



Golden Jubilee
Foundation

Volunteering Policy and Procedure

Name	Volunteering Policy and Procedure
Summary	Outlines Board's ethos for volunteering and procedural steps
Associated documents	Involving People Strategy
Target audience	All staff
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Name of Board	National Waiting Times Centre Board
Name of Approving Committee	Senior Management Team and Partnership Forum

Golden Jubilee Foundation Values Statement

What we do or deliver in our roles within the Golden Jubilee Foundation is important, but the way we behave is equally important to our patients, customers, visitors and colleagues. We know this from feedback we get from patients and customers, for example in “thank you” letters and the complaints we receive.

Recognising this, the Golden Jubilee Foundation have worked with a range of staff, patient representatives and managers to discuss and promote our shared values which help us all to deliver the highest quality of care and service across the organisation. These values are closely linked to our responsibilities around Equality.



Our Values are:

- Valuing dignity and respect
- A 'can do' attitude
- Leading commitment to quality
- Understanding our responsibilities
- Effectively working together

Our policies are intended to support the delivery of these values which support employee experience.

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Volunteering Policy and Procedure

1.0 Policy Statement

1.1 The Golden Jubilee Foundation (GJF) recognises the important role which voluntary workers play in complementing, supporting and supplementing the work of paid employees within the organisation to enhance the experience of patients and carers.

1.2 To this end we are committed to ensuring we have in place a volunteering policy that is accessible, comprehensive and fully inclusive and which complements and supports our Involving People Strategy. The purpose of this policy, and its associated procedure, is to enable us to meet these objectives and at the same time ensure the safety of patients and also volunteers, as far as is reasonably practicable.

2.0 Context and Definitions

2.1 An NHS volunteer is defined as;

“A person who gives freely and willingly of their time to help improve the health and wellbeing of patients, carers and users of the NHS in Scotland”.

Our Board has had in place a volunteer programme for the past 10 years. This policy and associated guidance underpins our commitment to volunteering

2.2 The Scottish Executive Health Department (SEHD) first issued guidance for NHS Boards with regards to volunteering in the NHS in 1998 with the publication of MEL (1998) 42. This guidance was further reinforced in 2000 with the publication of MEL (2000) 04 which offered further guidance on implementation of volunteering policies.

2.3 In 2008 the Scottish Government issued CEL 10 (2008) *Refreshed Strategy for Volunteering in the NHS in Scotland*. Our policy is based on this guidance and the Board notes the commitment from Volunteer Development Scotland (VDS) and East and West Dunbartonshire Council of Voluntary Services for their support in the development of this policy.

2.4 Our approach is based on the following principles:

- Ensure people (staff and members of the public) are enthused by, and involved in volunteering.
- Dismantle barriers to ensure participation by hard to reach groups to ensure that those who are under represented in volunteering are made aware of the benefits of volunteering, and how to get involved in it.
- Improve the volunteering experience to ensure that volunteers are welcomed and valued by us and that they are given guidance, training and support to develop according to their individual needs and aspirations.
- Develop the skills and knowledge base of our volunteers to equip and support them in their lives outside of the business of the Board.
- Have mechanisms in place for monitoring, evaluation and ongoing policy development to ensure that the impact of volunteering on individuals, patient experience and local and national communities can be captured.

3.0 Scope of this policy

3.1 This policy applies to all volunteers recruited to the Board. This includes not only those who undertake specific activities but those volunteers who are part of our standing focus group or part of other groups or committees

3.2 We request that this policy is also be used as a guideline for the recruitment and use of volunteers by the voluntary organizations permitted to undertake voluntary duties within the Board such as Action on Hearing Loss, and that, wherever possible, the guidance as listed under the various headings in this policy is followed. Should any suggestion in this policy cause problems for the Voluntary Organisations we will work with our partners to reach resolution.

3.3 The Board makes clear through this policy that all volunteers will be treated in an equitable way founded on the same standards as applied to paid staff. This includes having in place appropriate role descriptions, comprehensive recruitment processes, ongoing support and access to training when required. The Board's standing HR, Health and Safety and other relevant policies applied appropriately to volunteers.

4.0 Policy aims

4.1 Our policy aims to:

- **Acknowledge** the importance of volunteering to the health service and to the communities that use the GJNH.
- **Encourage** greater recognition and appreciation for the contribution of volunteers in society.
- **Encourage** more people to volunteer across our Board.
- **Make it easier** for all people to volunteer; Volunteering is an act of free choice: there must be no form of compulsion or coercion. As a person may decide to give time, they must also be able to refuse to do so.
- **Apply equal opportunities.** We value inclusiveness – everyone should be free to volunteer and have the opportunity to do so. We also apply all of our staff policies to our volunteer work force so that they enjoy the same benefits and protection as paid staff.
- **Co-ordinate volunteering** within a strategic and accountable framework.

5.0 Responsibilities

5.1 The following staff are responsible for implementing this policy:

- **Nurse Director** – As Executive Director for PFPI is designated responsible Officer for this policy. The Nurse Director will liaise at strategic level forums to ensure the volunteer programme is informed by national policy drivers and relate this information back through the Volunteer forum.

