

# Management of Volunteering Policy

This policy describes the process for recruiting, managing, reimbursing and supporting volunteers within the Leicestershire Partnership NHS Trust.

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Name of Author:	Annie Peel, Voluntary Services Manager	
Name of responsible Committee:	Patient and Carer Experience Group	
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Which Relevant CQC Fundamental Standards?	18	

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## Version Control and Summary of Changes

Version number	Date	Comments (description change and amendments)	
1	April 2012	Draft	
2	18th May 2012	Draft for Management consultation following Staffside Consultation comments.	
3	18th June 2012	Final Amendments	
4	17th July 2012	Added in 5.3 – In accordance with the Health and Safety Management Regulations 1999, a risk assessment will be undertaken for young persons (16-18 year olds) that Volunteer for the Trust.	
5	12th April 2013	Amendments made to the replace CRB (Criminal Records Bureau) with Disclosure Barring Service (DBS)	
6	15th July 2013	Amendments to the welcome from the acting CEO, clarity in relation to expenses and more information regarding mandatory training and induction	
7	9th July 2014	Added after 3.3 – All volunteers are subject to the requirements outlined in this policy without exception, including, for example; celebrities and dignitaries.	
8	June 16	<b>Point number</b>	<b>Change</b>
		3.3	Final sentence added about celebrities as requested by the Safeguarding Committee
		7.3	Wording amended to clarify that volunteers can only claim the meal expenses after 4 hours of volunteering.
		14.4	Point added about Trust requirement, following the Savile report, that all volunteers refresh level 1 Safeguarding Training every 3 years
		15.1	Wording changed to final evaluation questionnaire to avoid confusion with HR exit practice
		20.4	Wording amended to change responsibility for the audit from the Patient Experience Manager to the Voluntary Services Manager

9	June 19	<b>Point number</b>	<b>Change</b>
		4.2	Wording changed to reflect vision statement adopted by the Volunteering Team in March 2019
		6.1	Wording changed to data privacy to reflect GDPR regulations
		6.2	Changes to Trust induction and mandatory training introduced from April 2018 are reflected in the new wording. Topics reflect the national core skills framework
		11.1	Storage of volunteer records has been electronic since 2018 and wording updated to reflect this and GDPR regulations
		14.1	Wording updated to reflect changes to induction and introduction of a new LPT volunteer database
		14.4	Clarification regarding requirements for volunteers to update the seven mandatory training topics
		16.5	Wording added regarding a new uLearn module for staff about good practice in volunteer management
		<b>Due Regard Template – Appendix 3</b>	Updated in April 2019
		<b>Training Need Analysis – Appendix 4</b>	Updated to reflect the additional mandatory training requirements for volunteers from 3 <sup>rd</sup> June 2019.
<b>Version Control and Summary of Changes</b>	Updated to record amendments made to the policy in April 2019		

**For further information contact:**

Voluntary Services Manager 0116 2255447

**Equality Statement**

Leicestershire Partnership NHS Trust (LPT) aims to design and implement policy documents that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others.

It takes into account the provisions of the Equality Act 2010 and promotes equal opportunities for all.

This document has been assessed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity.

In carrying out its functions, LPT must have due regard to the different needs of different protected equality groups in their area.

This applies to all the activities for which LPT is responsible, including policy development and review.

## Due Regard

LPT must have **due regard** to the aims of eliminating discrimination and promoting equality when policies are being developed. Information about due regard can be found on the Equality page on e-source and/or by contacting the LPT Equalities Team.

