

# Policy for the Development of Volunteer Service

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Name of Lead Officer :	Neil Savage
Name of originator / author :	Jenny Manley
Job title of author :	Volunteer Services Manager
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## Policy Version Control Template

### Version Control Sheet

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0.1	Aug 2009	Jenny Manley	Active	

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## **1. Introduction**

Birmingham Women's NHS Foundation Trust recognises the tremendous value that volunteers bring to the NHS in a variety of different roles that enhance services to patients, provided by members of staff. Volunteers, who have a range of skills and experience, also assist by contributing to the improvement and development of NHS services, e.g. contributing to Patient and Public Involvement activities, governance and initiatives such as the Expert Patient Programme or Parent User Groups. Volunteer involvement also affirms the Trust's commitment to the principles of social inclusion and community participation by enabling everyone the opportunity to contribute to the decision-making processes that influence services.

It is hoped that volunteers will reap as many benefits as they provide in the form of gaining experience and confidence, better health, a sense of purpose and achievement and where appropriate, enhance opportunities for training and work.

## **2. Objectives**

In order to care for and protect paid staff and volunteers, this policy aims to provide clear guidelines about volunteers' rights, roles and responsibilities. In addition, this policy serves to clarify the nature of the relationship between a volunteer role and that of a paid member of staff. More specifically, the aims are:-

- To provide a framework for all departments when considering involving volunteers in their work.
- To develop and promote good practice in the involvement and support of volunteers.
- To give a cohesive and consistent approach to ensure fairness and inclusively across a diverse group of people supporting the hospital.

**N.B.** This policy does not cover Non-Executive Directors, Governors, Work Experience or Training schemes.

## **3. Policy Scope**

Involving volunteers will become more of an integral part of the Trust's culture and as the service develops, it is hoped that staff will consider volunteers when planning, evaluating and revising services. Volunteering will also become a key method in the delivery of patient involvement and public engagement. This Policy applies to all staff and all volunteers within the Trust.

## **4. Indemnity Statement**

"The Trust will generally assume vicarious liability for the acts of its staff, including those on honorary contract. However, it is incumbent on staff to ensure that they:

- Have undergone any suitable training identified as necessary under the terms of this policy or otherwise
- Have been fully authorised by their line manager and their Directorate to undertake the activity
- Fully comply with the terms of any relevant Trust policies at all times
- Only depart from any relevant Trust guidelines providing that such departure is confined to the specific needs of individual circumstances. In healthcare delivery such departure shall only be undertaken where; in the judgement of the responsible clinician

it is fully appropriate and justifiable. Such decisions are to be fully recorded in the patient notes.”

## 5. Document Definitions

### 5.1 Legal Position of Volunteers

Volunteers are **not** employees of the Trust and will not hold a contract of employment. Due to the nature of this relationship, volunteers are not entitled to remuneration, annual leave, sick pay etc. other than out of pocket expenses for travel and where relevant, subsistence. However, volunteers should be afforded the same respect and care as employees.

Volunteers will be required to sign a **Volunteer Agreement**, detailing what will be provided by the Trust and what is expected of the volunteer. (Appendix M)

Both parties must adhere to the Trust's Policies and Procedures and it is vital that volunteers be made aware of, at induction, how to access these.

### 5.2 Insurance

Volunteers will be covered by BWH insurance whilst they undertake their agreed duties, **provided that Trust Policies and procedures have been adhered to.**

**Compliance of insurance indemnity** – The Trust is ultimately responsible for all volunteer activity within the hospital.

**Car Insurance** – If the volunteer role involves the use of their own transport, the volunteer should ask for volunteering activity to be included in the “leisure use” premium for which there shouldn't be any extra costs involved. The VSM must also take a copy of the volunteer's driving licence, insurance document and current M.O.T. certificate. It is the volunteer's responsibility to be insured for their duties and the VSM should carry out annual checks of licence, insurance cover and M.O.T.

### 5.3 Previous Volunteering Policies

This policy supersedes all previous volunteer policies.

We would like to acknowledge the help of Volunteering England and the following Trusts' Volunteering Policies in the drafting of this policy for BWH for which much appreciation is given:

- Royal Orthopaedic Hospital NHS Foundation Trust
- Sheffield PCT
- Sandwell PCT

## 6. Duties & Responsibilities

**Volunteer** is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses.

**Supervisor** is the person on the ward or in the department who “supervises” the activities of the volunteers whilst they are here. The volunteer would report to this person.

**VSM** The person responsible for the recruitment, training and placing of volunteers and oversees their well - being and performance.

## 7. Procedures

### 7.1 Why Involve Volunteers?

- They bring a different perspective to our work, often one that reflects the views of the local community.
- It is stated that patients sometimes find it easier to communicate with volunteers rather than staff, thereby gaining honest feedback.
- Volunteers from a diverse range of ages, cultures and background can enhance the reputation of an organisation, enabling a level of identification from minority communities who find it difficult to engage with health professionals.
- Volunteers can support staff and help extend the services they provide enhancing the patient experience as a result.
- Volunteers provide a wealth of experience and knowledge that the Trust has on hand to draw upon.

### 7.2. Benefits for Volunteers

#### **Volunteering can:-**

- Provide new challenges and enables people to develop or learn new skills.
- Provide an opportunity to be involved in something rewarding and worthwhile.
- Improve physical and mental health and well being.
- Provide opportunities to meet like-minded people.
- Provide an opportunity to give something back to the community.
- Be a stepping stone into employment or training.

### 7.3 Opportunities for Volunteers at Birmingham Women’s NHS Foundation Trust

A range of volunteering opportunities is currently being developed and each will have a role description and protocol.

These roles could include:-

- **Meeting and greeting team** based at Front of House Reception extending into Ante-Natal and Gynae Outpatients where appropriate.
- **Patient Survey** – volunteers will assist patients in completing TV bedside unit and electronic hand held questionnaires and where relevant, hard copies to aid feedback for improvement of services.