- **Director of Quality, Innovation and People** – Develops, implements and monitors the Board’s volunteering policy ensuring that it reflects national guidance. They are also directly responsible for engagement with volunteers. Along with the **Spiritual Care and Diversity Lead, the Volunteer Manager** is the principle point of contact for volunteer enquires.
- **Spiritual Care and Diversity Lead** – Supports the Director of Quality, Innovation and People in the development, implementation and monitoring of this policy. Specifically will facilitate development of staff and volunteer guidance providing relevant advice to support delivery of the key elements of this policy. Under the broader remit of the SC&DL job outline will have a specific remit for ensuring the impact of the policy is monitored through use of feedback from a variety of sources. This will include annual workshops for volunteers and staff.
- **Volunteer Manager** - A Volunteer Manager was appointed in January 2015. The Volunteer Manager is responsible for the recruitment of volunteers and has a responsibility to ensure they provide appropriate support to all volunteers as outlined in this policy and procedure.
- **Hospital Managers** – Responsible for utilising this policy where appropriate, to enhance the quality of the services they provide. Managers who recruit volunteers to their service are expected to treat the volunteer in exactly the same way as any other member of staff. Managers will ensure their staff are fully aware of any volunteers who are working within the department so they are able to support individuals appropriately.
- **Volunteer Forum (VF)**. The VF will meet every 2 months and will oversee the operational delivery of the volunteer programme. This will include;
 - Ensuring the implementation of the volunteer policy and procedure through a dedicated work plan
 - Overseeing the growth of the volunteer programme by ensuring roles are developed and implemented appropriately and within the needs and resources of the Board.
 - Supporting the development of innovative practices in volunteering.
 - Volunteer Managers Reports – inclusive of activity statistics, development and approval of new volunteering roles.

6.0 Implementation and Monitoring of this policy

6.1 This policy will be implemented and monitored through our Volunteer Forum (VF) which will provide quarterly updates to the Involving People Steering Group (IPSG). Implementation will be guided by the procedure (see appendix A). As noted in section 5, **the Spiritual Care and Diversity Lead/ Volunteer Manager** will have specific responsibility for monitoring the impact of the policy.

6.2 The **Volunteer Manager** will ensure that support and advice is provided to all managers who are working with volunteers.

NB; The Volunteer Manager is responsible for recruitment and management of all volunteers.

7.0 Review

7.1 This policy and its associated procedure will be reviewed on an annual basis by the Volunteer Forum using the standards applicable to the Investor in Volunteer Standards. The Board will adhere to these standards and will be reviewed externally every three years by Volunteer Development Scotland.

7.2 Unless there is a major change in national guidance this policy is effective until 2020 when it will be reviewed through standing review and consultation arrangements.

7.3 This policy has been considered for Equality Impact assessment and a rapid impact assessment is attached.

Appendix A

Procedure for recruiting and supporting Volunteers in the Golden Jubilee Foundation

1.0 Introduction

1.1 This procedure should be read in conjunction with the GJF Policy for Volunteering.

1.2 **Development of Roles.** There are three types of volunteering roles in the GJF:

- **Member of group / committee / steering group.** The Board has a number of groups and committees and other forums for which volunteers are required to contribute. Individuals on these groups are recruited as members or are self selecting depending on the role and remit of the group. Such individuals are provided with induction and ongoing support through the chair and members of the committee they attend although are not required to go through a full recruitment process.

- **Direct Volunteers.** The Board has developed a number of roles which involve direct patient contact. All such roles must have a detailed role description form, which is similar to a traditional job description and are subject to all elements of this policy and procedure. If managers have any doubts with regards to the type of volunteer required for their project or department then advice should be sought from the Volunteer Manager.
NB. No new role should be introduced without the approval of the volunteer forum.

- **External Volunteers.** It is recognised that there are increasing opportunities to work with the third sector and other public bodies to develop joint roles or roles which are filled by volunteers trained by a third party but hosted by the Board. Such opportunities are actively sought out and underpinned by formal memorandums of agreement.

1.3 **Identification of need.** The core principle for the engagement of any volunteer is to enhance the patient journey in a way that would not normally have been undertaken by a paid member of staff. This can be at a number of levels;

Corporate - Volunteer input to core groups and committees to meet obligations under general and specific duties of Single Equality Act 2010 and Patient Rights Act.

Frontline – Roles which are developed enhance the patient experience and require the volunteer to engage on a regular basis with patients and staff. Such roles are normally identified by managers across all areas of the Board.

2.0 Recruitment and Selection

2.1 Volunteers can be recruited from all sectors of the community, using any form of media thought appropriate, in accordance with the Board's recruitment procedures. The Volunteer Manager is responsible for recruitment of volunteers although support is provided from Spiritual Care and Diversity Lead and HR.

All enquiries from potential volunteers should be first directed to the Volunteer Manager.

2.2 Volunteers are recruited using the same process as paid staff. Prospective volunteers must complete a volunteer application form and, if they are considered suitable to join the organization as a volunteer, will complete a number of checks to ascertain their suitability to join the organization.

