

# Management of Volunteering Policy

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

**Key words:** Volunteers, Volunteering, recruitment, management, reimbursements

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This policy is not sensitive and can be made public on the website.

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## Policy on a Page

### SUMMARY & AIM

This policy has been written to provide consistency, clarity and guidance to staff in the recruitment and management of volunteers and volunteering within the Trust.

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.

This policy promotes and encourages equal opportunities throughout the community in the recruitment and placement of volunteers.

### TARGET AUDIENCE

The policy provides cohesive and consistent approaches 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.

### TRAINING

Training needs for volunteers is highlighted in section 7 and also outlined in Appendix 1 of this policy.

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## 1.0 Quick Look Summary

Please note that this is designed to act as a quick reference guide only and is not intended to replace the need to read the full policy.

### 1.1 Version control and summary of changes

Version number	Date	Comments (description change and amendments)
3	June 2012	Final amendments
8	June 2019	3.3 sentence added re celebrities- requested by safeguarding Committee 7.3 amendment to wording 14.4 extra point added following the Saville report 15.1 wording changed to final evaluation questionnaire 20.4 wording amendment – audit from PE manager to Voluntary Services Manager 4.2, 6.1, 6.2, 14.1,14.4, 16.5 wording change 11.1 Storage of volunteer records changed from paper to electronic
10	Feb 22	Revision of Policy
11	Apr 25	Update onto new format 2.0 Inclusion of Employment standards and regulations for NHS Employers 3.0 Inclusion of VIP and Celebrity Media Access Policy 5.1 Addition of identity checks 5.3 Health & Safety Management regulations 1999 5.4 Public Liability Insurance information 5.5 Loss of personal items 5.6 Car insurance for voluntary transport drivers 6.0 Health Assessment 7.1 Amendment to wording to clarify record keeping 7.3 Addition of Data Security Awareness training 8.1 Amendments to wording to clarify training 8.3 Amendments for delivery of induction 9.1 Expenses to be pre-approved, with receipts 9.2 Addition of local mileage preference 9.3 Meal expense clarification 11.13 Clarity for registering therapy pets

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Version number	Date	Comments (description change and amendments)
		12.1 and 12.2 Amendment to wording of placement/volunteer 13.0 Volunteer records – added records kept for 12 months for unsuccessful volunteer applications 15.1 Amendment to wording of long service awards. 16.1 Change to ID badge expiry date to from 4 to 2 years. 16.4 To remove ID badge when driving 17.0 Footwear added 17.3 Addition of Bare Below Elbows in clinical settings  19.9 Amendments to minimum volunteering requirements

For Further Information Contact: Voluntary Services Manager 07747 758822

## 1.2 Key individuals involved in developing and consulting on the document

Key Individuals	
Name	Designation
Minaxi Patel	Voluntary Services Manager
Justine Warner	Volunteer Coordinator
Jane Richards	Volunteer Administrator

Circulated to the following individuals for comments in 2025	
Name	Designation
Alison Kirk	Head of Patient Involvement and Experience
Dan Norbury	Deputy Director of HR and OD
Alison ODonnell	Head of Education, Training and Development
Hannah Plowright	Data Privacy and IG Manager/Deputy Data Protection Officer
Patient and Experience Group Members	

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Circulated to the following individuals for comments in 2025	
Name	Designation
Hasseeb Ahmed	Head of EDI
Christian Knott	Health and Safety Advisor
Kamy Basra	Associate Director of Communications and Culture
Amanda Helmsley	Head of Infection Prevention and Control
Sarah Willis	Director of HR and Organisation Development
Malcolm Heaven	Volunteer
Manjit Dharam	Finance Manager
Apexa Patel	Engagement & Wellbeing Manager
Claire Hubbard	Infant Feeding Clinical Lead
Charlotte Harris	Workforce Health and Wellbeing expert policy Group

### 1.3 Governance

Level 1 Quality and Safety Committee

Level 3 Patient and Carer Experience Group

### 1.4 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 (Amendment) Regulations 2023 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.