- **Admin/Clerical Volunteers** e.g. Infant Feeding Dept, Library
- Breast Feeding Peer Support Volunteers
- Fundraising Volunteers
- Memorial Garden and Front of Building “Green” Volunteers

Potential volunteers who wish to have retail experience will be signposted to the WRVS to work in the cafeteria and shop. Should no suitable position be available at BWH, potential volunteers will also be signposted to external partner organisations, such as BVSC (Birmingham Council for Voluntary Services), UHB and the Royal Orthopedic hospitals.

#### 7.4 Eligibility Criteria for Volunteering

Anyone aged sixteen or above can apply to undertake voluntary work; those under the age of 18 must work with another volunteer over 18 and not be unsupervised. There is no upper age limit.

An **asylum seeker** has the right and is fully entitled to become a volunteer providing all pre-engagement checks have been undertaken.

A **refugee** must provide evidence of refugee status but is also entitled to volunteer subject to pre-engagement checks.

**Volunteers from European countries** are eligible to undertake volunteering duties within the UK, subject to pre-engagement checks.

**Volunteers from Non-European countries** who have a current visa, to work or study in the UK may volunteer as long as they are still undertaking the activity stated on their visa. Evidence of the current visa will be required at interview.

Most volunteer roles will require that individuals be able to communicate with a basic level of the English Language.

#### 7.5 Role of the Volunteer

It is essential that volunteers are recruited **to complement and not substitute** the work of paid staff, intentionally or unintentionally or to undermine their terms and conditions of service. They will not be used for job substitution or form part of the essential staffing structure within the Trust.

Volunteers must understand that they provide complementary non-clinical services for patients, staff and visitors to the hospital and cannot be involved in any direct clinical care, nor give advice or opinions about direct clinical care to patients or carers. (See Volunteer Role Checklist at Appendix H)

#### 7.6 Recruitment

The Birmingham Women’s NHS Foundation Trust is committed to providing Equal Opportunities in all areas, whether covered by legislation or otherwise. This policy is also informed by the Single Equality Scheme. Its aim is to ensure that no volunteer receives less favourable treatment on the grounds of age, gender, marital status, religion, colour, race, nationality, disability, sexual orientation, ethnic or national origins, nor to be disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The Birmingham Women's NHS Foundation Trust is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives and that diversity will make our organisation more effective in meeting the needs of our patients, staff, volunteers, members and stakeholders.

### **Approaches to Recruitment**

- Volunteering Opportunities at BWH will be promoted through local voluntary, community and faith groups as well as schools, colleges and universities.
- A section for volunteering on the BWH website will also be developed to promote awareness.
- Use word of mouth
- Register with BVSC (Birmingham Voluntary Services Council) and other volunteer organisations
- Write press releases for volunteer activities
- Actively encourage diversity through contacting seldom heard groups
- Use a range of publications
- Have an Open Day
- Organise a Recruitment Campaign

### **Process of Selection**

To ensure the protection of patients, visitors, service users, paid staff and volunteers, it is essential to have a robust recruitment process as detailed below and shown at Appendix A.

The process will be led by the **Volunteer Services Manager**.

Prospective volunteers will be invited to come in for a short introduction to the Volunteer Service at a mutually convenient time. This meeting will give both parties the opportunity to find out whether considering volunteering at Birmingham Women's is of mutual benefit.

Should this be agreed, the prospective volunteer will complete an **application form** (See Appendix E) supplying relevant information and will have the **Criminal Records Bureau check** procedure explained and requests made for the appropriate evidence. This may take place either on the same day or at another agreed time. The VSM will request two references using the proforma and letter (Appendix F & G)

The prospective volunteer will also complete an **Occupational Health questionnaire** (Appendix J) to ensure the role will not put the volunteer's health at risk or that of the patients. Health screening should take into account the role and what support the Trust can offer to the prospective volunteer.

The prospective volunteer will also complete the Ethnic Monitoring Form (Appendix I). The VSM will make any reasonable adjustments for prospective volunteers with disabilities to participate in volunteering. Examples of this include risk assessments, provision of additional equipment or space or provision of a volunteer buddy or enabler.

All information received during the recruitment process will be treated as confidential. Where a prospective volunteer is not deemed suitable, the reasons will be clearly communicated to the individual, together with details of other organisations that may be more appropriate for them to consider.

Confidential records of these meetings will be kept with the volunteer's information. Whilst volunteers are not employees, it is essential that the Trust ensures that any individual offered a volunteer placement is able to effectively undertake the agreed activities assigned to them and do not pose a risk to themselves, patients, staff or visitors.

Volunteers will not be encouraged to do more than one or two sessions a week (over 9 - 10 hours)

In summary, **the recruitment process** will include:-

- Completion of Application Form
- Disclosure of Criminal Background (CRB) including ID check
- Suitability check (2 references)
- Appropriate Health Screening

The Volunteer Services Manager will make the final decision as to suitability of any applicant, with appropriate advice if necessary from Occupational Health, Human Resources and the Health & Safety Advisor.

**All new volunteers will undertake agreed mandatory training before commencement of any role.**

## 7.7 Volunteer Placements

A range of roles will be provided within all areas of the Trust and new volunteer roles can be identified by any member of staff and/or the Volunteer Services Manager in conjunction with departments within the hospital. These will be developed using the **Volunteer Role Checklist** (Appendix H) to ensure that:-

- The role provides added value
- The role does not replace a paid employee
- The role is suitable for a volunteer

Volunteers will not be involved in any task that constitutes direct care to patients. A Role Description and protocol will be drawn up for each volunteer placement, detailing the tasks associated with the role.

Volunteer roles and associated tasks will be risk assessed by the Volunteer Services Manager and the Departmental Manager (with the advice of the Risk Manager) before being agreed.

The Departmental Manager must meet and agree the volunteer placement before the volunteer role is offered.

