parties involved.
3. Provide a safe workspace to complete your volunteer job role.
4. To respect your skills and individual wishes and do our best to meet them.
5. Provide regular meetings with the Voluntary Services manger which is an opportunity to provide feedback and be given trust updates.
6. To provide you with a thorough induction on the work of our Trust, staff, volunteers and your role, and to provide any training that you need to fulfil your role. The initial training agreed is:
  - a. General Induction date:
  - b. Local Induction date:
7. To assign you with a Staff Volunteer Lead who will support you during your volunteering sessions.
8. To provide support in respect of arranging your placement and regular visits from the Voluntary Services Manager to ensure that your placement is enjoyable and meets your expectations.

9. To reimburse your travel expenses in line with the Voluntary Services Policy.
10. To treat you fairly and with respect and dignity in line with our Inclusion and Diversity policy.
11. To try to resolve fairly any problems, grievances and difficulties you may have.

**We expect Volunteers:**

1. To support our patients and staff to the best of your ability and to seek help and advice when needed.
2. To participate in General, and Local Induction.
3. To adhere to the Code of Confidentiality.
4. To adhere to the terms set out in the Volunteers' Handbook.
5. To comply with WWL values and behaviours.
6. To complete mandatory training booklet, which includes, but is not restricted to Health and Safety, Infection Control, Information Governance, Safeguarding Vulnerable Adults, and Inclusion and Diversity.
7. Failure to comply points 2-6 above may result in the suspension of your volunteer placement.
8. You will not be expected to move or handle any heavy objects as part of your role. If you are asked to do so, please seek assistance from a member of staff.
9. To undertake the voluntary role, with clear written objectives and tasks at agreed times and sign in/out as appropriate.
10. To be treated with respect and dignity which includes a zero policy to discrimination, harassment or victimisation.
11. To inform your Staff Volunteer Lead or the Voluntary Services Manager if you are unable to attend when you have agreed/would normally attend. Failure to inform your Staff Volunteer Lead or the Voluntary Services Manager of non-attendance prior to your session may result in the suspension of your placement.
12. Any volunteers who have not attended their volunteering for more than 6 months will be required to repeat the application process in line with the Voluntary Services Policy and Standard Operating Procedures.
13. To commit to 4 hours per week for six months or students to commit to 208 hours per annum which will be agreed upon completion of the recruitment.
14. Should you cease or not attend your volunteering for less than 6 weeks, we will not be able to provide a reference. In addition, signing-in sheets must be provided as evidence of your volunteering should you require a reference for university or job applications.
15. To ensure that your identification badge is displayed at all times with a yellow Hospital Volunteer lanyard or clip. If you do not wear your ID badge, you may be asked to leave the site. If you lose or damage your ID badge, please inform the Voluntary Services Manager immediately and a replacement badge will be issued.
16. To raise any issues or concerns regarding your placement with your Staff Volunteer Lead or the Voluntary Services Manager.
17. To negotiate and agree any changes in role with the Voluntary Services Manager. The Voluntary Services Manager will arrange for a revised Volunteer Agreement and the relevant Volunteer Role Description to be issued. Ability to say no if required.
18. To give 28 days' notice to the Voluntary Services Manager should you wish to cease your voluntary service. Upon cessation of placement, to return your identification badge and if applicable, parking pass.

19. I understand that upon leaving Wroughtington, Wigan and Leigh NHS Foundation Trust ('Trust') and I fail to return all property that belongs to the Trust, that this may be forwarded to the Trust's Fraud Specialist Manager to investigate further. In addition, I agree that no Trust security access information will be divulged to any source upon leaving the Trust.

**Responsibility of Volunteers:**

1. To be reliable and punctual to placements.
2. Treat everyone with respect and dignity (How you would like to be treated).
3. Follow instructions given by the VSM or the team.
4. To remember you Inclusion and Diversity training and approach members of the public, patients' staff in a polite and friendly manner.
5. To ask for help if needed.
6. Report any concerns or issue which arise to the VSM on the day and no later than 24 hours.

This Agreement shall not constitute an employment relationship, or legally binding nor shall it guarantee future employment at our Trust. This Agreement may be cancelled at any time at the discretion of either party. At WWL we aim to be flexible in our approach to you volunteer commitment and hope you enjoy your volunteer placement while here at WWL.