If you would like a copy of this document in any other format, please contact [lpt.corporateaffairs@nhs.net](mailto:lpt.corporateaffairs@nhs.net)

### 1.5 Due Regard

The Trust will ensure that due regard for equality is taken and as such will undertake an analysis of equality (assessment of impact) on existing and new policies in line with the Equality Act 2010 (Amendment) Regulations 2023. This process will help to ensure that:

- Strategies, policies and procedures and services are free from discrimination.
- LPT complies with current equality legislation.
- Due regard is given to equality in decision making and subsequent processes.
- Opportunities for promoting equality are identified.

Please refer to due regard assessment (Appendix 4) of this policy

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## 1.6 Definitions that apply to this policy.

<b>Confidentiality</b>	Health information is collected 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.</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>	<p><b>Due Regard:</b> Having due regard for advancing equality involves:</p> <p>Removing or minimising disadvantages suffered by people due to their protected characteristics.</p> <p>Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.</p>

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	Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.
<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.

## 2.0 Purpose of this Policy

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), NHS Volunteering England the National Council for Voluntary Organisations (NCVO) and from the Employment standards and regulations for NHS Employers.

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.

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## 3.0 Introduction

3.1 The policy provides a framework for volunteering to provide assurance that volunteers will be appropriately recruited, trained, managed and supported in their roles. It provides cohesive and consistent approaches 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 except one off corporate and group volunteering which is covered in the Trust's VIP and Celebrity Media Access Policy.

3.2 Volunteering is a commendable act of selflessness; they 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 managers and their staff have the support and guidance necessary to ensure that our volunteers have the best experience possible.

3.3 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'.

3.4 A volunteer is a person who is engaged in any activity which involves spending time, unpaid 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 there are many benefits to volunteering, some of which include giving back to the community, increasing social skills and improving job prospects.

4.3 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.

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## 5.0 Managing Risks in Volunteering

5.1 All volunteer roles will be risk assessed for the level of DBS disclosure required for the specific role, in line with the Disclosure and Barring Service Policy. Identity checks will be carried out where a role does not require a DBS or if they are registered with the DBS update service.

5.2 Appropriate references will 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. A family member will not be able to provide a reference unless agreed with the volunteering team and no other referee can be found.

5.3 In accordance with the Health and Safety Management Regulations 1999, a risk assessment will be undertaken for all new volunteer roles.

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. The service will be responsible for providing local inductions and sharing risk assessments specific to the area that the volunteer will be supporting.

5.4 Volunteers are covered by the Trust's public liability insurance, while performing their volunteer duties. This coverage extends to duties carried out within the boundaries of their assigned tasks and responsibilities.

5.5 The Trust will not be held responsible for the loss of any personal items; it is recommended that volunteers do not bring in any personal and/or high value items when volunteering.

5.6 Volunteer drivers are required to ensure that their car insurance policy covers the use of their own vehicle for the purposes of volunteering.

## 6.0 Health Assessments

6.1 As part of volunteer recruitment, volunteers will be asked to complete a health questionnaire which will determine further referrals to Occupational Health.

## 7.0 Data Privacy and Confidentiality

7.1 The responsibility to promote and act in accordance with Data Privacy policies and procedures, including data protection, confidentiality, and freedom of  
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information, applies equally to all those who volunteer for the Trust. All volunteers will be asked to sign a confidentiality statement before they begin volunteering. Information in relation to volunteers will be stored on the secure volunteering drive. Staff access to the drive will be managed by the Voluntary Services Manager.

7.2 No statement should be made to the press, radio or television, or any other body without the authority of the communications team.

7.3 Volunteers will be required to complete and maintain annual mandatory training in Data Security Awareness.

## **8.0 Training and Induction**

8.1 All volunteers are required and supported (where needed) to complete the training identified as appropriate for their role. This includes core mandatory and role essential training in accordance with Trust policy. Training is mainly delivered through e-learning, or a workbook and in some cases offered with one-to-one support. Training will initially be undertaken before commencement of the role and then repeated in accordance with the required compliance times e.g. annually or 3 yearly.