Before commencing any volunteer activity within the BWH FT, Trust Volunteers must have :

- Completed a **Criminal Records Bureau** check
- Provided details for 2 referees who have provided **references**
- Received a **health screening**
- Signed a **confidentiality statement**
- Signed a **Volunteer Agreement**
- Undertaken agreed **Mandatory Training**
- Been given a **Volunteer Welcome Pack**

## **7.8 Rehabilitation of Offenders Act 1974**

all employees including volunteers are required under the Rehabilitation of Offenders Act 1974 to declare all previous criminal convictions, cautions and warnings received. This information will be treated in the strictest of confidence and will not necessarily prejudice the candidate being accepted for voluntary work. That volunteer has a duty to inform the Trust of any subsequent convictions. Failure to disclose any criminal convictions, cautions or warnings will result in the termination of the application process for the volunteer (see Appendix K)

## **7.9 Induction and Training**

Volunteers will be provided with induction to the ward or department where they are placed, as well as attending the Volunteer Mandatory Training element of the Trust Induction day. They will also receive training in the specific tasks to be undertaken.

All volunteers will receive a copy of the Volunteer Welcome Pack (detailing basic information about the Trust and what to do if there are any issues etc)

Volunteer **Mandatory Training** should include:

- Volunteer Policy
- Introduction & History of BWH
- Equality & Diversity
- Infection Control
- Fire safety
- Health & Safety
- Information Governance
- Data Protection and Confidentiality
- Safeguarding Children

Placement induction should include:

- I.D. Badge
- Orientation to the placement area, including role profile
- Confidentiality
- Health and safety within the area
- Fire procedure
- Limitations and boundaries of the role
- Introduction to supervisor/link person in Ward or Department
- Arrangements for training and support
- Procedure if unable to attend for volunteering

Any identified training needs should be discussed with the Volunteer Services Manager, who will endeavour to make the necessary arrangements for the need to be met.

## **7.10 Supervision and Support**

The Volunteer Services Manager will ensure that all volunteers have the appropriate level of support. The Trust recognises that volunteers must be made welcome and have their contributions recognised in order to remain motivated.

### **7.11 Probationary Period**

All new placements will be offered on an initial month's trial. The placement will be reviewed at this time by the volunteer, the Departmental Manager and the Volunteer Services Manager.

Successful placements will continue on the agreed basis. If any party considers the placement to be unsuccessful, the Volunteer Services Manager will explore alternative voluntary opportunities with the Trust or with partner institutions.

All reasonable effort will be made to find a suitable placement for a prospective volunteer.

### **Annual Review of Volunteer Roles**

All volunteer placements will be reviewed on a yearly basis by the VSM and relevant departmental managers. This is to ensure that role profiles are still valid and that any additional duties being undertaken are appropriate for volunteers.

A volunteer can contact the VSM to discuss their individual circumstances at any time.

### **Channels of Communication**

The Volunteer Services Manager will hold volunteer meetings, to discuss current issues, take suggestions and feedback from individuals or groups of volunteers and to ensure that volunteers are kept informed of developments within Birmingham Women's using all communication strategies available to the service, e.g. Signpost, volunteer notice board in Volunteers Room.

The Volunteer Services Manager will endeavour to send out information letters and/or a newsletter, ensuring that volunteers are able to stay informed of relevant information.

### **7.12 Reward and Recognition of all Volunteers**

All volunteers will be treated with respect and every effort will be made to show that they are appreciated and for the tasks they have carried out.

The contribution of volunteers will be acknowledged in Trust publications and reports. Where appropriate, volunteers will be included in staff or team meetings to ensure that they are given the opportunity to participate in the decision making process based on their experience.

All volunteers on site, including WRVS, Chaplaincy, knitting volunteers and any other volunteer who contributes to User Groups and/or committees will be invited to an annual festive event paid for by the Trust, as a thank you for their contribution. This event will also give an opportunity to offer peer support. Volunteers will also receive recognition in the form of certificates and/or small gifts to mark specified periods of volunteering.

### **7.13 Reimbursement of Expenses**

BWH is committed to ensuring that the volunteering opportunities it offers are accessible to all, regardless of income. However, it is also important to note that legally, only out of pocket expenses can be paid.

BWH will reimburse Volunteer expenses as follows:

- Public transport costs to agreed volunteering roles from home and back on production of receipts.

- Private mileage will be reimbursed as above at the rate set by BWHFT finance department.
- Volunteers will be eligible for a free car parking pass in the multi-storey car park on the payment of a returnable deposit of £10 and the completion of an application form signed by the Head of Facilities.
- Any volunteer who is requested to attend for over 4½ hours or more is eligible to claim for the cost of a meal and a drink from the hospital restaurant.

All expenses must be submitted on the Petty Cash Expense form (copy in Volunteer Welcome Pack) on a monthly basis unless other arrangements have been agreed. All expense forms should be signed by an authorised signatory.

## **7.14 Lines of Responsibility for Volunteers**

### ***Volunteer Services Manager's (VSM) Responsibility***

- Meeting the Trust's needs for volunteers
- Recruitment
- Organisation of training
- Local induction and organising ID cards/car parking passes etc.
- Giving out the Volunteer Welcome Pack
- Overall Supervision
- Administering/organising expenses
- Communication
- Reward and Recognition of volunteers

### ***Supervisor (of the volunteer) Responsibility***

- Day to day contact – the volunteer will report to the link person/supervisor in their particular area.
- Support
- Inclusion of the volunteer as part of the team
- Reporting any difficulties to the VSM

## **7.15 Policies/Statements relating to the Volunteer Policy**

### ***Health and Safety***

Birmingham Women's NHS Foundation Trust is committed to the health and safety of all volunteers and as stated, will carry out risk assessments where necessary. Volunteers will be provided with any information, i.e. health and safety guidelines relating to their role, training and equipment required to ensure they remain safe whilst carrying out their volunteering duties. Volunteers are expected to remember their duty of care towards the people around them and not act in a way that might endanger those around them.

### ***Equality and Diversity (Single Equality Scheme)***

Birmingham Women's NHS Foundation Trust is committed to valuing and appreciating diversity and recognises that we are all individuals and we appreciate the unique contribution that each individual can make. BWH will not discriminate against their volunteers on grounds of age,

gender, marital status, religion, colour, race, nationality, disability, and sexual orientation, ethnic or national origins.