On signing this agreement, it confirms your willing participation as a trust volunteer. I understand and have reviewed the expectations set out in this mutual agreement and I consent to adhere to the Rights and Responsibilities outlined in this agreement and in the Volunteer Handbook.

Volunteer Name	
Signature	
Date	

Signed on behalf of Wigan Wroughtington, Wigan and Leigh Teaching Hospitals Voluntary Services Manager

Manager's Name	
Signature	
Date	

# When we are...



## Volunteer Recruitment Flow Chart





Liaise with Volunteer lead to arrange volunteer's placement start date. Prepare local induction pack with form G to be completed by the volunteer lead on start date and sent back to the VSM

Volunteer taken and introduced to the Volunteer lead and complete the local induction pack. Make sure volunteer is settled and understands their responsibilities outlined in their role description.

Check In after volunteers first day make sure Volunteer is happy and has understand their responsibilities with the placement.  
Review again 8 weeks later to make sure the placement is correct for volunteer

Completion of recruitment process now a WWL Volunteer.  
Hours will be defined in view of the volunteer.  
4 hours per week or 208 per annum if a student volunteer.



## Volunteer ELearning directions.



**ELearning to be completed via Health education England.**  
**[HEE elfh Hub \(e-Ifh.org.uk\)](https://www.hee.nhs.uk/elfh)**  
The link above will take you to the home page.  
You then have to create an account with your personal email address and a password which will then allow you access to the modules provided by Health Education England.  
(The home screen will look like this below screen shot. The register button will be in the middle as per the yellow arrow on the picture below)

**Providing elearning to educate and train the health and care workforce**  
Our elearning programmes are developed in partnership with the NHS, 3rd sector and professional bodies and can be accessed for free, 24/7 by health and care professionals.

To access the elearning please sign in. **Sign in**

To access the elearning please register and create an account. **Register**

Browse our catalogue to see the elearning programmes that are available. **Browse**

**OpenAthens**  
If you have an NHS OpenAthens account and wish to access the HEE elfh Hub please select the button below. **Sign On with OpenAthens**

**How elearning is being used**  
In 2020 there were 22million session launches on the HEE elfh Hub. The online training sessions enhance traditional learning, support existing teaching methods and provide a valuable reference point.

**e-Learning helped me learn new skills quickly.**

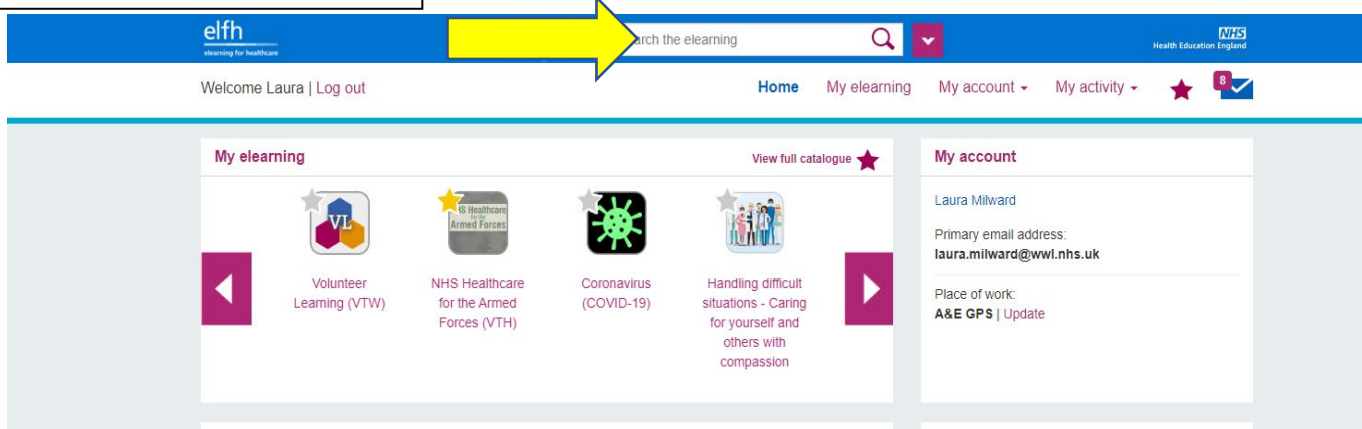
**System requirements**  
To ensure your device is correctly set up to display and record your elearning activity, please use our device checking tool. **Check my device**

