

Management of Volunteering Policy

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

Key Words:	Volunteers, volunteering, reimbursement, recruitment, management	
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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	Point number	Change
		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	Point number	Change	
		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	
		Due Regard Template – Appendix 3	Updated in April 2019	
		Training Need Analysis – Appendix 4	Updated to reflect the additional mandatory training requirements for volunteers from 3 rd June 2019.	
Version Control and Summary of Changes	Updated to record amendments made to the policy in April 2019			
10	September 2022	Full review of policy as policy had expired		

For further information contact:

Voluntary Services Manager 07747 758822

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

Confidentiality	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.
DBS Disclosure	<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>
Data Protection Act (1998)	The Data Protection Act (1998) regulates the use of “personal data”.
Diversity	Diversity is about the recognition and valuing of difference in its

	<p>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</p>
Due Regard	<p>Having due regard for advancing equality involves:</p> <ul style="list-style-type: none"> • Removing or minimising disadvantages suffered by people due to their protected characteristics. • Taking steps to meet the needs of people from protected groups where these are different from the needs of other people. • Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.
Equality	<p>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.</p>
Grievance	<p>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.</p>
Human Rights	<p>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.</p>
Information Governance	<p>Information Governance ensures necessary safeguards for, and appropriate use of, patient and personal information.</p>
NHS Standards	<p>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.</p>
Volunteer	<p>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.</p>

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 Council for Voluntary Organisations (NCVO)
- 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.

- 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. There are many benefits to volunteering, some of which include giving back to the community, increasing social skills, 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.

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 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. A family member will not be able to provide a reference unless agreed with the volunteering team.
- 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. The service will be responsible for providing local inductions specific to the area that the volunteer will be supporting.

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

7.0 Training

- 7.1 Volunteers are required and supported to complete the training identified as appropriate for their role including mandatory and role essential training in accordance with the Trust policy. The training is delivered through face to face, e-learning, and workbook approaches. Training will initially be undertaken at the start of the role and then repeated in accordance with the required refresher periods e.g. annually or 3 yearly
- 7.2 Volunteers are invited to attend the trust's induction alongside all other new starters to the organisation. This is a welcome session sharing lots of useful information about the Trust, its values and infrastructure.
- 7.3 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.
- 7.4 All volunteers are required to update mandatory training as per the requirement of the Trust. Failure to refresh mandatory training will lead to volunteering being suspended until complete, however volunteers will always be encouraged and supported.
- 7.5 Other training applicable to specific roles should be identified prior to a placement commencing and agreed with the Voluntary Services Team.

8.0 Expenses and Reimbursement

- 8.1 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.
- 8.2 Volunteers can claim reimbursement for their travel at a rate of 45p per mile from their permanent place of residence. If the number of miles claimed exceeds 10,000 miles, the rate per mile will be reduced to 25p per mile.

- 8.3 If 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 per meal.
- 8.4 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.
- 8.5 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.
- 8.6 Expenses must be claimed within 3 months, any claims over this period may not be paid without prior approval by the Voluntary Services Manager.

9.0 Raising Concerns

- 9.1 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 and support the volunteer and hopefully achieve a positive outcome. A written copy of the conversation will be kept by the volunteer and in 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.
- 9.2 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
- 9.3 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. They are also able to speak to our Freedom to Speak up Guardian. The EDI service can also be approached for any equalities issues

10.00 Volunteer Recruitment and Retention

- 10.1 All volunteer roles will have a role description using the standard format which will include

- Title of the role
- The time commitment required

The days required
The location of the opportunity
Summary of the role
Title of the supervisor
(Appendix – Blank Role Descriptor)

- 10.2 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.
- 10.3 All recruitment of volunteers should be managed through the Leicestershire Partnership NHS Trust's Volunteering Service by contacting the Voluntary Services Team on 0116 295 0918 or email lpt.volunteering@nhs.net . All volunteer opportunities are advertised on the LPT website.
- 10.4 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.
- 10.5 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.
- 10.6 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.
- 10.7 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.
- 10.8 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.
- 10.9 Through regular equality monitoring, the Trust will ensure that volunteers from all sections of the community are welcomed.
- 10.10 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.