8.2 Training required as mandatory for volunteers will be recorded on the Trust's learning management system (uLearn) and compliance will be reported and monitored by the Volunteering Team through to the appropriate governance routes.

8.3 Volunteers will be required to complete the Trusts corporate induction module on uLearn before commencing in their volunteering role.

8.4 All volunteers are required to keep their mandatory training in date as per the requirements of the Trust. Failure to refresh mandatory training may lead to volunteering being suspended until complete, volunteers will always be encouraged and supported.

8.5 Other training applicable to specific roles should be identified and agreed on the role description with the Voluntary Services Team and completed prior to a placement commencing.

## **9.0 Expenses and Reimbursements**

9.1 Volunteer travel reimbursement will be offered at the current Inland Revenue approved rate and other out-of-pocket expenses in line with the Trust's expenses guidance. Volunteers will not be remunerated for their time. All expenses must be pre-approved and agreed as some services may not be able to pay expenses. All expenses must be backed with receipts, with the exception of travel expenses.

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9.2 Volunteers are able to claim mileage from home to their volunteer base. Preference will be given to recruiting volunteers, within 5 miles of the base. Applicants over 5 miles from base will be considered on an individual basis.

9.3 Volunteers who are volunteering for more than 4 hours are able to claim the costs for a meal or snack up to a limit of £5. Receipts for the meal or snack must be provided, and food/drink should be consumed during their volunteer hours.

9.4 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.

9.5 Expense 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.

9.6 Expenses must be claimed within 3 months, any claims over this period may not be paid without prior approval by the Voluntary Services Manager.

## 10.0 Raising Concerns

10.1 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. Where a Volunteer Coordinator/Supervisor is concerned that a volunteer is not able to meet the demands of the role, or is not demonstrating the values of the Trust, they will in the first instance discuss this with the volunteer. The purpose of the conversation will be to agree measures. A written copy of the conversation will be kept by the volunteer and the volunteering team. A review date will be agreed, and any further incidents may lead to the volunteer being asked to step down from their role.

10.2 Where a serious concern is received, this will be raised as an incident and investigated in line with the Trusts incident reporting policy. The volunteer may be asked not to volunteer until the matter is investigated. In this case the Voluntary Services Manager will coordinate the investigation and ensure that the volunteer is kept informed of progress.

10.3 Volunteers who have a concern about something that they have witnessed in the Trust should speak to their supervisor and/or a member of the volunteering team. Other groups can also be approached (Freedom to Speak up Guardian, the EDI service can be approached for any equalities issues).

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## 11.0 Volunteer Recruitment and Retention

11.1 All volunteer roles will have a role description using the standard format which will include:

- Title of the role
- Title/Name of the supervisor
- Time commitment
- Summary of the role
- Location of the opportunity
- Applicant specification
- Level of DBS for the role

11.2 The volunteering team will actively work with services to identify appropriate roles for recruitment be required, and the Trust would use its local voluntary sector networks to place adverts. This would include advertising through Voluntary Action Leicestershire, and any other local platforms to promote EDI in recruitment.

11.3 All recruitment of volunteers should be managed through the Leicestershire Partnership NHS Trust's Volunteering Service by contacting the Voluntary Services Team - [lpt.volunteering@nhs.net](mailto:lpt.volunteering@nhs.net). All volunteer opportunities are advertised on the LPT website.

11.4 Volunteers recruited by another Trust or organisation are not permitted until they have been screened through the Trust's own processes. Approval prior to training will be considered.

11.5 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.

11.6 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.

11.7 Whilst the Trust does not intend to create a contractual relationship with volunteers 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.

11.8 Volunteers will be required to complete and sign the following:

- Volunteer Application Form

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- Confidentiality statement
- Volunteer Agreement
- Health Declaration

11.9 New volunteers will be provided a Volunteer Handbook on commencement of their role.

11.10 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.

11.11 Through regular equality monitoring, the Trust will ensure that volunteers from all sections of the community are welcomed.

11.12 All costs associated with the recruitment of volunteers will be paid by the Trust. 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.