2.3 Age restrictions. The lower age for recruitment of volunteer workers will be 16 years. There is no upper age limit by which volunteers may offer support to the Board. However the criteria outlined in section 2.5 apply to staff of all ages with regards to continuing in the role of a volunteer.

2.4 Health. The individual must be able to meet the physical demands of the role of volunteer without risk to his/her health and safety and that of other persons with whom contact is made during the course of his/her duties. If necessary, the occupational health department may be asked to confirm that it is reasonable for the volunteer to carry on.

2.4.1 It is a requirement that applicants being considered for volunteering activity will complete a health declaration form (see Appendix B). This form will be forwarded to the Occupational Health Department who will assess the candidate's medical fitness for the appointment. Confirmation of the health suitability will be notified to HR who will then communicate with the Volunteer Manager before any offer of appointment is made. The services of the Occupational Health Department are also available to any volunteer who wishes to discuss or seek advice concerning their own health in connection with their duties.

2.5 References. The candidate will be asked to name two referees (who are not related to the applicant), to give character references, which will include knowledge of any criminal convictions the candidate may have had. References will be taken up and checked prior to all appointments.

2.6 Disposition. The interview will assess the suitability of the candidate and will select accordingly. He/she must be satisfied that the candidate possesses such personal qualities (e.g. responsibility, reliability, maturity, willingness to cooperate) as are desirable to uphold the integrity of the volunteer service and which reflect the vision and values of the Board.

2.7 Criminal Convictions. Under the rehabilitation of Offender Act (1974) Exemption Order, volunteers are required to declare all previous criminal convictions. Furthermore the Board requires an enhanced Protection of Vulnerable Groups (PVG) check to be undertaken on all volunteers before

they take up their role. This applies equally to those volunteers in patient facing roles as well as those volunteers on groups and committees.

This information will be treated in strict confidence and will not necessarily prejudice the acceptance of the candidate for volunteering activities. However, it is important that the interviewer has this information to assist with selection and to determine placements. The volunteer has a duty to inform the Board of any convictions which may occur after appointment.

2.8 Registration. If the volunteer is successful in their application then they will be entered by HR onto the HR data base and the Volunteer Manager will update the National Volunteer Information System. This contains all relevant information and can be accessed by the Volunteer Manager / Spiritual Care and Diversity Lead.

2.9 Rights and Responsibilities. All volunteers are requested to be aware of rights and responsibilities for volunteers at the GJF. (See Appendix C)

2.10 Confidentiality. All volunteers must understand the importance of confidentiality and sign a 'Declaration of Confidentiality' before commencement of duties. Training will be offered at induction days (See 6.3) (See Appendix D for disclosure form)

2.11 Induction. All volunteers must attend the Corporate Induction day within 2 months of commencing in post. Departmental Induction and training specific to role is also arranged for all volunteers. Sessions may be held for groups of volunteers where this is appropriate or for individuals on an as required basis. All volunteers must attend an induction

- *Fire Safety* A lecture is given by the Fire Officer explaining the Fire Safety Rules and the duties of the volunteer in case of a fire situation, thereafter, all volunteers must abide by the statutory regulations for all staff, which is attend at least one fire lecture every 12 months.
- *Health and Safety* The Board's policy relating to Health and Safety at Work will be explained in order to promote knowledge of safety regulations and to inform volunteers of their responsibility in connection with health and safety. Each volunteer will have access to the Health and Safety Policies
- *Rights and Responsibilities* All volunteers will be made aware of the Code of Conduct for volunteers.
- *Diversity and Equality* All volunteers will receive an introduction to the Board's approach to equality and diversity.
- *Infection Control.* All volunteers will be required to be familiar with key aspects of infection and undertake practical training as deemed appropriate.
- *Data Protection and Confidentiality.* Training is provided by the Information Governance and IT Security Officer.

- *Organisational Structure* All volunteers will be made aware of key aspects of organisational structure and process along with key staff.

2.12 Uniform. The following points are noted;

- ***Uniforms for volunteers in direct roles.*** To ensure patient safety and to ensure volunteers are easily recognised and distinct when in wards and departments this volunteer group will wear the Board's volunteer uniform.
- ***Uniforms for volunteers on groups and committees.*** Volunteers in these roles will not be expected to wear uniform when attending meetings.

Risk assessment. On successful recruitment all volunteers should complete a risk assessment with their appointing manager. Guidance on completion of this can be sought from the Volunteer Manager. A form is attached at appendix F.

An overarching Risk Assessment is held by the Nurse Director. A copy of this is attached at appendix G. This assessment is updated

2.13 Ongoing Development. Volunteers are entitled to the same opportunities of training and development as paid staff. All volunteers should:

- Have regular sessions with the appointing manager to gauge progress and discuss concerns. This should be recorded in the volunteer's 1:1 review form. This is recorded 3 monthly for the first year and then should take place at least once a year thereafter.
- Where appropriate and to support the development of the volunteer written objectives can also be developed.
- If a volunteer is struggling with any aspect of their role then this should formally be reviewed and objectives established to support the individual reach the required standard. Should there remain issues with performance HR support should be sought. It may be that another role may be required or the volunteer's engagement may be required to be ended.
- Volunteers can access appropriate training through the Volunteer Manager and with advice from the Learning and Development Team.