**The due regard assessment template is Appendix 3 of this document**

## Definitions that apply to this Policy

<b>Confidentiality</b>	Health information is collected from patients in confidence and attracts a legal duty of confidence until it has been effectively anonymised. This legal duty (established under common law) prohibits information use and disclosure without consent - effectively providing individuals with a degree of control over who sees information they provide in confidence. This duty can only be overridden if there is a statutory requirement, a court order, or if there is a robust public interest justification.
<b>DBS Disclosure</b>	<p>The Disclosure and Barring Service is a Non-Departmental Public Body set-up to help organisations make safer recruitment decisions.</p> <p>This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially those roles which may involve vulnerable groups including children. The DBS was established on 1 December 2012 and took over the functions of the Criminal Records Bureau and the Independent Safeguarding Authority.</p> <p>The DBS searches police records and, in relevant cases, makes barring decisions for individuals who may currently work/volunteer or seek to work/volunteer in regulated activity with vulnerable groups including children.</p> <p>Currently the organisation issues a DBS Disclosure certificate to the applicant and employer to help them to make an informed recruitment decision.</p>
<b>Data Protection Act (1998)</b>	The Data Protection Act (1998) regulates the use of “personal data”.
<b>Diversity</b>	Diversity is about the recognition and valuing of difference in its broadest sense. It is about creating a working culture and practices that recognise, respect, value and harness difference for the benefit of the organisation, its workforce and the individual, including patients
<b>Due Regard</b>	Having due regard for advancing equality involves: <ul style="list-style-type: none"><li>• Removing or minimising disadvantages suffered by people due to their protected characteristics.</li></ul>

	<ul style="list-style-type: none"> <li>• Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.</li> <li>• Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.</li> </ul>
<b>Equality</b>	Equality is not about treating everyone the same it is about creating a fairer society where everyone can participate and has the opportunity to fulfil their potential. It is backed by legislation designed to address unfair discrimination based on particular protected characteristics.
<b>Grievance</b>	Grievances are concerns, problems or complaints raised by a volunteer. Any volunteer may at some time have problems or concerns with their placement, volunteering conditions or relationships with colleagues that they wish to raise with management.
<b>Human Rights</b>	Human rights are the basic rights and freedoms that belong to every person in the world. There are 15 Rights protected by the Human Rights Act.
<b>Information Governance</b>	Information Governance ensures necessary safeguards for, and appropriate use of, patient and personal information.
<b>NHS Standards</b>	Referring to NHS Employment Check Standards. The standards outline the legal and mandatory checks employers must carry out for the appointment and on-going employment of all individuals in the NHS across England.
<b>Volunteer</b>	A person who is engaged in any activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit someone (individuals or groups) other than, or, in addition to close relatives. Volunteers complement a service and should not be crucial to the delivery of a service. This definition does not include Experts by Experience who relate to the Patient Experience Service and may receive reimbursement. Please see separate guidance concerning Experts by Experience.

## **1.0. Purpose of the Policy**

- 1.1 The policy has been written to provide consistency, clarity and guidance to staff in the recruitment and management of volunteers, volunteering within the Trust.
- 1.2 The policy aims to ensure fairness and consistency in offering and developing volunteering opportunities within the Trust. It does not constitute a contract of employment for volunteers.
- 1.3 This policy provides a framework for volunteering to provide assurance that volunteers will be appropriately recruited, trained, managed and supported in their respective roles. It provides a cohesive and consistent approach to ensure the safe and effective delivery of volunteering to conform with LPT statutory duties and its duty of care to patients, staff, volunteers and the public. All volunteers are subject to the requirements outlined in this policy without exception, including, for example: celebrities and dignitaries. For further information concerning VIPs please refer to the Trust's VIP and Celebrity Media Visitor Access Policy.
- 1.4 This policy promotes and encourages equal opportunities throughout the community in the recruitment and placement of volunteers.

## **2.0. Summary and Key Points**

- 2.1 The Policy provides the principles to guide staff in the recruitment and day to day management of volunteers. The policy follows best practice as supported by Voluntary Action Leicestershire (VAL), Volunteering England (VE) and the National Association of Voluntary Services Managers (NAVSM).
- 2.2 Volunteers are extremely valued by the Trust as they enhance the patient experience and provide valuable assistance to the delivery of the services provided by the Trust.