BWH will not tolerate any behavior that contradicts or is in breach of the spirit of this statement or the Trust's Equal Opportunities Policy.

### **Confidentiality**

Volunteers will be required to maintain service user's right to confidentiality at all times and must sign an agreement that contains the Confidentiality Statement. As the relationship between the volunteer and the service user may be more of an informal one, the volunteer may be privy to personal information not available to Trust staff. This bond of trust requires that the volunteer and service users are clear about the boundaries within this relationship, only disclosing information to the volunteer's supervisor or VSM if the service user or anyone else is put at risk.

### **Data Protection**

In the recruitment process, the Trust requires some personal details from volunteers to ensure that they can be contacted, for health and safety reasons and to help with matching procedures. The Trust will ensure that all volunteer details will be safely stored. The Trust will also respect the privacy of volunteers and will act in accordance with the Data Protection Act at all times, only asking for information that is necessary and ensuring that there is limited access to it.

*Volunteers will be requested to sign a Photograph Consent form to give permission to use photographs in the publication of promotional literature for the Trust and its volunteers.*

### **Safeguarding Children (Child Protection)**

*"All those who come in contact with children and families in their everyday work, including people who do not have a specific role in relation to child protection, have a duty to safeguard and promote the welfare of children." Dept of Health 2006*

*It will be essential for Volunteers to undergo Safeguarding Children training at Level 1 and/or Level 2 dependent on their placement.*

### **7.16 Termination of Volunteer Placements**

BWH reserves the right to terminate a volunteer placement with immediate effect in the following circumstances:-

- breach of confidentiality
- breach of volunteer agreement
- gross misconduct

BWH reserves the right to review any volunteer involvement and move volunteers to other placements within the organisation, subject to the volunteer agreeing. If agreement cannot be reached, the placement will be terminated.

An informal exit interview will be offered to all volunteers when leaving their volunteer role.

### 7.17 Grievance and Problem Solving Procedure

All grievances should be resolved openly, fairly and quickly in order to protect all concerned, minimise disruption and protect the reputation of the Trust.

A volunteer has a right to complain if they feel they are being treated unfairly. If the grievance is with a member of staff, their first point of contact should be the Volunteer Services Manager. If a volunteer has a grievance against their "Supervisor", they should also contact the VSM in the first instance. If a volunteer has a grievance against the Volunteer Services Manager, the first point of contact is the Director or Deputy Director of Workforce and Organisational Development.

In the first instance, dialogue between all parties to resolve the issue is essential and if this is not resolved, the volunteer should put their concerns in writing to the relevant party.

If the grievance is about a specific volunteer, they have the right to be informed of this and why the particular issue is being investigated. They have the right to state their case and to appeal. All parties should be kept informed of progress.

Although the aim is to resolve the grievance through discussion, options such as additional support, supervision and training should be offered to improve the situation. If it is still unresolved, the VSM can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives.

To dismiss a volunteer should be a last resort.

## 8. Review, Monitoring and Revision Arrangements

Monitoring	Method	Frequency	Lead	Reporting to
Monitor, review and revise effectiveness of policy content	Assess impact policy is having on recruitment, selection, induction and placement – through structured feedback i.e. focus groups and interviews with volunteers and managers	Annual on the anniversary of the policy's implementation	Volunteering Service Manager	Director of Workforce & Organisational Development

## 9. Associated Documents

Corporate and Local Staff Induction Policy, Birmingham Women's NHS Foundation Trust Single Equality Scheme 2008 to 2011

## 10. References

Volunteering Policy, Sheffield PCT's, 2007

Volunteer Policy, Royal Orthopaedic Foundation Trust, March 2009

Draft Volunteers Policy, Sandwell Primary Care Trust, undated

[www.volunteering.org.uk](http://www.volunteering.org.uk), Volunteering England, 2009

## Appendix A – Dissemination and Implementation Plan

To be completed by the Head of Corporate Affairs and attached to any document which guides practice when submitted to the appropriate committee for consideration and approval.

**Dissemination Record to be used once document is approved.**

<b>Title of document:</b>				
<b>Date finalised:</b>		<b>Dissemination lead:</b>		
<b>Previous document already being used?</b>	<b>No</b>	<b>Print name and contact details</b>		
<b>If yes, in what format and where?</b>	<b>N/A</b>			
<b>Proposed action to retrieve out-of-date copies of the document:</b>				
<b>To be disseminated to:</b>	<b>How will it be disseminated, who will do it and when?</b>	<b>Paper or Electronic</b>	<b>Comments</b>	
<b>Date put on register / library of procedural documents</b>		<b>Date due to be reviewed</b>		
<b>Disseminated to: (either directly or via meetings, etc)</b>	<b>Format (i.e. paper or electronic)</b>	<b>Date Disseminated</b>	<b>No. of Copies Sent</b>	<b>Contact Details / Comments</b>

## Appendix B – Equality Impact Assessment

To be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

Policy/Function Details	
Name of Policy/Function <sup>1</sup> , Service, Plan, SLA, Function, Contract or Framework:	Policy for the Development of Volunteer Service
Is this a new policy or function?	New <input checked="" type="checkbox"/> Existing <input type="checkbox"/> Updated <input type="checkbox"/>
Responsible Manager	Jenny Manley
Date Assessment Completed:	15 <sup>th</sup> September 2009
Sources of Data	Volunteering England and other NHS Trust and PCT Policies

