

Volunteer Policy

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Policy to be followed by (target staff): Volunteers and staff involved with MKUH volunteers

To be read in conjunction with the following documents:

MKUH Equality, diversity and inclusion policy
MKUH Health and safety policy
MKUH Infection prevention and control assurance framework policy
MKUH Information governance policy
MKUH Recruitment & selection policy
MKUH Safeguarding adults policy
MKUH Safeguarding children policy and procedures

CQC Fundamental standards:

Regulation 13 – Safeguarding service users from abuse and improper treatment
Regulation 17 – Good governance
Regulation 19 – Fit and proper

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Policy Statement

Milton Keynes University Hospital NHS Foundation Trust recognises the importance of volunteers whose contributions complement the work of its staff in line with *Social action for health and well-being: building co-operative communities: Department of Health strategic vision for volunteering* (DoH, 2011). *Volunteering in Acute Trusts* (Galea et al, 2013) highlights that volunteers play a critical role in improving the patient experience. The Trust welcomes and actively supports the contributions provided by volunteers in a variety of roles across the hospital.

Purpose and scope

This policy provides reference and guidance for the engagement, selection, management, support and training of all volunteers and their activity within the Trust in accordance with current Trust policies, NHS Employers and the Department of Health guidelines.

The policy will be available on the Voluntary Services intranet pages for staff and volunteers to access, as well as on the document hub on the Assemble system. A message will be disseminated via the Communications team to all staff across the Trust.

The Voluntary Services Manager will ensure that the policy is adhered to within the Voluntary Services team and shared widely with placement supporters across the Trust.

Abbreviations used

DBS – Disclosure and Barring Service
DPA – Data Protection Act 2018
DoH – Department of Health and Social Care
EVCO – External Voluntary/ Charitable Organisations
HEE – Health Education England
MKUH – Milton Keynes University Hospital Foundation Trust
MoU – Memorandum of Understanding
NVC – National Volunteer Certificate
VPS – Voluntary Placement Supervisor
VSC – Voluntary Services Co-ordinator
VSM – Voluntary Services Manager
KPI – Key Performance Indicator

Definitions

A 'volunteer' is defined as someone who spends time, unpaid, doing something for the benefit of others, and who does so freely, through personal choice, and without expectation of financial reward except the payment of out-of-pocket expenses.

'Placement' is the area of department in which the voluntary activities will be carried out by the volunteer.

A 'Volunteer Placement Supervisor' is a paid member of staff in a placement area or department who has been designated responsibility for the volunteer. This responsibility may be delegated by a senior member of staff/person in charge of that area to another member of staff.

An External Voluntary/ Charitable Organisation is responsible for a group of volunteers working on specific projects which have been agreed between the organisation concerned and the Trust's management e.g. Al's Pals, Friends of Milton Keynes Hospital and Hospital Radio.

1.0 Roles and Responsibilities:

The Voluntary Services department reports to the Matron for Patient and Family Experience who is accountable to the Associate Chief Nurse within the Corporate Patient Care Directorate.

1.1 Voluntary Services Manager (VSM)

The Voluntary Services Manager is responsible for:

- Recruiting Trust volunteers, processing all applications and recruitment documentation leading to the placement, monitoring and development of Trust volunteers within the hospital, in line with Trust policy and procedures
- Promoting and developing good working relationships between the Trust and 'on site' Third Party service providers
- Managing the relationships, creating, and developing clear channels of communication with external charitable organisations and statutory organisations who have volunteers on the hospital site and creating good public and community links, by providing a focal point and an information base for all voluntary activity on Trust premises
- Ensuring that all volunteers and voluntary organisations comply with this policy
- Ensuring all information about volunteers is maintained in accordance with the Data Protection Act 2018 and Trust policies with reference to handling, storing, and disclosing of confidential information
- Ensuring all volunteers are appropriately trained for their roles and undertake required Trust mandatory training, induction and other role specific training
- Maintaining accurate records of Voluntary Services activity for the purpose of providing assurance of up-to-date information reported to Patient Experience Board quarterly and monitoring agreed KPIs
- Ensuring substantive members of staff have the support and information they need to understand and support the role of volunteers in all placement areas
- Good practice in health and safety matters i.e. ensuring a duty of care towards volunteers
- Ensuring that volunteers have the same respect and care as Trust employees, with clarity for all volunteers that the relationship is non-contractual (see 4.13)
- Managing volunteer concerns and concerns raised against a volunteer using the Volunteer Problem Solving Procedure (which can be found in Appendix 8 of this policy)
- Providing a safe environment for Volunteers to raise any matters of concern
- Ensuring that regular feedback sessions are organised for volunteers/volunteer groups
- Ensuring that the volunteer handbook is kept updated and includes boundaries of roles, access and supervision whilst within the Trust
- Interacting with volunteers, respecting, and valuing their contribution
- Providing assurance to the Trust's Board of who is on site
- In line with safeguarding policy, collaboratively working with Third Party organisations, to understand who their volunteers are and when they are on site.