## **3.0. Introduction**

- 3.1 Volunteering is a commendable act of selflessness, in helping others to help themselves and we recognise we would not be able to provide our services without the significant role played by our volunteers. Volunteers show the ability of people to work willingly together for the betterment of their community and themselves. We want volunteers to find the donation of their time and energy to be as meaningful an experience for themselves as it is for the Trust. Volunteers bring many benefits to the NHS such as refreshed energy, specialist skills, vast experience, new and exciting ideas and great flexibility. The aim of this policy is to ensure that manager and their staff have the support and guidance necessary to ensure that our volunteers have the best experience possible. (Dr Peter Miller Chief Executive)

- 3.2 The Management of Volunteering Policy applies to all employees of the Leicestershire Partnership NHS Trust which are to be referred to throughout as 'the Trust'.
- 3.3 A volunteer is a person who is engaged in any activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit someone (individuals or groups) other than, or, in addition to close relatives. A volunteer complements a service and should not be depended on to provide a service.

#### **4.0 Vision for Volunteering**

- 4.1 A strategic vision for volunteering was developed by the Department of Health and highlighted the important role volunteering can play in creating people-centred services; keeping people active, engaged and independent; and in meeting the support needs of patients, carers and users of care services.
- 4.2 The vision for volunteering within the Leicestershire Partnership NHS Trust is to **promote, recruit and support volunteers in making a positive difference to enhance patient experience and the quality of our services at LPT.**

#### **5.0 Managing Risks in Volunteering**

- 5.1 All volunteer roles will be risk assessed for level of DBS disclosure required for the specific role, in line with the Trust's 'Criminal Record Bureau (CRB)' Disclosure Policy and when available the replacement Disclosure and Barring Service Policy.
- 5.2 Appropriate references will also be sought to assess areas of experience and expertise. These may be from teachers, previous managers, colleagues or any other person who can provide a reference in relation to specific skills, experience and expertise as well as character.
- 5.3 In accordance with the Health and Safety Management Regulations 1999, a risk assessment will be undertaken for all new volunteer roles and a separate risk assessment is required for young persons (16-18 year olds) that volunteer for the Trust. The risk assessment is the responsibility of the member of Trust staff who will be supervising the volunteer. The Volunteering Team will provide support where required in completing this prior to volunteers starting in their role.

## **6.0 Data Privacy and Confidentiality**

- 6.1 The responsibility to promote and act in accordance with Data Privacy policies and procedures, including data protection, confidentiality and freedom of information, applies equally to all those who volunteer, work for or with LPT. All volunteers will be asked to sign a Confidentiality Agreement before they begin their first placement. Paperwork in relation to volunteers will be stored securely within the Volunteering Team Office in the locality that the individual is working within.
- 6.2 All volunteers are required and supported to complete the training identified as appropriate for their role including statutory, mandatory and role essential training in accordance with the Trust policy and national core skills training framework. The training is delivered through face to face, e-learning and workbook approaches.

Volunteers are invited to attend the trust's induction alongside all other new starters to the organisation. This is a welcome day sharing lots of useful information about the organisation, its values and infrastructure.

Training required as mandatory for volunteers will be recorded on the Trust's learning management system (uLearn) and compliance will be reported and monitored through Trust governance and assurance groups.

Volunteers must complete seven mandatory training topics prior to the commencement of volunteering.

The topics are:-

1. Fire Safety – this is delivered face to face at the Trust induction
2. Data Privacy – this is available via e learning or as a face to face session
3. Equality, Diversity and Inclusion
4. Infection Control
5. Safeguarding level one
6. Health, Safety and Welfare
7. Moving and Handling

Topics 3 to 7 are in the volunteer mandatory training workbook or available as eLearning via uLearn.

## **7.0 Expenses and Reimbursement**

- 7.1 Volunteer travel reimbursement and other pre-approved out-of-pocket expenses will be reimbursed in line with the Trust's expenses guidance. Volunteers will not be remunerated for their time.
- 7.2 Volunteers can claim reimbursement for their travel at a rate of 45p per mile from their permanent place of residence.
- 7.3 If volunteers are volunteering for more than 4 hours then they should be able to claim the costs for a meal or snack up to a limit of £5 per meal.
- 7.4 All expenses incurred by volunteers should be paid from the budget of the service where the volunteer is volunteering. There is no central fund for volunteer expenses.
- 7.5 Expenses claim forms are available from the Voluntary Services Team and once completed by both the volunteer and signed and coded by their supervisor, should be sent to finance for payment. Receipts for meal costs, parking etc should be attached to the form. It is advised that supervisors keep copies of completed expenses forms for their own record.