Screening Assessment					
Equality Group	Impact		Status of Impact		Brief Detail of impact
	Yes	No	Positive	Negative	
Race, Ethnicity, Colour, Nationality or national origin (incl. Romany Travellers, refugees and asylum seekers)		X			
Gender or Marital Status of Men or Women	X			X	Men unable to volunteer on wards
Gender or Marital Status of Transsexual or Transgender people		X			
Religion or belief		X			
Physical or Sensory Impairment		X			
Mental Health Status		X			
Age or perceived age		X			
Sexual Orientation (Gay, Lesbian, Bisexual)		X			
Offending Past		X			
Other Grounds (i.e. poverty, homelessness, immigration status, language, social origin)	X			X	Volunteers need minimum standard of spoken English
<p><i>Please provide details of any mitigation you can provide against negative impacts highlighted above</i></p> <ul style="list-style-type: none"> <li><b>Sensitive to cultural issues regarding women who are receiving treatment in hospital</b></li> </ul>					

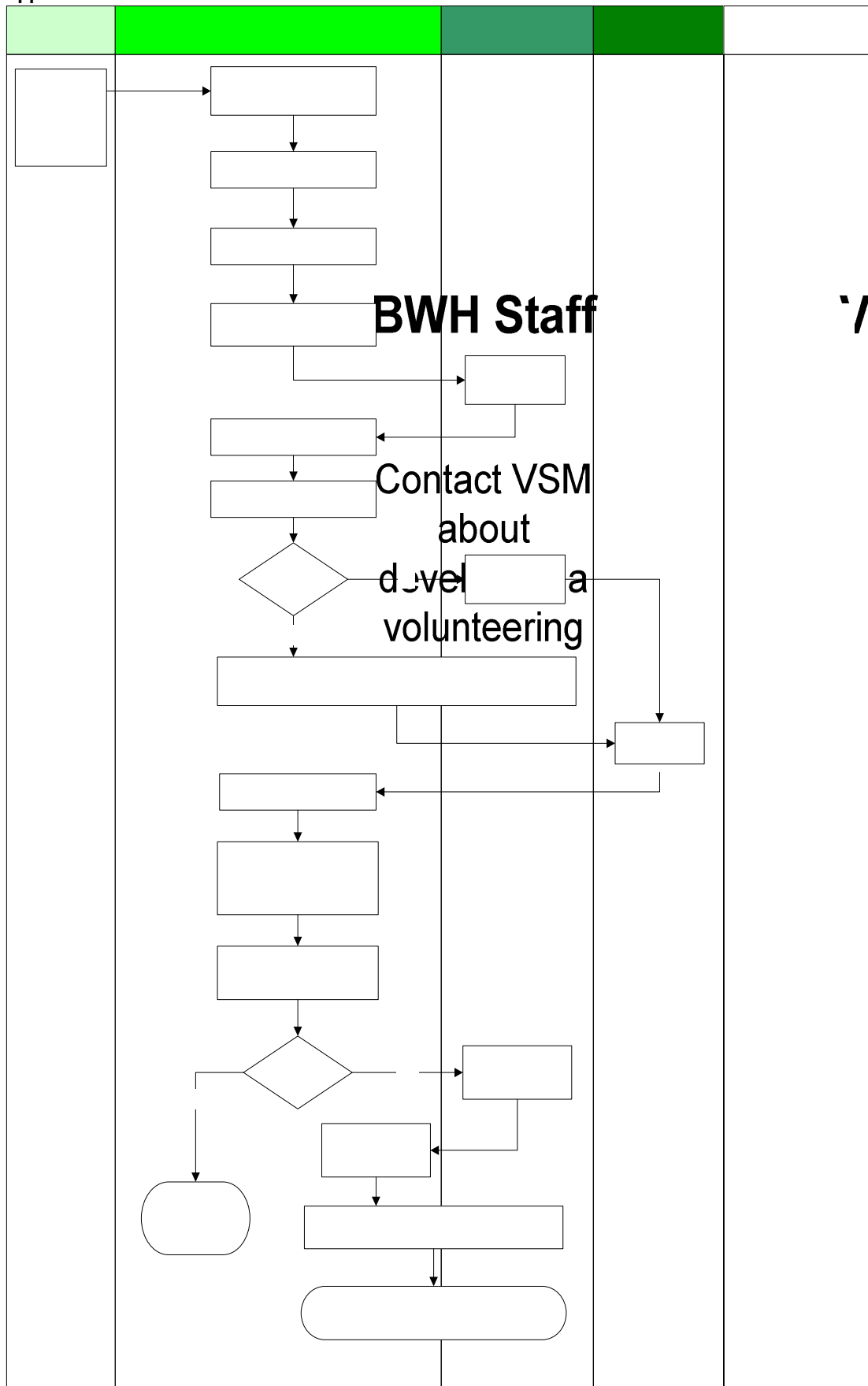
<sup>1</sup> Policy/Function for the purpose of this document also includes Services, Plans, SLAs, Contracts, Care Pathways and Service or Care Frameworks.

<b>Assessment Narrative</b>	
<b>Are there any alternative service/policy provisions that may reduce or eradicate any negative impacts?</b>	
Good practice means we should consider documents in alternative formats or arrange translation services for the benefit of volunteers with sensory impairment or whose first language may not be English	
<b>How have you consulted with stakeholders and equalities groups likely to be affected by the policy?</b>	
Consulted internally within the organisation and with JNC Consulted with existing and new volunteers and Governors	
<b>What are your conclusions about the likely impact for minority equality groups of the introduction of this policy/service?</b>	
As part of its development, this policy and its impact on equality have been reviewed in consultation with trade unions and other appropriate partners in line with BWFT's Equality Scheme and Equal Opportunities Policy. The purpose of the assessment is to minimise and if possible remove any disproportionate impact on volunteers on the grounds of race, sex, disability, age, sexual orientation or religion or other belief. Mitigation and adjustments arising from any differential impact are highlighted in the mitigation section on the previous page.	
<b>How will the policy/service details (including this Equality Impact Assessment) be published and publicised?</b>	
Global email Trust "U" drive	
<b>How will the impact of the policy/service be monitored and reviewed?</b>	
<ul style="list-style-type: none"> <li>• Annual Review of Equality Profile of volunteers</li> <li>• Annual Report for AGM</li> <li>• Reviewed every 3 years</li> </ul>	
<b>Assessor Name:</b>	Jenny Manley
<b>Assessor Job Title:</b>	Volunteer Services Manager
<b>Date Completed:</b>	15 September 2009