11.13 Applicants wanting to volunteer with their pets as therapy, will be required to register their pet with the relevant charity before applying to become a volunteer at the Trust.

## 12.0 Young People and Volunteering/Volunteer Placements

12.1 The Voluntary Services Team will always review requests for volunteering on an individual basis. 16 is the minimum age for volunteering. All requests for placements and work experience are completed via the Work Experience and Placement portal.

12.2 Where a placement is for more than 6 months, the individual will be required to register as a volunteer.

## 13.0 Volunteer Records

13.1 Volunteer records will be stored electronically and in accordance with the GDPR requirements.

13.2 The Trust shall maintain a volunteer's record for 6 years after the date they cease to volunteer. For persons who apply for a volunteer position and do not become a volunteer, these records will be kept for 12 months after which they will be deleted.

13.3 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 reconsider or confirm if they 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.

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## 14.0 Volunteers Taking Time Out/Absences

14.1 Where a volunteer is absent from their role for three months or more, they will be contacted and asked if they are still interested in volunteering, and the reason for not volunteering noted.

14.2 If after six months, there is still no volunteering activity and no reason given, the volunteer will be classed as a leaver. They will be required to re-apply and treated as a new volunteer should they want to volunteer again.

14.3 If a volunteer does not attend their allocated shift (more than 3 shifts in a six-month rolling period) without any indication of absence, they will be removed from the role.

## 15.0 Recognition/Celebrating Volunteer Achievements

15.1 All volunteers will be acknowledged for their length of service. The first award being eligible after 5 years of service and then in increments of 5 years. Gaps in volunteering will be taken into consideration. Long Service Awards will be presented annually.

15.2 Services will be asked to make nominations for other awards (Celebrating Excellence, Valued Star Awards). For nominations that are external to the Trust, nominations will be requested by the volunteering team to the services to enable a coordinated trust response.

## 16.0 Identification

16.1 The Trust's Voluntary Services Team will provide the volunteers with LPT ID Badges which must be worn at all times (except whilst driving) when carrying out their volunteer role and the badges must be updated when they expire. ID Badges are valid for two years. Other ID badges will not be accepted by the Trust as a form of appropriate ID.

16.2 Identification Badges must be returned to the Trust where the badge will be disposed on cessation of volunteering. Lost/Misplaced ID badges will be recorded on the Trust's incident reporting system.

16.3 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.

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16.4 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 with them at all times whilst on duty.

## **17.0 Dress code**

17.1 Volunteers are expected to maintain a good standard of tidiness and personal hygiene. Clothing and footwear should be smart casual where appropriate for the role. All volunteers in clinical settings will be supplied with volunteer uniform (polo top) on commencement of their role.

17.2 Where services require a uniform that is not provided by the volunteering team, the service will be required to source themselves.

17.3 Volunteers in a clinical setting will be required to follow Bare Below Elbows (BBE) as described in the Trusts' Hand Hygiene Policy.

## **18.0 Volunteers Leaving the Trust**

18.1 Volunteers will be offered a final evaluation questionnaire upon cessation of volunteering.

18.2 Volunteers are not required to serve any notice.

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

## **19.0 Duties Within the Organisation**

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

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

19.3 Divisional Directors and Heads of Service are responsible for:

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

19.4 The Voluntary Service Manager is responsible for:

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

19.5 Managers and team leaders are responsible for:

Ensuring that staff supervising volunteers are aware of the Trusts Management of Volunteering Policy and their duty to comply with the policy and associated guidance and procedures, including undertaking risk assessments for volunteer roles, local inductions and making budgets available to cover volunteer expenses.

Regularly consider the role volunteers may play in their service delivery and work with the volunteering team to create new opportunities.

Ensuring that volunteer expense forms are processed in a timely way

19.6 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 or communicate with the volunteering team.

19.7 Staff supervising volunteers are responsible for:

Acting as the named contact for volunteers.

Supervising volunteers on a daily basis/offering a local induction.

Providing a local induction to the area, which would include introductions to team members.

Providing a welcoming environment and addressing any concerns that the volunteer would have.