1.2 Voluntary Services team

The Voluntary Services team is responsible for:

- Responding to queries by telephone, email or in person from members of the public, staff, volunteers and acting as the first point of contact for the department
- Overseeing the day-to-day management of the Voluntary Services inbox and promptly escalating any issues to the VSM
- Ensuring that volunteer records are kept up to date on the relevant databases, filing systems in line with DPA

- Performing administrative tasks relating to recruitment and selection, including all pre-employment checks and arrangements for three yearly DBS renewal, using Assemble (volunteer portal) and DBS systems and assisting volunteers to obtain their ID pass and relevant car parking access.
- Arranging a programme of statutory mandatory training in partnership with the Training and Development team; ensuring appropriate refresher training is undertaken
- Implementing a programme of operational support and training for volunteers not attached to a clinical area or department, for example Wayfinding
- Monitoring the reliability, attendance, performance, retention, equality and diversity and training of volunteers and providing metrics to the Board as required
- Ensuring the volunteers feel supported by the Voluntary Services team
- Interacting with volunteers, respecting, and valuing their contributions.

1.3 Volunteer Placement Supervisor

The Volunteer Placement Supervisor is responsible for:

- Ensuring that volunteers comply with Trust policies whilst in their placement area, including the wearing of volunteer uniform and identity badges, following health and safety policies, infection prevention and control policies. This list is not exhaustive and will vary and be dependent on the area in which the volunteer is placed
- Ensuring that the volunteer is made to feel welcome and valued as part of the placement area team
- Ensuring that any ongoing concerns are raised and discussed with the Voluntary Services Manager.

1.4 All volunteers

It is the responsibility of all volunteers to:

- Read and sign a copy of the 'Volunteer Agreement'.
- Undertake mandatory and statutory training by attending the Trust's half-day induction, completing the relevant e-learning and to ensure that any refresher training is kept up to date by attending courses as instructed by the Voluntary Services team
- Undertake any specialist training appropriate to their specific role as instructed by the Voluntary Services team
- Undertake duties as outlined in their role profiles
- Understand tasks up to their boundaries of competence and to refuse tasks they have not been trained for, or which are not authorised tasks i.e. personal patient care and clinical observations
- Sign in and out of their placement area and inform their Volunteer Placement Supervisor as soon as possible if they are not able to attend. If contact cannot be made with their VPS, then contact should be made with the Voluntary Services team who will contact them on the volunteer's behalf
- Raise any concerns such as patient safety to their Volunteer Placement Supervisor or the Voluntary Services Manager, in a timely manner. Volunteers are to be made aware of the 'Problem Solving Procedures for Volunteers' procedure that is available to them and can request a copy from the Voluntary Services team
- Support a culture consistent with "The MK Way values - We Care, We Communicate, We Collaborate, and We Contribute" and in line with the Corporate Nursing vision of placing quality care at the core of a patient's experience.

1.5 Occupational Health and Wellbeing department

Volunteers are required to complete a 'Declaration of Health' form before undertaking any duties. The Occupational Health and Wellbeing department is responsible for ensuring that a volunteer is fit and able to undertake the duties for which they are volunteering and for informing the Voluntary Services Manager of the outcome of the volunteer's Health and Wellbeing review.