## Appendix C – Policy Checklist

	Title of document being reviewed:	Yes/No/Unsure	Comments
<b>1.</b>	<b>Title</b>	Yes	
	Is the title clear and unambiguous?	Yes	
	Has all the information on the front page been completed?		
	Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
<b>2.</b>	<b>Rationale</b>		
	Are reasons for development of the document stated?	Yes	
<b>3.</b>	<b>Development Process</b>	Yes	Consultation with stakeholders
	Is the method described in brief?	Yes	Use of other policies / Volunteering England and networking with VSMs
	Is the responsible policy leads name and title clearly printed?	Yes	
	Do you feel a reasonable attempt has been made to ensure relevant expertise has been used?		
	Is there evidence of consultation with stakeholders and users?	Yes	
<b>4.</b>	<b>Content</b>	Yes	
	Is the objective of the document clear?	Yes	
	Are the intended outcomes described?	Yes	
	Is the language used in the document clear, jargon free and spelt correctly?		
<b>5.</b>	<b>Format</b>	N/A	
	Does the policy conform to the prescribed policy format?	N/A	
<b>6.</b>	<b>Evidence Base</b>	N/A	
	Is the type of evidence to support the document identified explicitly?	N/A	
	Are key references cited using Harvard referencing?		

	Title of document being reviewed:	Yes/No/Unsure	Comments
<b>7.</b>	<b>Approval</b>	Yes	
	Does the document identify which committee/group will approve it?	Yes	Largely – some issues to clarify with JNC
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?		
<b>8.</b>	<b>Document Control</b>		
	Has a version control sheet been placed at the front of document, and been filled out correctly?		
<b>9.</b>	<b>Process to Monitor Compliance and Effectiveness</b>		
	Is there a plan to review or audit compliance with the document?	Yes	
<b>10</b>	<b>Review Date</b>	N/A	
	Is the review date identified?		
	Is the frequency of review identified? If so is it acceptable?	N/A	
<b>11</b>	<b>Equality Assessment</b>	Yes	Annual Report
	Has an equality impact assessment been carried out?		
<b>Individual Approval</b>			
If you are happy to approve this document, please sign and date it below, and put the document onto the DMS for final approval			
Name		Date	
Signature			
<b>Committee Approval</b>			
If the committee is happy to approve this document, please sign and date it and forward copies to the person with responsibility for disseminating and implementing the document and the person who is responsible for maintaining the organisation's database of approved documents.			
Name		Date	
Signature			



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## Appendix E – VOLUNTEER APPLICATION FORM

Name in full (Mr/Mrs/Miss/Ms/Other) \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Tel No: \_\_\_\_\_ email address \_\_\_\_\_

Mobile No: \_\_\_\_\_ Date of Birth \_\_\_\_\_

**NAME & TEL NO. OF PERSON TO CONTACT IN EMERGENCY**

Name \_\_\_\_\_ Tel.No. \_\_\_\_\_

Previous Voluntary Experience : \_\_\_\_\_

Please list any skills you may have which could be useful in a voluntary capacity, e.g. languages, computer skills etc. \_\_\_\_\_

Please ring below which day(s) / time(s) you are available :

**MON am / pm    TUE am / pm    WED am / pm    THU am / pm    FRI am / pm**

Please give the name and address of **two referees** who have known you for **at least 2 years**. This could be a College tutor, neighbour, employer, religious leader etc.

Referee 1

Referee 2

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No. \_\_\_\_\_

Tel No. \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_

Relationship to you \_\_\_\_\_

Relationship to you \_\_\_\_\_

## Appendix F – VOLUNTEER REFERENCE REQUEST

Name Of Volunteer Applicant \_\_\_\_\_

1. In what capacity is the applicant known to you?	
2. How long have you known the applicant?	
3. Will you kindly comment on the applicant's suitability for volunteering at Birmingham Women's Hospital	
4. If appropriate can you comment on the following.	
a) Relationships with colleagues / supervisors / general public	
b) reliability / honesty / trustworthy	
c) Communication Skills	
d) Ability to work without supervision	
e) Flexibility	
f) Please comment on the applicant's strengths and weaknesses	
Any further comments	

Signed \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_

## **Appendix G – REFERENCE LETTER**

Date :

### **STRICTLY PRIVATE AND CONFIDENTIAL**

Dear

Ref: \_\_\_\_\_

The above named person has applied for voluntary work with the volunteer service at Birmingham Women's Hospital NHS Foundation Trust and your name has been given as a referee.

We would be grateful if you could advise us, in your opinion, of the suitability of the above applicant to undertake voluntary work with us.

To enable you to provide this information, we enclose a reference request pro-forma and a stamped addressed envelope for your use. Alternatively, you could email your reference to the Volunteer Services Manager, Jenny Manley on [Jenny.manley@bwhct.nhs.uk](mailto:Jenny.manley@bwhct.nhs.uk). We would like to confirm that all information will be treated in the strictest of confidence.

Should you require any additional information, please do not hesitate to contact Volunteer Services.

Thank you very much for your co-operation and we look forward to hearing from you.

Yours sincerely

**Jenny A Manley**

Volunteer Services Manager

0121 623 6632

[Jenny.manley@bwhct.nhs.uk](mailto:Jenny.manley@bwhct.nhs.uk)

## Appendix H – VOLUNTEER ROLE CHECKLIST

### Appropriate Roles for Volunteers

1. Volunteers are not to be regarded as a substitute for paid staff. Services provided by volunteers should enhance and not replace those provided by paid staff.
2. Volunteers should only be recruited where staff they will be working with agree to the arrangement and welcome volunteers.
3. Volunteers should only be given work which matches the motivation, which prompted them to volunteer. Volunteers should be consulted in order to identify tasks which are appropriate and acceptable to them.