11.0 Young People and Volunteering/Volunteer Placements

11.1 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. The Trust recognises the need for young people to gain Work experience and work placements. All requests for these are completed via the Work Experience and Placement portal. Where a placement is for more than 6 months, the volunteering team will process the request.

12.0 Volunteer Records

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

12.2 The Trust shall maintain a volunteer's record for 6 years after the date they cease to volunteer.

12.3 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.

13.0 Volunteers taking time out/absences

13.1 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.

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.

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.

14.0 Recognition/Celebrating Volunteer Achievements

All volunteers will be acknowledged for their length of service, 5yr, 10yr, 15yr and 20yr.

Long Service Awards will be presented annually

15.0 Identification

- 15.1 The Trust's Voluntary Services Team will provide the volunteers with LPT ID Badges which must be worn at all times when carrying out their volunteer role and the badges must be updated when they expire. Other ID badges will not be accepted by the Trust as a form of appropriate ID.
- 15.2 Identification Badges must be returned to the Trust where the badge will be disposed on cessation of volunteering.
- 15.3 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.
- 15.4 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.

16.0 Dress Code

- 16.1 Volunteers are expected to maintain a good standard of tidiness and personal hygiene. Clothing should be smart casual where appropriate for the role. All volunteers in clinical settings will be supplied with volunteer uniform on commencement of their role. Where services require a uniform not provided by the vol team, they will be required to source themselves.

17.0 Induction

- 17.1 Attendance at the Trust's Induction session is compulsory and must be completed before the commencement of volunteering. Individual circumstances where volunteers are unable to attend an induction, their circumstances will be considered and alternatives may be given by the Voluntary Services Manager.
- 17.2 Volunteer Local induction must take place prior to the volunteer commencing in their role.

18.0 Exit Strategies

- 18.1 Volunteers must 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.

18.4 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.

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 Volunteering Policy and complies with the Policy

19.4 The Voluntary Service Manager 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, 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.

19.5 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
- 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

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.
- Communicating with volunteers ensuring that key LPT information is shared.

20.0 Volunteer Communication

- Volunteer newsletters are published quarterly and distributed via the Volunteering Team. The newsletter will have a link to the Volunteering Website which hosts volunteering information including current volunteer roles
- Volunteer E-News - the weekly newsletter providing the latest news about Leicestershire Partnership Trust
- Departmental meetings – It is expected that supervisors will meet with volunteers in their area preferably two times a year to provide updates and share ideas.
- One to one support – All volunteers will have a supervisor to go to. This person will be identified when they commence in their role.

21.0 Training needs

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

22.0 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.

23.0 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.

24.0 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/>

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

Skills for Health 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

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

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

Stakeholders and Consultation

Key individuals involved in developing the original document

Name	Designation
Alison Kirk	Head of Patient Involvement and Experience
Vyv Wilkins	Manager
Reena Mistry	HR Business Partner

Circulated to the following individuals for comment in 2022

Name	Designation
Louise Maine	Involvement & Participation Officer, Involvement centre
Kate Hamill	LPT Recovery College Project Officer
Kartar Bring	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	Associate Director of Communications
Alison O'Donnell	Head of Education, Training and Development
Haseeb Ahmed	Equality Diversity and Inclusion Lead
Workforce & OD Development Committee Members	Kathryn Burt/Dan Norbury
Patient and Carer Experience Group Members	Circulated
Carole Fishwick	Breast Feeding Lead
Jane Richards, Justine Warner, Suresh Dhiman, Gala Suarez	Members of the Volunteering Team
Zoe Murrell	Deputy Team Manager, The Mett Centre
Sam Kirkland	Head of Data Privacy/Data Protection Officer
Manjit Dharam	Acting Finance Manager
Volunteers	Jean Denyer, Malcolm Heaven, People Council Volunteers19

Due Regard Screening Template

Section 1	
Name of activity/proposal	Volunteering Policy
Date Screening commenced	05/02/2022
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:	
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.	
OBJECTIVES:	
<ul style="list-style-type: none"> • To ensure fairness and consistency in offering and developing volunteering opportunities across the Trust. • To provide a framework for volunteering to provide assurance that volunteers will be appropriately recruited, trained, managed, and supported in their respective roles. • 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. 	
Section 2	
Protected Characteristic	<p>If the proposal/s have a positive or negative impact please give brief details</p> <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>