**Click here to start your registration on the eLearning portal.**

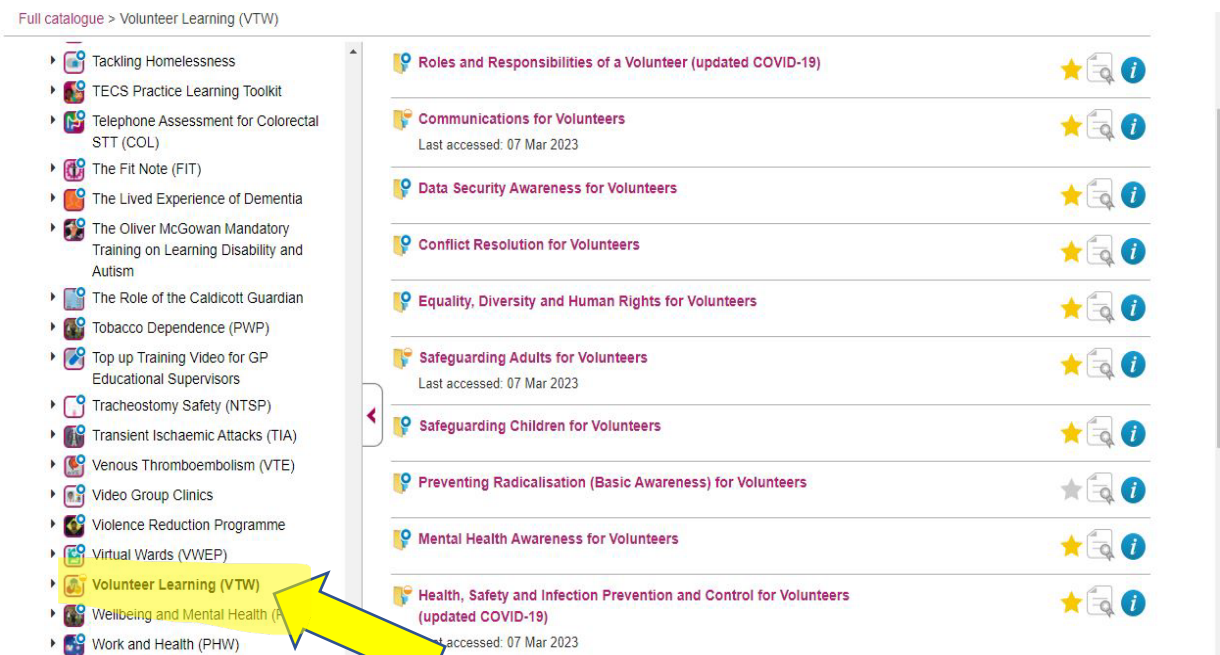


**Once you have an account and you are into the eLearning portal you will need to search for VOLUNTEER LEARNING (VTW) in the search box at the top of the screen. As seen below.**

This is the main search box to put Volunteer Learning into which will pull up the modules.



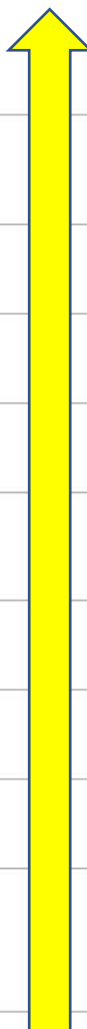
On the left side of the screen after searching Volunteers Learning folders will appear and you will have to search for Volunteers Learning folder VTW . Once you click on this folder, it will open a screen like below with all the modules to the right-hand side.











































This will be what you are looking for highlighted in yellow VTW.



- All the below 10 modules will need to be completed via the eLearning portal.
- Once you complete each module the certificate will change to a gold colour at the end.
- You will be sent a certificate via email; it updates your eLearning account also for you to go back to reprint or to use in further volunteering roles.
- Once you receive your certificate you will need send a copy to the Volunteers Service Manager to confirm you have completed the eLearning before your placements starts.