### Inappropriate Roles for Volunteers

1. The volunteer should not be performing a task formerly or currently undertaken by a member of staff, where their involvement could reduce the likelihood of staff being employed.
2. Volunteer roles should not have any direct patient care, e.g. feeding etc.
3. Volunteers should not be asked to work where there is a disagreement within the programme about the nature and purpose of volunteer involvement.
4. If volunteers do not perceive any value in the work, or any opportunity to develop their skills and interests, it is inappropriate to involve them in that area.
5. The volunteer should not be expected to make an unrealistic commitment in terms of time or degree of responsibility.
6. Volunteers should not undertake work which has no commitment to ensuring that all sections of the community can volunteer.
7. Volunteers should not be asked to do work which involves unacceptable risks.
8. If the total amount of hours in any one volunteer role is equal to or greater than 16 hours per week, then **it could be deemed** that the volunteer is replacing an employee.

**Where possible, volunteers should be included in decision making**

## Appendix I – VOLUNTEERS EQUAL OPPORTUNITIES MONITORING

Birmingham Women's NHS Foundation Trust is committed to promoting equality of opportunities. It is the wish of the Trust that no person as an employee, applicant or volunteer is discriminated against on the grounds of race, colour, nationality, ethnic origin, gender, religion, marital status, sexual orientation, responsibility for dependants, age, part-time employment, political beliefs or disability.

In order to make sure that the Trust's Equal Opportunities Policy is as effective as possible we need to gather information about people who volunteer for us. This information will not be used for any other purpose than the monitoring of Equal Opportunities. **This information is completely confidential.**

POST APPLIED FOR **VOLUNTEER**

Are you currently employed YES  NO

Please complete the appropriate boxes below:-

1. Are you: Male  Female
2. What is your age? 16-24  25-34  35-44  45-54  55 -60  60-65  65+
3. What is your ethnic origin? Please tick the appropriate box

a) <b>WHITE</b>		d) <b>BLACK OR BLACK BRITISH</b>	
White British		Caribbean	
White Irish		African	
Any other White Background Please write in		Any other Black background Please write in	
b) <b>MIXED</b>			
White/Black Caribbean			
White/Black African		e) <b>CHINESE OR OTHER ETHNIC GROUP</b>	
White/Asian		Chinese	
Any other Mixed background Please write in		Any other ethnic group not stated Please write in	
c) <b>ASIAN OR ASIAN BRITISH</b>		First Language English	
Indian		First Language (other) Please write in	
Pakistani		Second Language	
Bangladeshi			
Any other Asian background Please write in			

4. Do you consider yourself to have a disability (as defined in the Disability Discrimination Act 1995) of which you would like us to be aware? YES NO

If yes, please give details \_\_\_\_\_

Are there any arrangements which we can make for you to help you undertake your volunteering role?

If yes, please specify \_\_\_\_\_

(e.g. ground floor placement, sign interpreter, volunteering buddy etc.)

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**

## Appendix J – OCCUPATIONAL HEALTH FORM FOR VOLUNTEERS

### Health Screening for Volunteers

Dr/Mr/Mrs/Ms/Miss (Please indicate) Surname: .....

First Name(s): ..... Date of Birth .....

Address .....

.....Proposed Work Area .....

Contact no:- Home..... Mobile.....

Email.....

Working in a health care environment can expose you to risks to your health and safety, for example contact with patients with infections, manual handling of goods/people etc. The Trust will do all that is possible to reduce any risk to the lowest possible level. As part of our efforts to achieve this, we need to establish whether you have any pre-existing health conditions that may affect your ability to undertake the work which you have volunteered for. This will allow us to identify any reasonable adjustments that may be required to ensure your health & safety.

We advise you that if you are successful in your application you may need to be seen in our Occupational Health Department where you will be given advice on infection risks and the immunisations available to protect both you and our patients from the transmission of infection.

**Failure to disclose information fully or accurately may lead to termination of your placement.**

**Please answer the Following questions:**

1.	Do you have a physical or mental health condition which has a substantial effect on your ability to carry out normal day to day activities, and which has lasted, or is likely to last more than 12 months?	Yes	No
2.	Have you had any illness/injury which has kept you from your usual activities, whether these be work, domestic or leisure for more than 5 days in the last two years? If Yes, please list all episodes below giving approximate date and length of absence:	Yes	No
3.	Are you currently taking any medication prescribed by your GP (excluding contraceptive medication)? If yes please give details	Yes	No
4.	Do you have any condition/s that affect your:		
	Standing	Yes	No
	Bending	Yes	No
	Walking	Yes	No
	Climbing stairs	Yes	No
	Lifting	Yes	No
	Use of hands	Yes	No
	Driving	Yes	No
	Working at heights	Yes	No

	Balance	Yes	No	Climbing ladders	Yes	No
5.	Are you attending or waiting to attend, your GP, a Counsellor or Hospital for treatment or surgery?				Yes	No
6.	Have you suffered from any chest ailments/asthma/bronchitis?				Yes	No
7.	Do you have any skin conditions eczema/psoriasis/dermatitis				Yes	No
8.	Have you ever suffered from stress/anxiety/depression or any other mental disorder?				Yes	No
9.	Have you ever used illegal drugs for leisure purposes?				Yes	No
10.	Have you lived outside the UK for three months or more during the last year? If yes which country				Yes	No
11.	Have you been in close contact with a friend or relative found to be suffering from tuberculosis in the last 2 years?				Yes	No
<b>Immunisation/Infectious diseases history</b>						
Do you have, or have you recently had any of the following: <b>If yes give details</b>						
12	Persistent coughing lasting more than two weeks				Yes	No
13	Coughing up blood				Yes	No
14	Unexplained weight loss				Yes	No
15	Night sweats				Yes	No
	Date of BCG immunisation (for tuberculosis)					
	Date and place of last Heaf/Tine/Mantoux test					
<b>Please give the dates of the following immunisations (if known)</b>						
	Tetanus	Polio	Rubella (German measles)			

Do you have any reason to believe you may be more likely to suffer from infections either as a result of infection, illness or medication? **Yes/No**

Have you ever had any of the following? Please circle 'yes' only if you are quite certain you have had these:

Rubella (German measles)	<b>Yes/No</b> Tuberculosis	<b>Yes/No</b>
Chicken Pox	<b>Yes/No</b> Shingles	<b>Yes/No</b>
Mumps	<b>Yes/No</b> Hepatitis A	<b>Yes/No</b>
Measles	<b>Yes/No</b> Hepatitis B or C	<b>Yes/No</b>

When were you last abroad?