2.14 Unacceptable Behaviour. If a volunteer should breach any aspect of the code of conduct whilst on duty, the manager for the area that the volunteer is working in will contact the Volunteer Manager so that the incident can be investigated and appropriate action taken. The rights and responsibilities of volunteers can be reviewed at appendix 3 as well as in individual role descriptions. All Interviews with a Volunteer will be recorded on a 1:1 Review Form.

In any case where there is evidence of gross misconduct the volunteer will be subject to the same sanctions as paid staff and maybe dismissed with immediate effect.

2.15 Insurance Each volunteer officially registered with the Board will be covered by insurance for claims from third parties. The Board, in its name, has taken out an insurance policy against such third party claims.

2.16 Expenses. In line with CEL 23 (2011) it is noted that no volunteer should be out of pocket as a result of his/her volunteering work; and reimbursement is not appropriate unless actual expense is incurred in the course of the volunteering. Guidance for expenses is included in appendix G

2.17 Support and supervision. All volunteers undertaking work activities with the Board will carry out their role as noted within their role description. Support will be provided as appropriate and will normally be provided by the Volunteer Manager. Meetings should be documented and a record kept in the volunteers file. The Spiritual Care and Diversity Lead and HR will also be available for support when required. Those volunteers active in any role for the Board are covered by its key human resource policies where these are appropriate.

2.18 Facilities. Given the diversity of volunteering roles and responsibilities it is recognised that volunteers will require dedicated space to attend to their duties. The board will provide a volunteer room which will have a PC access and provision to store valuables.

2.19 Communicating with volunteers. The Board will use a variety of multi media to communicate with volunteers;

- There will be a volunteer page in JABs – the Board’s news letter and a Volunteer Newsletter which will be published annually.
- There will be an annual volunteer ‘conference’ to recognise the contribution made by volunteers to the Board.
- The volunteer room will have a specific notice board for volunteers.
- There will be a specific page on the Board’s website dedicated to volunteering.

A variety of formats / languages will be available on request.

3.0 Implementation and monitoring of this procedure.

3.1 The responsibility for implementation and monitoring of this procedure rests with The Spiritual Care and Diversity Lead and the Volunteer Manager. These individuals will ensure:

- Staff engaging volunteers should follow the procedural steps in this document.
- That appropriate support is given to all volunteers across the Board.
- That training for volunteers is provided where this is identified as required.
- That volunteers are reimbursed for legitimate expenses.
- That volunteers are aware of their rights and responsibilities whilst engaged in activities for the Board.

4.0 Review

4.1 This procedure will be reviewed in conjunction with the Volunteering Policy on an annual basis.

NB this procedure is only valid if viewed in conjunction with the volunteering policy. Both must be reviewed as a single document.

Health Declaration Form

Division	
Manager	
Department	
Task	

Personal Details

Title	
Surname	
Forename	
Address	
Telephone Number	
Date of Birth	
GP Name and Address	
Emergency name and contact number	

1. Do you have any illness or disability at the present time?
If yes, please give details Yes/No
2. Have you had any other serious illness or operations in the past?
If yes, please give details Yes/No
3. Are you taking any prescribed medicines/inhalers/injections or eye/ear drops at this time? If yes please give details Yes/No
4. Have you had/do have asthma, hayfever or any other allergic condition
(Including an allergy to wearing latex gloves) Yes/No
5. Is your ability to perform physical tasks limited in any way? Yes/No
6. Have you been in contact with any infectious diseases in the past 4 weeks? Yes/No
7. Have you been immunised against:
 - BGC (Tuberculosis) Yes/No
 - MMR Yes/No
 - Hepatitis B Yes/No
 - Have you ever had chickenpox or shingles Yes/No

Signature.....

Date.....

Parent/guardians' signature if under 18.....

If any of the above circumstance change from the time of completing this form or during your period of placement within the GJNH, please inform the HR/L&D Dept.

Rights and responsibilities for Volunteers

We at the Golden Jubilee Foundation would like to thank you for agreeing to give up your time to act as a volunteer with us. We have developed a code of rights and responsibilities for volunteers, which is designed to support you in your role. This should be read in conjunction with your role description if your role requires it. Please could you spend a few moments reading this?