## **8.0 Misconduct and Grievance**

- 8.1 Concerns from staff or the public relating to a volunteer should be directed in the first instance to the Voluntary Services Manager where further advice and guidance will be provided.
- 8.2 Any issues of misconduct or grievance will be dealt with using the principles outlined within the Trusts Grievance Policy and Procedure and/or the Disciplinary Policy and Procedure.

## **9.0 Volunteer Recruitment and Retention**

- 9.1 The Trust has not historically been required to recruit for volunteers as there has been a constant flow of proactive members of the public contacting the team to explore volunteering opportunities. However, should recruitment be required, the Trust would use its local voluntary sector networks to place adverts. This would include advertising through Voluntary Action Leicestershire, Health watch and through the Trust's own membership. Recruiting through open media releases should be avoided as this may cause difficulty in meeting demand.
- 9.2 All recruitment of volunteers should be managed through the Leicestershire Partnership NHS Trust's Volunteering Service by contacting the Voluntary Services Team on 0116 229 4055 or email [volunteering@leicspart.nhs.uk](mailto:volunteering@leicspart.nhs.uk)

- 9.3 Volunteers recruited by another Trust or organisation are not permitted until they have been screened through the Trust's own processes.
- 9.4 The recruitment, selection and retention of volunteers will be in line with the Trust's Recruitment and Selection Policy and must be supported by the Trust's Volunteering Service.
- 9.5 Volunteer Recruitment and Selection will abide by the principles of the NHS Standards. Whilst volunteering within an NHS organisation, volunteers should abide by NHS Standards under the supervision and guidance of our staff.
- 9.6 Whilst the Trust does not intend to create a contractual relationship with volunteers (Equality Act 2010), however as a matter of respect and dignity, the Trust believes volunteers deserve to be treated fairly and inclusively wherever possible. All volunteers recruited to LPT will be recruited in conjunction with the Voluntary Services Team and registered via the Voluntary Services Team to ensure compliance with the policy and consistency across all areas of the Trust.
- 9.7 The Trust will aim to recruit volunteers from all sections of the community in line with the Trust's Equality Diversity and Human Right Policy.
- 9.8 Through regular equality monitoring, the Trust will ensure that volunteers from all sections of the community are welcomed.
- 9.9 All costs associated with the recruitment of volunteers will be paid by the team/service requesting the volunteer. Where possible, costs will be avoided but where a volunteer with a particular skill or experience is required, there may be a requirement to place an external advert.

## **10.0 Young People and Volunteering**

- 10.1 Skills for Health have produced guidance in relation to similar areas such as work experience which confirms that under 18's can have work placements within health from the age of 16. The Voluntary Services Team will always review requests for volunteering on an individual basis but will align itself to the Skills for Health guidance which recommends 16 as a minimum age for volunteering.

## **11.0 Volunteer Records**

- 11.1 Volunteer records will be stored electronically and in accordance with the GDPR requirements.
- 11.2 There is no guidance within the Trust's Codes of Practice in relation to the length of time a volunteer's record should be maintained. Therefore the Trust shall maintain a volunteer's record for 6 years after the date they cease to volunteer.

11.3 Volunteers who complete the application process but do not take up a volunteer placement or have a lapse of placement for a period of 6 months and do not withdraw, will be written to and considered to have withdrawn after the period of 6 months; except where inactive placement is due to a prior agreed reason with the staff contact or appropriate manager.

## **12.0 Volunteer Placement**

12.1 Placement of volunteers will be appropriate to both the individual volunteer and specific service areas. Staff members with responsibility for volunteer support will be identified within specific volunteering placements prior to placement.