 Roles and Responsibilities of a Volunteer (updated COVID-19)	  
 Communications for Volunteers Last accessed: 07 Mar 2023	  
 Data Security Awareness for Volunteers	  
 Conflict Resolution for Volunteers	  
 Equality, Diversity and Human Rights for Volunteers	  
 Safeguarding Adults for Volunteers Last accessed: 07 Mar 2023	  
 Safeguarding Children for Volunteers	  
 Preventing Radicalisation (Basic Awareness) for Volunteers	  
 Mental Health Awareness for Volunteers	  
 Health, Safety and Infection Prevention and Control for Volunteers (updated COVID-19) Last accessed: 07 Mar 2023	  

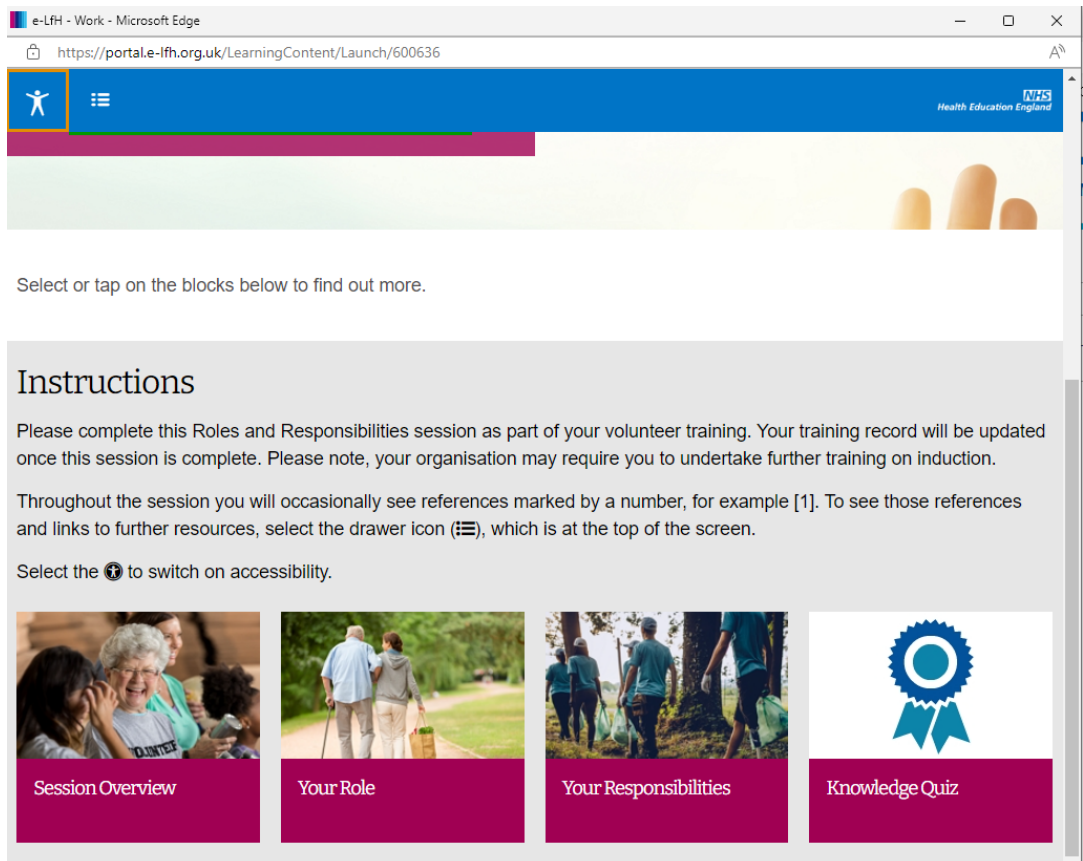


**When you open each training module it opens a new screen like below.**

**There will be a few boxes which you will need click open to complete the training. Once all boxes have been completed there will be a quiz at the end of each module.**

**If you complete the quiz a certificate will be created, and your training will be completed. If you do not complete the quiz, then you do not complete the eLearning and you will be asked to complete it all again.**

**If you are struggling, please contact the Volunteers Service Manager.**



**VOLUNTEER TRAVEL & SUBSISTENCE CLAIM FORM**

<p style="text-align: center;"><b>Volunteer Details</b></p> <p>Surname.....          Forename.....</p>	<p>Home Address:          .....          .....          .....</p>	<p style="text-align: center;"><b>Vehicle Details</b></p> <p>Make and Model.....          Registration number.....          Cubic Capacity.....</p>
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Date	Journey Details	Miles	Time Commenced	Time Finished	Other Expenses <b>Receipts must be attached</b>	Ward Representative signature