1. The fundamental purpose of the volunteer is to assist the Board's paid staff in improving the patient's experience. ***We will support you in your role by applying the same principles as apply to all our salaried staff.***
2. The volunteer must maintain at all times the highest standards of behaviour, conduct and reliability. ***All volunteers, can, at all times, be expected to be treated with dignity and respect by staff and patients.***
3. The volunteer must always endeavour to improve his/her skills as outlined in the role description where this is required. ***We will provide support to you to develop these skills where this appropriate.***
4. The religious and cultural beliefs of the patient and colleagues must be respected. ***Our involving people strategy outlines our commitment to your rights as an individual and these will be respected.***
5. The volunteer recognises not only the responsibilities but the limitations of his/her voluntary duty. ***We will never ask you to do anything you are uncomfortable with or we think would be inappropriate for you to do.***
6. The volunteer is under an obligation to carry out the instructions of the ward or department staff so as to function as part of the team. ***We will always involve you in work planning, discussing and explaining fully what we would like you to do.***

Age restrictions

The lower age limit for recruitment of volunteer workers will normally be 16 years. Whilst there is no upper age limit for volunteers all individuals must be fit to work. Where there is any concern regards this advice should be sought from the Occupational Health Department.

Insurance

Each volunteer officially registered with the hospital is covered by insurance claims from third parties. It is essential that all volunteers 'sign in' at their place of work at the start of every duty, to ensure that they are covered by the provisions of this insurance.

Clothing

All volunteers must wear protective clothing at all times if deemed appropriate in the area of placement, which will be issued by the Board¹. The uniform for frontline volunteers will include a name/identification badge, which must be worn at all times. The uniform and badge must be returned upon termination of voluntary service.

Occupational Health Department

The services of the above department are available to any volunteer who wishes to discuss concerns over their own health in connection with their duties. If you are undertaking a role which requires it you will be asked to complete an occupational health screening form.

We ask all volunteers to be aware of their rights and observe their responsibilities. Should these rights and responsibilities be breached by either the Board or the volunteer we will facilitate a meeting to explore why this is so.

I have explained these rights and responsibilities to

Signed:

Date:

I have read and understood these rights and responsibilities.

Signed:

Date:

¹ In line with the Board's Health and Safety Policy

Confidentiality and related matters

All patients have an absolute right to confidentiality. The privacy and the protection of confidential information is a serious issue and one of which all staff need to be aware of. Failure to adhere to Data Protection legislation can have legal ramifications.

You are reminded that it is a condition of the volunteer agreement to observe Board Policies and procedures. You should also be aware that any action or behaviour contrary to these policies and/or Data Protection legislation may result in your volunteer agreement being terminated and could result in legal action being taken against you through the courts.

Guidance

I understand that, while I am working in a voluntary capacity for the Golden Jubilee Foundation, I may have access to personal information collected for purposes of patient care or for administrative, statistical or other purposes. Such personal information may include the identity of, and personal and health information about individual persons.

I undertake not to knowingly access any personal information unless such information is essential for me to properly and efficiently perform my duties/obligations.

I recognise and accept that access to, holding and use of information is subject to the Data Protection Act 1998 and principles contained within that Act and undertake to comply with those principles, relevant UK and European legislation and Board policies affecting the Holding, Obtaining, Recording, Using, and Sharing of information.

In order to fulfil this undertaking, I will not divulge any personal health information regarding individual persons, except as allowed by the Data Protection Act and Board policies

I further undertake to inform my supervisor or the Information Governance if I become aware of any breach, or suspected breach, of privacy or security relating to the information which I access in the course of my duties.

I undertake to treat as private and confidential all information that I may read, hear or see concerning patients and I confirm that I have read and understand this guidance

Name (block capitals please).....

Date

Signature

Protocol for payment of expenses for Volunteers

1.0 Introduction. CEL 23 (2011) requires all Boards to have in place written policy for payment of expenses for volunteers. This ensures that volunteers:

- Receive payments promptly
- Receive appropriate payment
- low income volunteers are not disadvantaged

The Golden Jubilee Foundation (the Board) has developed this protocol to ensure that all volunteers are treated equitably. The arrangements laid out in this protocol should be adhered to by managers and volunteers at all times. Should there be any queries regarding the content of this protocol they should be addressed in the first instance to the Head of Clinical Governance.

It is recognised that a number of volunteer roles may be developed which aim to provide support and personal company to long term patients and which may involve trips outside of the hospital (i.e. shopping or visits to the cinema.) The Board will ensure volunteers are reimbursed for travel to and from the hospital but not for expenses incurred as part of any subsequent leisure activity. These should be met from the volunteer. NB Volunteers are not expected to subsidise patients in anyway.

2.0 General principles. The Board believes that in the payment of travel and other expenses for volunteers, that:

- No volunteer should be out of pocket as a result of his/her volunteering work; and
- Reimbursement is not appropriate unless actual expense is incurred in the course of the volunteering.

3.0 Arrangements for making claims. All claims should be made using the Board standard form. This can be obtained from the Volunteer Manager. Detailed information is provided below with summary tables in part 5.

(a) For Travel Tickets, Bus, Taxi, Car Parking, Toll Charges Etc.

- Volunteers should be encouraged to use public transport to and from their place of volunteering where possible.
- Reimbursement of the costs of travel tickets, car parking charges, toll charges, bus, underground, ferry or taxi fares (where prior approval for use of a taxi has been given) should also be made. Appropriate receipts, used tickets or ticket stubs must be attached to the claim.