12.2 The responsible person identified for the volunteer will ensure that the volunteer is supported fully whilst on their placement.

12.3 Volunteers are not to be placed in a role where the role has previously been filled by a paid member of staff. Volunteers should also not be placed in an essential role i.e. there should not be a disruption to a service if a volunteer is unable to attend without notice.

## **13.0 Identification**

13.1 The Trust's Voluntary Services Team will provide the volunteers with LPT ID Badges which must be worn at all times when acting as volunteers and updated if necessary when they expire. Other ID badges will not be accepted by the Trust as a form of appropriate ID.

13.2 Identification Badges must be returned to the Voluntary Service Team on cessation of volunteering.

13.3 Volunteers will not wear their badges when not volunteering for the Trust or to purport to be volunteering within an area of the Trust where they have not been placed.

13.4 Volunteer Drivers, driving for the Trust must display their Car ID (provided by the Trust) at all times when collecting, transporting and dropping off their passengers. They must also have their personal volunteer ID badges on at all times whilst on duty.

## **14.0 Induction and Training**

14.1 Attendance at the Trust's Induction day is compulsory and must be completed before the commencement of volunteering. Attendance will be recorded on the Volunteer Database.

14.2 Volunteer Local Orientation/induction and mandatory training must take place prior to the volunteer commencing in their role.

14.3 Other training applicable to specific roles should be identified prior to a placement commencing and agreed with the Voluntary Services Team.

14.4 All volunteers are required to update mandatory training every 3 years. Any who do not do so will not be permitted to continue to volunteer within the Trust.

## **15.0 Exit Strategies**

15.1 Volunteers must be offered a final evaluation questionnaire upon cessation of volunteering.

15.2 Volunteers are not required to serve any notice.

15.3 Volunteers should be written to following cessation of volunteering for LPT in order to thank them for their contribution unless the volunteer has discontinued their role following the request of the Trust as part of a grievance outcome. This should be managed by the volunteer's supervisor and a copy sent to the Voluntary Service Team for their records.

15.4 All volunteers are entitled to a reference should it be requested. Information included within references should be factual and if staff are unsure of what content to include, advice should be sought from the Voluntary Services Team.

## **16.0 Duties within the Organisation**

16.1 The Trust Board has a legal responsibility for Trust policies and for ensuring that they are carried out effectively.

16.2 Trust Board Sub-committees have the responsibility for ratifying policies and protocols.

16.3 Divisional Directors and Heads of Service are responsible for:

- Ensuring that managers and teams leaders are aware of the Trust's Volunteering Policy and complies with the Policy

16.4 The Voluntary Service Manger is responsible for

- Ensuring compliance with the Trust's Volunteering Policy and to manage any issues which arise in conflict with, or not covered by this policy.

Managers and team leaders are responsible for:

- Ensuring that staff supervising volunteers are aware of the Trusts Volunteering Policy and their duty to comply with the policy and

associated guidance and procedures, including undertaking risk assessments for volunteer roles and making budgets available to cover volunteer expenses.

## 16.5 Responsibility of Staff

Staff looking to create volunteer roles and those supervising volunteers will be encouraged to complete the Working with Volunteers eLearning module available on uLearn.

Staff supervising volunteers are responsible for:

- Acting as the named contact for volunteers
- Supervising volunteers on a daily basis/offering a local induction
- Processing volunteer expense claims

The voluntary services team is responsible for:

- Ensuring that the correct recruitment processes are followed and that staff are provided with guidance and support in relation to both the recruitment and management of volunteers. The team are also responsible for the maintenance of volunteer records through the central electronic database.

<b>7.1</b>	<b>Volunteer travel expenses</b>	Coded to site budgets	Budget summary	Sites hosting volunteers	Annually
<b>13.1</b>	<b>Volunteer id badges</b>	I D badges provided for all volunteers before commencement	Record of badges issued and expiry dates	Voluntary Services team	Monthly
<b>14.1</b>	<b>Volunteer induction</b>	Volunteers required to attend Trust induction	Booking made with Learning and Development team and completion recorded	Voluntary Services team	Monthly
	<b>Compliance with mandatory training</b>		Recorded on uLearn	Learning and Organisational Development Group	Quarterly

## 17.0 Training needs

Section 14 describes the training needs and these are also outlined in Appendix 4, Training Needs Analysis Template.