Processing volunteer expense claims.

Informing the volunteering team of changes including supervisor changes and volunteer leavers.

19.8 The voluntary services team are 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.

Communicating with volunteers ensuring that key LPT information is shared.

19.9 The volunteer is responsible for:

Following Trust policies and ensure their mandatory training is kept in date.

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committing to at least two hours of volunteering for a minimum of six months.  
This can vary according to role.

## 20.0 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 shall be responsible for developing and monitoring any action plans to ensure future compliance.

Page/Section	Minimum Requirements to monitor	Method for Monitoring	Responsible Individual /Group	Where results and any Associate Action Plan will be reported to, implemented, and monitored; (this will usually be via the relevant Governance Group). Frequency of monitoring
	All applicants will be recruited as per the standards set out within the policy	Records of Incidents/complaints against the policy	Voluntary Service Manager	PCEG – Quarterly  Workforce Development Group - Annually
12 - Training		Compliance report	Voluntary Service Team	Training and Educational Development (TED Meetings)

## 21.0 References and Bibliography

NHS Employers <https://www.nhsemployers.org/>

Leicestershire Partnership NHS Trust policies:

- Disclosure and Barring Service (DBS) Policy

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- VIP and Celebrity Visitor Access Policy
- Mandatory and Role Essential Training Policy

## 22.0 Fraud, Bribery and Corruption Consideration

The Trust has a zero-tolerance approach to fraud, bribery and corruption in all areas of our work and it is important that this is reflected through all policies and procedures to mitigate these risks.

Fraud relates to a dishonest representation, failure to disclose information or abuse of position in order to make a gain or cause a loss. Bribery involves the giving or receiving of gifts or money in return for improper performance. Corruption relates to dishonest or fraudulent conduct by those in power.

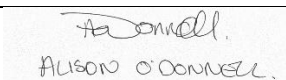
Any procedure incurring costs or fees or involving the procurement or provision of goods or service, may be susceptible to fraud, bribery, or corruption so provision should be made within the policy to safeguard against these.

If there is a potential that the policy being written, amended or updated controls a procedure for which there is a potential of fraud, bribery, or corruption to occur you should contact the Trusts Local Counter Fraud Specialist (LCFS) for assistance.

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## Appendix 1 Training Needs Analysis

Training required to meet the policy requirements must be approved prior to policy approval. Learning and Development manage the approval of training. Send this form to [lpt.tel@nhs.net](mailto:lpt.tel@nhs.net) for review.

<b>Training topic/title:</b>	Volunteer – Mandatory Training		
Type of training: (see Mandatory and Role Essential Training policy for descriptions)	<input type="checkbox"/> Not required <input checked="" type="checkbox"/> Mandatory (must be on mandatory training register) <input checked="" type="checkbox"/> Role Essential (must be on the role essential training register) <input type="checkbox"/> Desirable or Developmental		
Directorate to which the training is applicable:	<input type="checkbox"/> Volunteering		
Staff groups who require the training: (consider bank /agency/volunteers/medical)	All volunteers		
Governance group who has approved this training:	Training, Education and Development	Date approved:	2022
Named lead or team who is responsible for this training:	The Trust's Learning and Development team		
Delivery mode of training: elearning/virtual/classroom/informal/ad hoc	Elearning, workbooks & face to face		
Has a training plan been agreed?	yes		
Where will completion of this training be recorded?	<input checked="" type="checkbox"/> uLearn <input type="checkbox"/> Other (please specify)		
How is this training going to be quality assured and completions monitored?	Modules completed are those from the NHS eLfh and recorded on uLearn. Monthly reports to TED meeting		
<b>Signed by Learning and Development Approval name and date</b>	 ALISON O'DONNELL		Date:

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## Appendix 2 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.