(b) Travel by Private Motor Car, motor cycle or bicycle

The mileage allowances for travel by private car, motor cycle and bicycle are shown in this section. There are two levels of car mileage allowances and volunteers should be advised, as part of their induction, which rate will apply in reimbursement of their travel costs:

(i) Public Transport (or Commuting) Rate

Entitled to 24 pence per mile

The 'Public Transport Rate', which is intended to cover the cost of fuel only and not motoring costs, is payable where volunteers use their private motor vehicle to commute between their home and the place of volunteering but are not required to use their car for their volunteering business.

NB: This will apply to the majority of volunteers at the Board

(ii) Standard Mileage Allowance

Entitled to 45p per mile for the first 10,000 miles and 25p thereafter

The 'standard mileage allowance', which takes motoring costs such as insurance and road tax into account, is payable when volunteers use their private motor vehicle for volunteering business e.g. volunteer drivers; or volunteers who use their own cars in direct connection with their volunteering and therefore incur business miles. With effect from 1 April 2009 the mileage rates, which accord with the current guidelines from the HM Revenue and Customs, should be paid to volunteers who:

- drive their own private motor vehicles (including motor cycles) as defined below in connection with their volunteering but subject to the limitations set out elsewhere in this Section; and
- meet the insurance requirements set out below.

(iii) Passenger mileage allowance

The Board also allows a passenger mileage rate payable (**of 5 pence per mile not per passenger**) to volunteers in certain circumstances. Payment of this allowance will apply:

- From 1 April 2011 where volunteers carry other volunteers to the place of volunteering or if attending training or meetings etc in the same way as this is applied when staff carry other staff as passengers (*this is in line with the current guidance and with payments to staff*);
- From 1 April 2012 where volunteer car drivers carry more than one passenger/patient (*this is not per passenger*).

(iv) Motor Vehicle Insurance

Volunteers involved in managed volunteering activities using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering business must satisfy certain insurance conditions in order to claim the motor mileage allowance. It is the responsibility of volunteers to ensure that their vehicle insurance policy covers the risks set out below.

Board Staff are asked to remind volunteers of this responsibility. Inductions for volunteers who use their vehicle for volunteering business will be tailored to ensure the above criteria are met.

Motor mileage allowance will be payable only if the insurance conditions are fulfilled. A standard letter for the volunteer to send to their insurance company can be obtained from the Involving People Manager.

Volunteers using their private motor vehicle or a vehicle owned by a spouse or partner on volunteering work must have motor vehicle insurance without financial limits covering the following:

- bodily injury to or death of third parties;
- bodily injury to or death of any passenger; and
- damage to the property of third parties.

In addition the insurance policy must specifically cover the use of the vehicle on volunteering business. This also applies in the case of a vehicle owned by a spouse or partner.

Volunteers' Liability

It is strictly prohibited for a volunteer to drive any vehicle as part of their volunteering duties within the NHS unless they have a valid driving licence. It is the responsibility of the volunteer to ensure their licence is valid. **This should be confirmed by the manager recruiting the volunteer during the induction period.**

(c) Subsistence allowances

Subsistence allowances are designed to cover out of pocket expenses spent mainly on meals, other minor personal incidental expenses and accommodation. This will include reimbursement of expenses incurred by volunteers when they attend training events in connection with their volunteering work.

(i) Day subsistence allowance. Payable only when the volunteer meets the prescribed minimum periods detailed below and the volunteer has to purchase a meal, or meals:

- Day subsistence over 5 hours payable for a period of volunteering of more than 5 hours but less than or equal to 10 hours.

Entitled to £4.90

NB: This is given as a lunch voucher which is available from the Volunteer Manager

- Day subsistence over 10 hours for a period of volunteering of more than 10 hours.

Entitled to £10.70

The day subsistence rate is not payable when meals or meal vouchers are provided. Day subsistence is not required to be supported by receipts.

(ii) 24 hour Subsistence Allowance

The 24 hour subsistence allowance covers a period of up to 24 hours and includes expenditure on overnight accommodation and breakfast, lunch and dinner and personal incidental expenses (e.g. personal telephone calls). Bed and breakfast costs must be supported by a receipt attached to the travel and subsistence claim.

Entitled to £55.00

May also claim: £20 meals allowance and personal incidental expenses allowance (e.g. telephone calls etc) £5.00

(iii) Staying With Friends Allowance

If an overnight stay is necessary in the course of the volunteering and the volunteer resides overnight with and in accommodation provided by friends or relatives, irrespective of the circumstances, they can claim the Staying with Friends Allowance. This allowance is a 24 hour rate designed to cover accommodation and all meals in the 24 hour period starting when the journey commenced.

Receipts are not required to be produced to support a claim for this allowance. Volunteers are also allowed to claim the personal incidental expenses allowance in addition to this allowance if expenses are incurred.

Entitled to £25.00

(d) Communication/consumable expenses. Volunteers should, where appropriate, be reimbursed the costs of ink cartridges, paper, labels, envelopes, telephone calls and stamps specifically incurred in the course of their volunteering work on production of appropriate receipts. The volunteer must agree with the employing manager that such work is required before it is carried out.