The Occupational Health and Wellbeing department aim to complete their checks within two working days, unless they require further information from the individual. There are certain areas where additional vaccinations/blood tests may be necessary i.e. Maternity, Paediatrics, Emergency Department and the Cancer Centre. These will be arranged by the Occupational Health and Wellbeing team with the volunteer directly.

1.6 All Staff

Clinical or departmental staff across the organisation are responsible for supporting the role of the volunteer in their work setting, including local induction, provision of any necessary training, the detail of their access within departments, the boundary of roles including relationship with patients and daily support. They will work with the VSM on the recruitment of all volunteers.

Employees at all levels of the Trust are expected to work positively with volunteers. It is essential that volunteers are made to feel welcome and that their contribution is recognised and valued so that the volunteers feel motivated to continue, e.g. included in any changes to the area; invite to team meetings; social events etc. Treat the volunteers as a member of your team.

Staff should ensure that volunteers are:

- Kept informed of any developments relevant to their role
- Supported by a member of staff who is available at the times they are volunteering and can address any problems that arise
- Able to feel that what they are doing has a purpose
- Regularly thanked for their contribution and experience of a sense of belonging
- Invited to team events.

All staff who are managing volunteers should be aware that a volunteer can refuse a duty which is not on their role profile if they are not comfortable in carrying this out e.g., moving/packing boxes, making beds. Any requests to review the role profile should be made in conjunction with the Voluntary Services Manager. It is important to remember that any tasks that staff are expecting a volunteer to undertake should be non-essential, not be a substitute for the work of paid staff, but complementary to the area.

A general local induction checklist is provided at Appendix 1. For more specialised roles and inductions, please contact the Voluntary Services team for further support and advice.

Any requests for corporate volunteering or Corporate Social Responsibility (CSR) days should be referred to the Charity/Fundraising team.

1.7 The Human Resources Business Partner (HRBP)

The HRBP will support the Voluntary Services team by ensuring recruitment and selection of volunteers is in line with Trust's Recruitment and Selection policy which includes DBS clearance.

1.8 The Mandatory Training Manager

The Mandatory Training Manager will work with the Voluntary Services team to ensure the programme of statutory mandatory training supplied for volunteers by eLearning for Health (Health Education England) in compliance with legislative and organisational demands. They will help to organise training, as required, to ensure fulfilment of volunteering roles, including any mandatory updates and Trust Inductions.

1.9 External Voluntary/ Charitable Organisations (EVCO)

External Voluntary/Charitable Organisations (EVCOs) are responsible for a group of volunteers working on specific projects which have been agreed between the organisation concerned and the Trust's management e.g. Friends of Milton Keynes Hospital, Hospital Radio, Arts for Health, AI's Pals, and YMCA.

The EVCO is responsible for the selection, registration and training and supports their own volunteers. These procedures must adhere to the Trust's policies and procedures including confidentiality, evidence of appropriate clearances such as the Disclosure and Barring Service (DBS) and Health and Wellbeing checks, other standard pre-employment checks and mandatory induction training.

Managers for the EVCO will have responsibility for:

- Signing a Memorandum of Understanding (MoU) (appendix 2) between the Trust and the EVCO setting out agreed procedures and protocols
- Registering each volunteer with the Trust's Voluntary Services department using the EVCO Volunteer Registration form (appendix 3).

The VSM shall determine, in consultation with the areas, the levels of voluntary services required and establish and maintain close contact with other voluntary organisations. New projects will be agreed between the outside organisations, the VSM and in discussion with the corporate clinical team. The MoU will be set up and the Project Manager for the external organisation will co-ordinate and manage schemes on behalf of the Trust.

The Trust's Voluntary Services department may carry out recruitment checks on behalf of an EVCO. Responsibility for these checks will be agreed in the MoU.

Further advice and support can be sought from the Voluntary Services Manager.

Managers should not authorise other voluntary organisations to be on site without prior discussion with the VSM. This is to ensure that the Trust's staff, patients and volunteers are appropriately protected with the undertaking of the necessary identity and disclosure and barring service (DBS) checks.