## 18.0 Monitoring Compliance and Effectiveness

Duties outlined in this Policy will be evidenced through monitoring of the other minimum requirements

Where monitoring identifies any shortfall in compliance the group responsible for the Policy (as identified on the policy cover) shall be responsible for developing and monitoring any action plans to ensure future compliance.

## 19.0 Standards/Performance Indicators

TARGET/STANDARDS	KEY PERFORMANCE INDICATOR
Care Quality Commission fundamental standards number 18: Staffing – sufficient numbers of suitably qualified, skilled and experienced persons must be employed.	That the Trust maintains compliance with CQC fundamental standards, this policy supports standard number 18.

## 20.0 References and Bibliography

This policy was drafted with reference to the following:

Leicestershire Partnership Trust Grievance and Disputes Policy and Procedure (2015)

Leicestershire Partnership NHS Trust Disciplinary Policy and Procedure (2016)

Leicestershire Partnership Trust Information Governance Strategic Management Framework (including policy and strategy) (2015)

Voluntary Action Leicestershire - <http://www.valonline.org.uk/>

NHS Volunteering (NHS Choices) - <http://www.nhs.uk/Livewell/volunteering/Pages/Volunteeringhome.aspx>

Volunteering England - <http://www.volunteering.org.uk/>

Skills for Health [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

Equality and Human Rights Commission (EHRC) voluntary guidance for service Providers:  
[http://www.equalityhumanrights.com/uploaded\\_files/EqualityAct/service\\_providers\\_guide\\_voluntary\\_and\\_community\\_sector.pdf](http://www.equalityhumanrights.com/uploaded_files/EqualityAct/service_providers_guide_voluntary_and_community_sector.pdf)

Health & Safety Management Regulations 1999

**The NHS Constitution**

**The NHS will provide a universal service for all based on clinical need, not ability to pay. The NHS will provide a comprehensive range of services**

<b>Shape its services around the needs and preferences of individual patients, their families and their carers</b>	√
<b>Respond to different needs of different sectors of the population</b>	√
<b>Work continuously to improve quality services and to minimise errors</b>	√
<b>Support and value its staff</b>	√
<b>Work together with others to ensure a seamless service for patients</b>	√
<b>Help keep people healthy and work to reduce health inequalities</b>	√
<b>Respect the confidentiality of individual patients and provide open access to information about services, treatment and performance</b>	√

## Stakeholders and Consultation

### Key individuals involved in developing the original document

Name	Designation
Samantha Wood (nee Quinn)	Former Patient Experience & Partnerships Manager
Heidi Scott-Smith	Former Patient Services & Involvement Manager
Vyv Wilkins	Former Equality, Diversity & Human Rights Officer
Reena Mistry	HR Business Partner

### Circulated to the following individuals for comment in 2019

Name	Designation
Louise Maine	Involvement & Participation Officer, Involvement centre
Kate Hamill	LPT Recovery College Project Officer
Mark Burleigh	Head of Chaplaincy
Voluntary Action Leicestershire	Local Charity which provides support and guidance in issues and areas related to volunteering in Leicester, Leicestershire and Rutland
Sarah Willis	Director of Human Resources and Organisational development
Kamy Basra	Head of Communications
Alison O'Donnell	Head of Education, Training and Development
Workforce & OD Development Committee Members	
Patient and Carer Experience Group Members	
Carole Fishwick	Breast Feeding Lead
Jane Richards, Justine Warner, Michal Zawislak and Suresh Dhiman	Members of the Volunteering Team
Zoe Murrell	Deputy Team Manager, The Mett Centre
Sharon Jones	Team Leader, The Mett Centre