**Shape its services around the needs and preferences of individual patients, their families and their carers** Answer: yes

**Respond to different needs of different sectors of the population** yes/no

**Work continuously to improve quality services and to minimise errors** yes/no

**Support and value its staff** yes/no

**Work together with others to ensure a seamless service for patients** yes/no

**Help keep people healthy and work to reduce health inequalities** yes/no

**Respect the confidentiality of individual patients and provide open access to information about services, treatment and performance** yes/no

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## Appendix 3 Due Regard Screening Template

<b>Section 1</b>	
Name of activity/proposal	Volunteering
Date Screening commenced	Feb 2025
Directorate / Service carrying out the assessment	Enabling/Voluntary Services
Name and role of person undertaking this Due Regard (Equality Analysis)	Minaxi Patel Voluntary Services Manager
Give an overview of the aims, objectives and purpose of the proposal:	
<p><b>AIMS:</b> To provide a procedure and guidance for recruitment and involvement of volunteers within the Trust. To ensure that volunteers and prospective volunteers are assured of a fair and consistent approach</p>	
<p><b>OBJECTIVES:</b> To ensure fairness and consistency in offering and developing volunteering opportunities across the Trust Provide a framework for volunteering to provide assurances that volunteers will be appropriately recruited, trained managed and supported in their roles. Provide a cohesive approach to ensure the safe and effective delivery of volunteering conform with LPT statutory duties and duty of care to patients, staff, volunteers and the public.</p>	
<b>Section 2</b>	
Protected Characteristic	<p>If the proposal/s have a positive or negative impact please give brief details The policy aims to support access to volunteering opportunities for all members of the community The aim is to have a positive impact on all the protected characteristics.</p>
Age	Negative impact to under 16 year olds. All roles require over 16.
Disability	<p>We welcome volunteers with disabilities and make reasonable efforts to facilitate their volunteering activities within the trust. Wheelchair access to some areas of the Trust may be poor or restricting Website information has the Reachdeck accessibility function</p>
Gender reassignment	Positive
Marriage & Civil Partnership	Positive
Pregnancy & Maternity	Positive
Race	Positive

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Religion and Belief	Positive- we encourage chaplaincy volunteers from different faiths		
Sex	Positive		
Sexual Orientation	Positive		
Other equality groups?	We have service user volunteers and special needs volunteers who require additional levels of support.		
<b>Section 3</b>			
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 <u>tick</u> appropriate box below.			
		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>Section 4</b>			
If this proposal is low risk please give evidence or justification for how you reached this decision:			
Policy implementation applies to all staff working with volunteers, regardless of the actual location of the service where the volunteering is taking place.			
Signed by reviewer/assessor	Minaxi Patel	Date	29/07/2025
<i>Sign off that this proposal is low risk and does not require a full Equality Analysis</i>			
Head of Service Signed		Date	

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## Appendix 4 Data Privacy Impact Assessment Screening

<p>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.</p> <p>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.</p>		
<b>Name of Document:</b>	<b>Management of Volunteering Policy</b>	
<b>Completed by:</b>	<b>Minaxi Patel</b>	
<b>Job title</b>	<b>Voluntary Services Manager</b>	<b>Date Feb 2025</b>
<b>Screening Questions</b>	<b>Yes / No</b>	<b>Explanatory Note</b>
<b>1.</b> 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.	yes	<b>References and DBS (where applicable) are requested as part of the recruitment</b>
<b>2.</b> 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.	yes	<b>Will need information on their suitability for the role</b>
<b>3.</b> 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?	no	<b>Personal information will not be disclosed however data on the status of volunteering as a whole will be submitted to NHS England</b>
<b>4.</b> Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?	no	
<b>5.</b> 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.	no	

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<b>6.</b> 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?	no	
<b>7.</b> 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.	no	
<b>8.</b> Will the process require you to contact individuals in ways which they may find intrusive?	no	
<b>If the answer to any of these questions is 'Yes' please contact the Data Privacy Team via</b> <a href="mailto:Lpt-dataprivacy@leicspart.secure.nhs.uk">Lpt-dataprivacy@leicspart.secure.nhs.uk</a> <b>In this case, ratification of a procedural document will not take place until review by the Head of Data Privacy.</b>		
<b>Data Privacy approval name:</b>	Minaxi Patel	
<b>Date of approval</b>	29/07/2025	

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

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