Dates.....Places.....

The information you give will be stored in the Occupational Health Department and entered on to the Occupational Health Electronic Patient Record. All information will be treated in the **strictest confidence** in accordance with the rules set out in the Data Protection Act (1998)

<b>Please sign the following Declaration</b>	
<b>I declare that to the best of my knowledge, all the answers I have given are true</b>	
<b>Signature:</b> .....	<b>Date:</b> ...../...../.....
<b>(Please print your name here):</b> .....	

**Appendix K – CRB CLEARANCE**

**REHABILITATION OF OFFENDERS ACT 1974  
(EXEMPTIONS ORDER 1975)  
To be completed by all Volunteer Applicants**

Rehabilitation of Offenders Act 1974/Disclosure of Criminal background for those with access to babies and vulnerable adults.

Because the nature of volunteering may involve contact with people who are receiving a health service, we are obliged to ask you, in connection with this application, to disclose:

- **Any custodial or non-custodial conviction.**
- **Any criminal record held against you, including cautions.**
- **Any investigation or charges made against you, whether as an adult or juvenile.**

Under the conditions of the above Order, you are not entitled to withhold any information which otherwise might be considered "spent". In the event of volunteering, failure to disclose such information could result in your application being terminated. Any information given will be treated as strictly confidential and will only be used in relation to your volunteering application for positions to which the Exemptions Order applies.

N.B. THIS INFORMATION WILL **NOT** NECESSARILY PREJUDICE YOU BEING ACCEPTED FOR VOLUNTARY WORK AT BWH.

You will be required to complete a Criminal Records Bureau Form relating to your suitability for volunteering.

And the offer of a volunteering position will be subject to the Criminal Records Bureau 'Standard' or 'Enhanced' Disclosure.

Have you ever been convicted of any criminal offence? YES  NO

**If YES,**

1) When did this take place? -----

2) What was the offence? -----

3) Sentence/Fine imposed? -----

**(If necessary please continue on separate sheet(s), please state the number of sheets attached).**

Failure to disclose such convictions could result in termination of volunteering application and/or placement.

NOTE: If before taking up volunteering at BWH you are charged with a criminal offence in the UK or any other country, you must notify the Trust immediately.

**12. DECLARATION**

**I declare that the above information is true and correct and understand that any wilful misrepresentation or omission may result in my application to volunteer being terminated.**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

***THIS FORM SHOULD BE RETURNED TO:***

**Volunteer Services Manager  
Birmingham Women's NHS Foundation Trust  
Metchley Park Road  
Edgbaston  
Birmingham  
B15 2TG**

## Appendix L – VOLUNTEER’S DECLARATION

### CONFIDENTIALITY DECLARATION

#### VOLUNTEER’S DECLARATION

1. I understand that during the course of volunteering, I may have access to see or hear information of a confidential nature. I must not divulge, publish or disclose such information without prior written consent of the Trust. I must act with discretion and maintain confidentiality about any information relating to all aspects of my volunteering activity.

(Disclosures of information relating to patients, members of staff, other volunteers or that which you acquire during the course of volunteering may only be disclosed with the agreement of your Role Supervisor or the VSM.)

2. I understand that improper use or disclosure of confidential information will be regarded as a breach of confidentiality and will be a serious disciplinary matter. I may be personally liable under the provisions of the Data Protection Act 1988. My volunteering role will also be terminated forthwith.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

## **Appendix M – VOLUNTEER AGREEMENT**

As a volunteer within the Trust it is important that you embrace the ethos of the Hospital in maintaining an atmosphere that supports the patients we care for. We endeavour to be polite and courteous at all times, to respect people and their views and to act as a role model to other volunteers.

All volunteers have certain rights and responsibilities, which are outlined below. The aim is to enable you to work effectively and confidently as part of the Volunteer Service at this hospital and to follow necessary protocol.

### **Rights as a Volunteer**

As a volunteer you will:

- Be given clear information about your role and be given a job description where appropriate.
- Receive training to enable you to carry out your tasks.
- Be given support and supervision on a regular basis.
- Not be used in place of members of staff.
- Not have unfair demands made on your time.
- Not be unfairly excluded from giving help and be provided with facilities wherever possible, to support volunteers with disabilities.
- Be given protection under health and safety regulations and under public liability insurance.
- Be paid all out of pocket expenses (e.g.) travel expenses etc.

### **Responsibilities as a Volunteer**

As a volunteer you will be expected to:

- Accept and support the aims of Birmingham Women's NHS Foundation Trust.
- Comply with the Birmingham Women's NHS Foundation Trust's policies and procedures, particularly in relation to confidentiality.
- Recognize that you represent the hospital and therefore need to act in an appropriate manner at all times.
- Ensure you wear your BWH ID badge for volunteering only whilst on the hospital premises. Abuse of the use of the ID badge for other than volunteering duties will not be accepted.
- Treat all patients, visitors, staff and other volunteers with dignity and respect.
- Carry out your role to the best of your ability.
- Participate in the Mandatory Trust Induction sessions and any other appropriate training as required by the Trust.
- Accept appropriate supervision and guidance from the staff.
- Accept the Trust's disciplinary and grievance procedure relating to volunteers
- Inform the relevant staff if you are unable to attend.
- Raise concerns or issues relating to your placement with your Volunteer Services Manager or Supervisor

- Report any accidents or incidents whilst carrying out your role to your Volunteer Services Manager or Supervisor

We hope that your time at Birmingham Women's NHS Foundation Trust will be enjoyable and rewarding. Thank you for reading the above information. Please sign and date it and keep it safe.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_