Entitled to £5.00

(e) Other” Expenses

Volunteers can also claim the “other” expenses detailed below.

- Reimbursement of receipted childcare expenses (subject to ceiling equivalent to the current hourly childminding rate paid by the local authority) or other carer expenses: *will be covered for volunteers who incur such expenses while undertaking their volunteering duties.*
- Reimbursement of reasonable receipted additional expenses of people with disabilities. *All volunteers who have a disability and incur such additional expenses while undertaking their volunteering.*

4.0 Payment methods

Advances. The Board will make provision, where it is considered appropriate, for an advance of expenses to individual volunteers to cover anticipated travel and subsistence expenses. This must be supported by the recruiting manager.

These advances can, if requested, be paid by Electronic Transfer into the volunteer’s bank account. Volunteers should then complete and submit a travel claim form showing the actual expenses and the advance received as soon as possible following the travel.

Cash payments. The Board has in place arrangements for payment of expenses in cash where small amounts are involved. Volunteers should complete the expenses form as normal and have this signed of by The Volunteer Manager and approved by the Head of HR. The completing form should be taken to the cash office for payment. BAC payments are processed to Finance Office by Volunteer Manager for payment .

(Up to the value of £40 is paid in cash. Over £40 is paid by BACs.)

5.0 Summary tables

Travel and Subsistence Rates payable from 6 April 2011 (with exception of the extension of the passenger mileage for volunteers shown at * which is payable from 1 April 2012)

(i) Subsistence Rates

1. Day Subsistence Allowance	
Volunteering of more than 5 hours but not more than 10 hours where meals are purchased (not payable if meals provided) A lunch voucher is provided by Volunteer Manager.	£ 4.90
Volunteering of more than 10 hours where meals are purchased (not payable where meals are provided)	£ 10.70
2. 24 hour Subsistence ²	
Receipted cost of bed and breakfast up to a limit of (Boards may need to apply discretion and reimburse actual cost – this will depend on costs of B&B available)	£ 55.00
plus meals allowance	£ 20.00
plus personal incidental expenses allowance (e.g. telephone calls etc)	£ 5.00
3. Staying With Friends Allowance per night ¹	£ 25.00
4. Personal Incidental Expenses Allowance ¹	£ 5.00
5. Overnight by Train or Boat (per night)	£ 24.10

(ii) Motor Mileage Rates

1. Public Transport (or commuting rate)	24p
Standard Motor Vehicle Mileage	45p per mile for the first 10,000 miles and 25p thereafter ³
Passenger Allowance	5p per mile passenger allowance is payable: ➤ * from 1 April 2012 for the carriage of more than one passenger/patient

² Only payable when overnight stay required.

³ Based on the HM Revenue and Customs Approved Mileage Allowance Payment rate announced on 23 March 2011 <http://www.hmrc.gov.uk/budget2011/tiin6310.pdf>

		e.g. volunteer car drivers (<i>this is not per passenger</i>); ➤ from 1 April 2011 for each passenger where this relates to the carriage of other volunteers for meetings/training etc
2.	Motor Cycle Mileage	24p per mile
3.	Bicycle	10p per mile

(iii) Public Transport costs – Actual costs will be paid

(iv) Other Expenses

1.	Reimbursement of reasonable receipted childcare or other carer expenses	Eligibility: all volunteers who incur such expenses in the course of their volunteering work.
2.	Reimbursement of reasonable receipted additional expenses of people with disabilities.	Eligibility: all volunteers with a disability who incur such additional expenses in the course of their volunteering.

Overarching Volunteering risk assessment

(a) Context. The Golden Jubilee Foundation (the Board) has stated through its Involving People Strategy and Volunteering Policy that it welcomes the support of volunteers from across all areas of the community and in a number of roles to reflect the skills and experience of the volunteer.

To ensure the safety and well being of all volunteers the Board has conducted an overarching risk assessment which underpins our commitment to our volunteers.

Where appropriate for the role of the volunteer local risk assessment will be conducted for the individual as they would for our paid staff (i.e. for moving and Handling Control of Substances Hazardous to Health etc.)

(b) Description of risk. There is a possibility that volunteers will not be adequately supported whilst they are undertaking activities on behalf of the Board. At best this means that volunteers may have a less than satisfactory experience in terms of the duties they conduct and at worst may lead to physical or physiological harm.

(c) Current controls. The current controls are in place:

- There is a robust Volunteering Policy which sets out the requirements for the Board to support volunteers. This policy has been widely consulted upon and is regularly updated to reflect national guidance.
- There is an Executive Director, Director of Quality Innovation & Development, who has executive responsibility for the volunteering across the Board. This ensures the needs of volunteers are represented at the highest level of the Board.
- The Head of HR and Volunteer Manager have operational responsibilities relating to supporting the delivery of the Volunteering Policy.
- Regular reports relating to volunteering activity and developments are reported through the Board's governance arrangements upward to the Clinical Governance Committee.
- The Board has developed role descriptions for all volunteers. These are kept centrally and roles are regularly reviewed.
- Volunteers are recruited using the same standards applied to paid staff. This is appropriate to the role of the volunteer. All volunteers who have a front line or patient facing role are subject to formal interview and disclosure checks.
- All volunteers receive appropriate induction prior to commencing in post. Induction reflects the role of volunteer.
- Volunteers receive regular reviews to discuss progress. They are also able to access training as reflects the needs of the role.
- Volunteers are able to claim back expenses through the same process as staff.