2.0 Implementation and dissemination of document

The policy will be available to all staff via the Trust's intranet. A hard copy is available to volunteers upon request. A link will be included on the Voluntary Services intranet page, Assemble management system and further hard copies will be made available where requested.

There are no financial implications to placement areas for utilising the services of a volunteer. Time will need to be spent ahead of the recruitment and placement processes to finalise the volunteer's role profile with the VSM, as well as providing the volunteer with a local induction to the

placement area. The role profile will be used to attract volunteers to the placement area and to explain the role and tasks required in that area.

3.0 Processes and procedures

3.1 General principles

Volunteers must not be involved in clinical or personal care. Their role in all placements is complementary and not supplementary to paid staff. They will not fill temporary or vacant positions.

The Voluntary Services department will aim to ensure that the Trust's Equality, Diversity and Inclusion policy guides all its dealings with volunteers, particularly in engagement, information, policy, and practice.

3.2 Recruitment

Prior to recruiting volunteers, consultation and discussion will take place with members of staff who request volunteers to develop an understanding of the role available and to develop a role profile for the recruitment process. Once a volunteer is placed, each department should have an identified lead, known as a Volunteer Placement Supervisor, to support the volunteers in their area.

All new applicants are required to:

Apply via the volunteering page on the hospital website [Volunteering Opportunities | Milton Keynes University Hospital NHS Foundation Trust Volunteering \(goassemble.com\)](https://goassemble.com)

- Apply for an appropriate role which creates an account in Assemble
- Attend a selection meeting (informal interview)
- If conditionally accepted, complete pre-employment checks as directed
- Commit to volunteering for a minimum of 3 hours per week for a minimum of 6 months (12 months for Breast Feeding Peer Supporter volunteers)
- Complete a programme of statutory mandatory training (e-learning), half-day Trust induction and regular refresher training.

There is a different approach for the recruitment of Chaplaincy volunteers, this is managed jointly between the Chaplaincy team and the Voluntary Services team.

3.3 Role profiles

Role profiles are established prior to the recruitment process, with the reason the volunteer is needed, key activities, skills required and how the individual may benefit from joining #TeamMKUH. These are saved in the Assemble system and are available throughout the recruitment process; the volunteer's user profile in Assemble and a copy should also be kept in the Volunteer folder located in the placement area. Copies can be requested at any time with the Voluntary Services team.

3.4 Pre-employment checks

Volunteers are required to complete the following checks before they are issued with an ID badge and volunteer agreement:

- Provide the names, contact details of two independent referees for reference clearance
- Provide photo ID

- If necessary provide evidence of right to remain and work in the UK
- To have Disclosure and Barring Service clearance commensurate with role i.e. regulated/unregulated duties and provide copies of the certificate when issued, if requested
- Occupational Health and Wellbeing Screening.

Volunteers from outside the EU must have a current visa with at least 6 months remaining. With a visa, a volunteer may work up to 20 hours per week, this includes paid employment and voluntary duties. Voluntary work would be terminated on expiration of a visa.

3.5 Sickness absence

Any volunteer who is absent due to ill-health for more than a six-week period will need to be referred to the Health and Wellbeing department prior to returning to their placement. The reason for referral must be discussed with the volunteer and his/her agreement obtained before a referral is made. The volunteer should be given the opportunity to read the referral form prior to it being sent to Occupational Health and Wellbeing team and provided with a copy of the signed referral form for their own record.

The volunteer will be sent a copy of any report at the same time as the VSM (referrer). Please note that, whilst the report is based on a degree of specialist expertise and knowledge of relevant legislation, it should be viewed as advisory only. The report should be used as part of a management decision making process and other factors must also be taken into consideration and discussed with the VSM.

The VSM may refer a volunteer to the Health and Wellbeing department for a review in respect to any health and safety concerns.

3.6 Age limits

The national standard lower age limit for volunteers is 16. There is no upper age limit for volunteers, provided the volunteer can maintain their voluntary role and will not endanger themselves, staff, patients or visitors to the Trust. All volunteers will be assessed to establish if they are fit for the role by the Trust's Occupational Health and Wellbeing department.