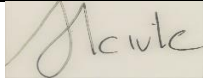
Age	Negative impact for under 16 year olds as it is not possible to apply to the Disclosure and Barring service for checks on this
Disability	We welcome volunteers with disabilities and make reasonable efforts to facilitate their volunteering activities within the Trust. Wheelchair access to some areas on site is poor/restricted. Volunteer information could be made available in large print, Braille, or audio tape.
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	We encourage chaplaincy volunteers from different faiths. The Chaplaincy department caters for all major faiths. There are prayer rooms, Foot washing facilities if required
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?	Before acceptance, volunteers must complete a successful Occupational Health assessment to determine their suitable level of fitness for their proposed voluntary role. We have service user volunteers and special needs volunteers who require additional levels of support. The Trust reimburses travelling expenses for all volunteers.

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

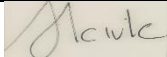
High risk: Complete a full EIA starting click here to proceed to Part B		Low risk: Go to Section 4.	X
Section 4			
If this proposal is low risk please give evidence or justification for how you reached this decision:			
Policy implementation applies to all staff working with volunteers, regardless of the actual location of the service where the volunteering is taking place.			
Signed by reviewer/assessor		Date	
<i>Sign off that this proposal is low risk and does not require a full Equality Analysis</i>			
Head of Service Signed		Date	25.08.2022

Training Need Analysis

Training Required	YES ✓	NO
Training topic:	<p>1. Fire Safety – this is delivered face to face at the Trust induction</p> <p>2. Data Privacy – this is available via e learning or as a booklet</p> <p>3. Equality, Diversity, and Inclusion this is available via e learning or as a booklet</p> <p>4. Infection Control this is available via e learning or as a booklet, Donning and Doffing can be completed online or by watching the video</p> <p>5. Safeguarding level one this is available via e learning or as a booklet</p> <p>6. Health, Safety and Welfare this is available via e learning or as a booklet</p> <p>7. Moving and Handling this is available via e learning or as a booklet</p> <p>Trust Induction</p> <p>Topics 2 to 7 are in the volunteer mandatory training workbook or available as e learning via u Learn.</p>	
Type of training: (see study leave policy)	<input type="checkbox"/> ✓ Mandatory (must be on mandatory training register) <input type="checkbox"/> Role specific <input type="checkbox"/> ✓ Personal development	
Division(s) to which the training is applicable:	<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	
Staff groups who require the training:	<p><i>Please specify...</i></p> <p>All Trust volunteers without exception.</p>	
Regularity of Update requirement:	Mandatory topics every 3 years or as requested by the Trust	
Who is responsible for delivery of this training?	The Trust's Learning and Development team with the data privacy team having responsibility for the data privacy module.	
Have resources been identified?	Yes. Volunteers attend the Trust Induction online. This is offered fortnightly.	

Has a training plan been agreed?	Yes. Volunteers still active in the Trust will be required to refresh mandatory training This will be achieved through completion of a training workbook and by face to face or online data privacy training.
Where will completion of this training be recorded?	<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.
How is this training going to be monitored?	Via uLearn.

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>		
Name of Document:	Management of Volunteering Policy	
Completed by:	Minaxi Patel	
Job title	Voluntary Services Manager	Date Feb 2022
Screening Questions	Yes / No	Explanatory Note
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.	yes	In relation to getting references
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.	yes	Will need information about them to assess the suitability for the role
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?	No	
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?	No	
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.	No	
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?	No	Only where there may be an investigation into conduct/suitability to given role
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.	No	
8. Will the process require you to contact individuals in ways which they may find intrusive?	No	
<p>If the answer to any of these questions is 'Yes' please contact the Data Privacy Team via Lpt-dataprivacy@leicspart.secure.nhs.uk In this case, ratification of a procedural document will not take place until review by the Head of Data Privacy.</p>		
Data Privacy approval name:		
Date of approval	25.08.2022	

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