## Due Regard Screening Template

Section 1	
<b>Name of activity/proposal</b>	Volunteering Policy
<b>Date Screening commenced</b>	16 <sup>th</sup> April 2019
<b>Directorate / Service carrying out the assessment</b>	Enabling/Voluntary Services
<b>Name and role of person undertaking this Due Regard (Equality Analysis)</b>	Annie Peel Voluntary Services Manager
<b>Give an overview of the aims, objectives and purpose of the proposal:</b>	
<b>AIMS: To provide a procedure and guidance for the recruitment and involvement of volunteers within Trust services. Also to ensure that volunteers and prospective volunteers are assured of a fair and consistent approach.</b>	
<b>OBJECTIVES:</b>	
<ul style="list-style-type: none"> <li>• To ensure fairness and consistency in offering and developing volunteering opportunities across the Trust.</li> <li>• To provide a framework for volunteering to provide assurance that volunteers will be appropriately recruited, trained, managed and supported in their respective roles.</li> <li>• To provide a cohesive approach to ensure the safe and effective delivery of volunteering to conform with LPT statutory duties and duty of care to patients, staff, volunteers and the public.</li> </ul>	
Section 2	
<b>Protected Characteristic</b>	<b>If the proposal/s have a positive or negative impact please give brief details</b>
	<p>The Volunteering Policy supports access to volunteering opportunities for all members of the local community including patients and service users.</p> <p>It aims therefore to have a positive impact on all the protected characteristics.</p>
Age	Negative impact for under 16 year olds as it is not possible to apply to the Disclosure and Barring service for checks on this

Disability	<p>We welcome volunteers with disabilities and make reasonable efforts to facilitate their volunteering activities within the Trust.</p> <p>Wheelchair access to some areas on site is poor/restricted.</p> <p>Volunteer information could be made available in large print, Braille or audio tape.</p>
Gender reassignment	Positive
Marriage & Civil Partnership	Positive
Pregnancy & Maternity	positive
Race	Positive We welcome volunteers from all races/cultures, particularly the BME groups.
Religion and Belief	<p>We encourage chaplaincy volunteers from different faiths.</p> <p>The Chaplaincy department caters for all major faiths. There are prayer rooms, Foot washing facilities if required</p>
Sex	The faith/culture of some patients/service users requires that they may only receive support from gender-specific volunteers.
Sexual Orientation	Neutral
Other equality groups?	<p>Before acceptance, volunteers must complete a successful Occupational Health assessment to determine their suitable level of fitness for their proposed voluntary role.</p> <p>Volunteers are able to access the Trust Physical Health &amp; Well Being Policy.</p> <p>We have service user volunteers and special needs volunteers who require additional levels of support.</p> <p>The Trust reimburses travelling expenses for all volunteers.</p>

### Section 3

**Does this activity propose major changes in terms of scale or significance for LPT? For example, is there a clear indication that, although the proposal is minor it is likely to have a major affect for people from an equality group/s? Please tick appropriate box below.**

Yes

No

High risk: Complete a full EIA starting click <a href="#">here</a> to proceed to Part B		Low risk: Go to Section 4.	<b>X</b>
<b>Section 4</b>			
<b>If this proposal is low risk please give evidence or justification for how you reached this decision:</b>			
Policy implementation applies to all staff working with volunteers, regardless of the actual location of the service where the volunteering is taking place.			
<b>Signed by reviewer/assessor</b>		<b>Date</b>	
<i>Sign off that this proposal is low risk and does not require a full Equality Analysis</i>			
<b>Head of Service Signed</b>		<b>Date</b>	