**VOLUNTEER CERTIFICATION**

I declare that the expenses detailed above are in accordance with the Trust's regulations and are in respect of expenses actually and necessarily incurred whilst engaged on the business as stated.  
 No other claim has or will be made by me on any public body for expenses or allowances in connection with the business stated.  
 The vehicle / cycle that was used during the period dated was covered for full or third party insurance including cover against risk of injury to or death of passengers and damages to property.  
 The insurance policy covers the risks above when using the vehicle / cycle on official business and that the reference in the policy to passengers will be regarded by the Insurance Company as covering official passengers in respect of whose transport I am claiming travel allowance.  
 I have a full and valid driving licence

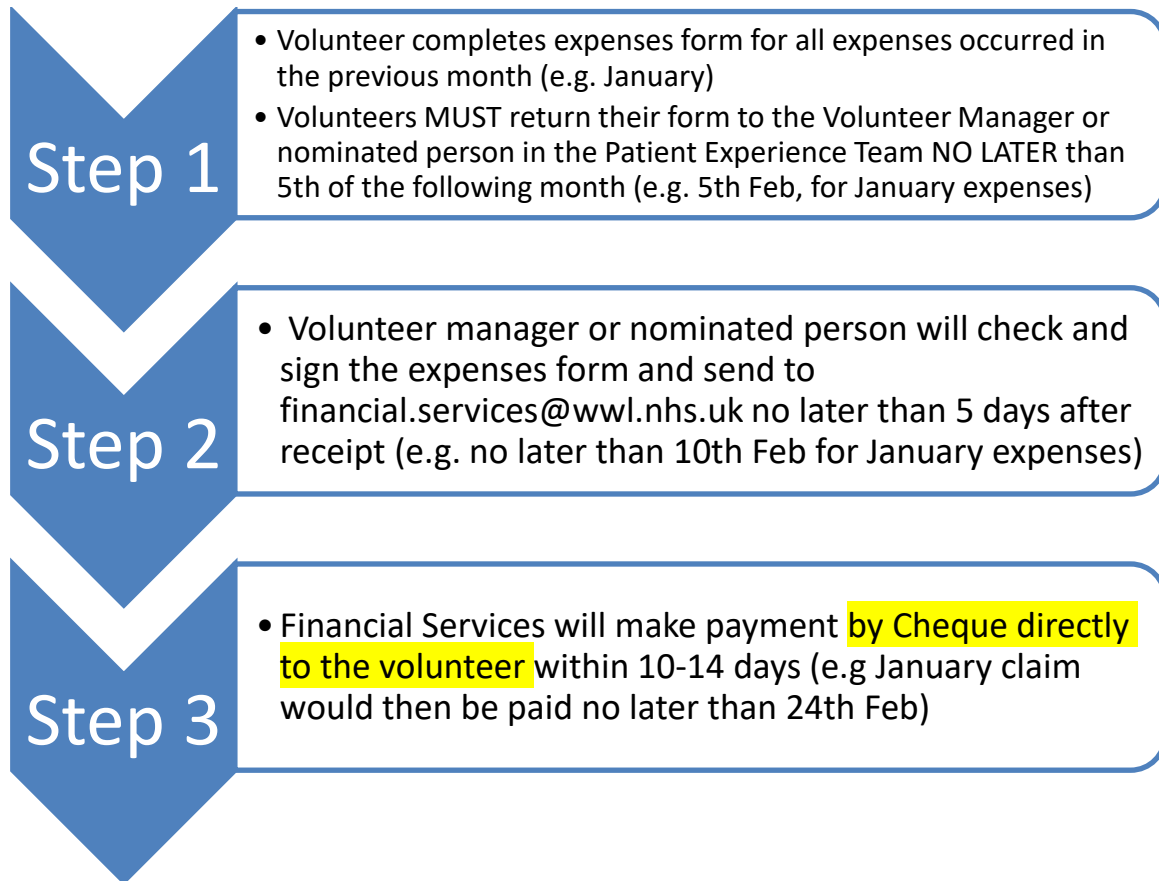
Volunteer Signature:.....  
 Date:.....