(d) Risk Grading. Risk assessment is conducted using the Board's risk assessment matrix as outlined in its Risk Management Strategy.

Impact: Volunteers without adequate support may suffer minor injury or illness which may be RIDDOR reportable. This may have a knock on effect on the reputation of the Board in the local Community as a good employer.

Likelihood: Given the current controls it is possible that this risk may occur occasionally.

Overall risk grade: Medium.

(e) Actions. The following actions are currently outstanding.

- The Board was revalidated with Investor in Volunteer status in May 2017 which is valid until May 2020. This ensures the complete volunteering process and structure is reviewed to meet national standards. There is a separate action plan being developed to steer activity which is available on request.
- The Board's overall approach to volunteering is linked to its Involving People Strategy. This strategy is subject to detailed review in 2017 which should further enhance support to volunteers.

(f) Risk Grading with controls in place

Impact: It is intended that with the actions outlined put in place that the impact will reduce to negligible injury / harm requiring less than three days away from role.

Likelihood: It is intended that with the actions outlined put in that this risk may occur occasionally.

Overall Risk Grade: Low.

This risk assessment will be updated annually and will be held on the CGRMDU Risk Register.

Volunteer Recruitment & Induction Checklist

Volunteer Name:-	Role Applied for:-	
Tel No:- Email : -	Date Enquiry received:-	
Signed by Volunteer:-	Date attended Information Session:-	
Signed by Volunteer Manager: -	Date of Induction Interview :-	
Role & Shift Allocated:	Start Date:-	
1. Recruitment Process	Documentation/Actions	Date Completed Signed
1. Volunteer Receives Application Pack sent to volunteer with Invite to Information Session	Application Form	
	Generic & Specific Role Descriptors	
	Summary of existing roles	
2. Formal Interview is arranged with the Volunteer Manager once application has been completed / received. At Interview the following information is discussed and completed.	Discuss Application Form using Interview Assessment Form	
	Volunteers preferences of roles and availability discussed	
	Generic & Specific Role Descriptors discussed	
	Organisational Values explained and discussed	
	Emergency Contact & next of kin form completed	
	Confidentiality and Data Protection forms completed	
	Security Declaration completed	
	Travel Expenses discussed	
	Corporate Induction/Training is discussed	
Occupational Health Declaration		
3. PVG / Disclosure is completed at Interview and supplied together with all other documents to HR who then process all checks.	Volunteer References checked by HR	
	PVG/Disclosure is completed 3 original forms of ID required – one of which must be photo ID.	
4. Following Interview Database Updated	Volunteer Manager inputs Volunteer Information onto Volunteer Information System Database. Recording date of application from enquiry date to start date.	

2. Induction Process	Documentation/Actions	Date Completed Signed
5. Arrange Induction Checklist meeting to discuss and agree start date and training programme for volunteer	Training specific to the role is arranged i.e. The volunteer will shadow an experienced volunteer for the amount of sessions required, as per individual volunteer. All training and information needs relevant to the post are discussed with volunteer.	
	Generic & Specific Volunteer Role Descriptors are signed by Volunteer & Volunteer Manager	
	Health & Safety/Data Security is discussed Fire Exits – Emergency Contingencies and risk assessment as per Volunteer Policy is discussed	
	Volunteer Room Access and process for signing in and out for shifts is discussed and training on PC given	
	Discuss the process and guidelines for the 1:1 Review Meetings which are held between Volunteer & Volunteer Manager 3 months into post or sooner if required. Thereafter 1:1 reviews are held annually.	
	Expenses information (Volunteers guide, expense claim form, BACS) explained and how payment is paid on a monthly basis. This is flexible if required.	
	Volunteer Uniform and Security Badge is issued Staff discounts in Canteen & Hotel are explained.	
	Volunteer is given a Guided Tour of Hospital	
	Volunteer is introduced to the staff & department they will be working in.	
	Including any health and safety / risk assessments.	
	Access to Occupational Health/Physiotherapy Services Car Parking	

	Volunteers are shown where the Organisations Policies are held within the Volunteer Centre for access if required.	
	Placement Date is agreed	
2. Induction Process	Documentation/Actions	Date Completed Signed
6. Formal Corporate Induction	Formal Corporate Induction is arranged by Volunteer Manager & HR. Explanation given to volunteer that this will take place normally within the first 2 months in post.	
7. Ongoing training/support	Informal and Formal support and supervision is offered to each volunteer by the Volunteer Manager	
	Debriefing Session with the Chaplain, is available for Pastoral Care & Quality Walk round Volunteers if requested. Explanation of this support given to the volunteer.	

Volunteer recruitment flow chart