### Training Need Analysis

Training Required	YES ✓	NO
<b>Training topic:</b>	1. Fire Safety – this is delivered face to face at the Trust induction 2. Data Privacy – this is available via e learning or as a face to face session 3. Equality, Diversity and Inclusion 4. Infection Control 5. Safeguarding level one 6. Health, Safety and Welfare 7. Moving and Handling Trust Induction Topics 3 to 7 are in the volunteer mandatory training workbook or available as e learning via u Learn.	
<b>Type of training:</b> (see study leave policy)	<input type="checkbox"/> ✓ Mandatory (must be on mandatory training register) <input type="checkbox"/> Role specific <input type="checkbox"/> ✓ Personal development	
<b>Division(s) to which the training is applicable:</b>	<input type="checkbox"/> ✓ Adult Mental Health & Learning Disability Services <input type="checkbox"/> ✓ Community Health Services <input type="checkbox"/> ✓ Enabling Services <input type="checkbox"/> ✓ Families Young People Children <input type="checkbox"/> ✓ Hosted Services	
<b>Staff groups who require the training:</b>	<i>Please specify...</i> All Trust volunteers without exception.	
<b>Regularity of Update requirement:</b>	Mandatory topics every 3 years.	
<b>Who is responsible for delivery of this training?</b>	The Trust's Learning and Development team with the data privacy team having responsibility for the data privacy module.	
<b>Have resources been identified?</b>	Yes. Volunteers attend the one day Trust Induction This is offered fortnightly.	
<b>Has a training plan been agreed?</b>	Yes. Volunteers still active in the Trust will be required to refresh mandatory training after three years have elapsed since their induction. This will be achieved through completion of a training workbook and by face to face or online data privacy training.	

<p><b>Where will completion of this training be recorded?</b></p>	<p><input type="checkbox"/> ✓ uLearn  <input type="checkbox"/> Other (please specify)  Learning and Development keep records of induction attendance and update uLearn regarding mandatory training compliance.</p>
<p><b>How is this training going to be monitored?</b></p>	<p>Via uLearn.</p>

## DATA PRIVACY IMPACT ASSESSMENT SCREENING

<p><b>Data Privacy impact assessment (DPIAs) are a tool which can help organisations identify the most effective way to comply with their data protection obligations and meet Individual's expectations of privacy.</b></p> <p><b>The following screening questions will help the Trust determine if there are any privacy issues associated with the implementation of the Policy. Answering 'yes' to any of these questions is an indication that a DPIA may be a useful exercise. An explanation for the answers will assist with the determination as to whether a full DPIA is required which will require senior management support, at this stage the Head of Data Privacy must be involved.</b></p>		
<b>Name of Document:</b>	<b>Management of Volunteering Policy</b>	
<b>Completed by:</b>	<b>Annie Peel</b>	
<b>Job title</b>	<b>Voluntary Services Manager</b>	<b>Date 30<sup>th</sup> July 2019</b>
<b>Screening Questions</b>	<b>Yes / No</b>	<b>Explanatory Note</b>
<b>1. Will the process described in the document involve the collection of new information about individuals? This is information in excess of what is required to carry out the process described within the document.</b>	No	
<b>2. Will the process described in the document compel individuals to provide information about them? This is information in excess of what is required to carry out the process described within the document.</b>	No	
<b>3. Will information about individuals be disclosed to organisations or people who have not previously had routine access to the information as part of the process described in this document?</b>	No	
<b>4. Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?</b>	No	
<b>5. Does the process outlined in this document involve the use of new technology which might be perceived as being privacy intrusive? For example, the use of biometrics.</b>	No	
<b>6. Will the process outlined in this document result in decisions being made or action taken against individuals in ways which can have a significant impact on them?</b>	No	
<b>7. As part of the process outlined in this document, is the information about individuals of a kind particularly likely to raise privacy concerns or expectations? For examples, health records, criminal records or other information that people would consider to be particularly private.</b>	No	
<b>8. Will the process require you to contact individuals in ways which they may find intrusive?</b>	No	
<p><b>If the answer to any of these questions is 'Yes' please contact the Data Privacy Team via <a href="mailto:Lpt-dataprivacy@leicspart.secure.nhs.uk">Lpt-dataprivacy@leicspart.secure.nhs.uk</a></b></p> <p><b>In this case, ratification of a procedural document will not take place until review by the Head of Data Privacy.</b></p>		
<b>Data Privacy approval name:</b>		
<b>Date of approval</b>		

Acknowledgement: This is based on the work of Princess Alexandra Hospital NHS Trust