**AUTHORISATION**

I certify that to the best of my knowledge and belief, the claimant was engaged on the duty stated on the dates shown, and that the journeys detailed were authorised.  
**Authorised Signatory**  
 Name:.....  
 Signature:.....  
 Designation:.....  
 Date.....

**PAYROLL USE ONLY**

## **Volunteer Expenses Flow Chart for expenses over £20**



### **NOTE**

- Volunteer expenses must be claimed within 3 months of the expense occurring. Any claims **received by the volunteer manager after 3 months** has lapsed will not be paid.
- Bank holidays will affect the date of payment and payment may be made several days late.
- The mileage rate payable is set by HMRC and is currently 45p per mile.
- Mileage must be clearly detailed with start and finish points for each journey shown.
- If detours have taken place due to for example road works, please indicate this in the 'other expenses' box. A maximum of a 20% leeway is permitted.
- Expenses under £20 can continue to be claimed from General Office as per current practice.

# Equality Impact Assessment Form

## STAGE 1 - INITIAL ASSESSMENT

For each of the protected characteristics listed answer the questions below using  Y to indicate Yes and  N to indicate No	Protected Characteristics														Reasons for negative / positive impact
	Male / Female	Age	Ethnicity	Learning Disability	Hearing Impairment	Visual Impairment	Physical Disability	Mental Health	Gay / Lesbian / Bisexual	Transgender	Religion / Belief	Marriage / Civil Partnership	Pregnancy & Maternity	Carers	
Does the policy have the potential to affect individuals or communities differently in a negative way?	N	N	N	N	N	N	N	N	N	N	N	N	N	N	
Is there potential for the policy to promote equality of opportunity for all / promote good relations with different groups – Have a positive impact on individuals and communities.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
In relation to each protected characteristic, are there any areas where you are unsure about the impact and more information is needed?	N	N	N	N	N	N	N	N	N	N	N	N	N	N	If Yes, please state how you are going to gather this information.

<b>Job Title</b>	<b>Voluntary Services Manager</b>	<b>Date</b>	10.03.2023
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**IF 'YES an NEGATIVE IMPACT' IS IDENTIFIED - A Full Equality Impact Assessment STAGE 2 Form must be completed. This can be accessed via <http://intranet/Departments/Equality Diversity/Equality Impact Assessment Guidance.asp>**

**Please note: As a member of Trust staff carrying out a review of an existing or proposal for a new service, policy or function you are required to complete an EIA. By stating that you have NOT identified a negative impact, you are agreeing that the organisation has NOT discriminated against any of the protected characteristics. Please ensure that you have the evidence to support this decision as the Trust will be liable for any breaches in Equality Legislation.**

## Appendix 9

### POLICY MONITORING AND REVIEW ARRANGEMENTS

Para	Audit / Monitoring requirement	Method of Audit / Monitoring	Responsible person	Frequency of Audit	Monitoring committee	Type of Evidence	Location where evidence is held
7	Annual monitoring and review of voluntary services policy	Annual audit of effectiveness of SOP	VSM	Annual	Engagement Committee	Audit report of review of SOP compliance	VSM Office

**ANNUAL REVIEW OF THE VOLUNTARY SERVICES POLICY/SOP AUDIT TOOL**

**1. PURPOSE**

In line with good practice the effectiveness of policies and SOPs should be reviewed annually. The annual review of the voluntary services policy/SOP covered the following areas of audit:-

The audit will review 20 volunteer records on the following:

Areas included in the review	Rag Status
Volunteer Reference checking	
Volunteer Occupational Health checking	
NHS Employment ID checking	
Standard DBS checking for volunteer roles involving significant patient contact, e.g. on wards	
Home Office status check	
Completion of risk assessment	
Attendance at general and local induction sessions	
Compliance with mandatory training, including PPE training	
Handling of any instances of unacceptable behaviour	

**4. WHAT WORKED WELL?**

The key achievements of the policy:

- 

**5. WHAT CAN BE IMPROVED?**

- 

**6. FOR THE FUTURE**

- 

**7. RECOMMENDATION**

The Committee is asked to note the summary report of the annual audit.

Insert name **Committee Chair**