3.7 Availability

Volunteers will not be taken on by the Trust unless they can commit to being available for at least three hours per week for a minimum of six months. Whilst there is no legal limit for volunteer hours, the Trust would not expect a volunteer's shift to exceed 7 hours. Volunteers will not work night shifts. The Volunteer Placement Supervisor is responsible for ensuring the volunteer takes regular breaks.

3.8 Major Incidents

Every new volunteer will have the opportunity to register their name on the Voluntary Services Major Incident 'call out' list.

This provides volunteers with the opportunity to come in to help at short notice in the event of a major incident when the hospital requires considerable additional help across the site. It will be necessary for the volunteers to know they would need to keep calm and accept direction and able to help patients and staff who may be under considerable pressure. There is a particular need for volunteers who can come in during the evening or night as these emergencies seldom happen

during office hours. Volunteers on the Major Incident 'call out' list will need their own transport and a telephone.

3.9 Emergency Procedures

Local procedures relating to emergencies within various placement areas across the Trust differ. These will be explained to a volunteer during their local induction process.

3.10 Equal Opportunities and Diversity

Milton Keynes is a multicultural and diverse community. MKUH is committed to providing services that meet individual's needs, treating everyone with the compassion and respect they deserve. The Trust is committed to equality and diversity. This commitment is extended to our volunteers.

We want to encourage our staff, volunteers, patients and visitors to foster an environment that is free from discrimination. The Trust's vision and values act as principles to guide us in our thinking and actions. Volunteers are required to abide by the policies and procedures of the Trust and must not discriminate against anyone with whom they come into contact as they carry out their volunteering role. This includes discrimination on the grounds of age, disability (including mental health status), race, ethnicity or nationality, sexual orientation, gender, gender identity, religion/belief, marital/partnership status, pregnancy or maternity or social and employment status. Any behaviour that contradicts the spirit of this statement or the Trust's Equality, Diversity and Inclusion Policy will result in the volunteer's service being discontinued.

The Voluntary Services department will actively seek to recruit a diverse population of volunteers to match the diversity of the population the Trust serves. This is in line with MKUH recruitment where we strive to be diverse, inclusive and a place where we can ALL be ourselves. We particularly encourage applications from people who identify as Black, Asian, Minority Ethnic (BAME), LGBT+, Disabled and Veterans who are under-represented across the Trust. Equality and Diversity monitoring information will be requested from all volunteers, who are able to decline to share this information if they wish.

3.11 Induction and Training and annual updates

All volunteers are expected to complete a planned programme of training including a half-day corporate induction and an e-learning suite of training sessions designed specifically for volunteers by Health Education England and available through e-Learning for Health. This includes:

- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety, and Infection Prevention
- Data Security Awareness
- Moving and Assisting
- Preventing Radicalisation
- Safeguarding Adults
- Safeguarding Children

Any additional specialised training specific to particular roles will also be provided, at no cost to the volunteer, such as wheelchair training, breast feeding peer supporter training and pastoral care training.

All volunteers are expected to complete mandatory and statutory training as requested, including regular refresher training and any updates on Trust changes which volunteers need to be aware

of. This is in line with the standard operating procedure for Volunteer Mandatory Training requirements (appendix 4).

3.12 Travel expenses for Direct Volunteers and participation in Patient and Public Involvement (PPI) events

All Trust volunteers registered with the Voluntary Services department are entitled to claim out of pocket expenses, in line with the standard operating procedure for 'Reimbursing volunteers 'out of pocket' expenses' (appendix 5).

Refreshment vouchers are also available to volunteers if their shift is more than four hours, in line with the standard operating procedure for the 'Issue of volunteer refreshment vouchers' (appendix 6).

3rd party/indirect voluntary services (EVCOs) will have their own policy in respect of reimbursement of expenses.

3.13 Statement of Agreement

Volunteers will not have a contract with the Trust nor will they be considered an employee. A written Volunteer Agreement (appendix 7) is signed to clarify the intended relationship between the volunteer and the Trust.

The Trust will end a voluntary placement with immediate effect in cases of concern relating to harm or risk of harm by a volunteer following a review under the 'Problem Solving Procedures for Volunteers' procedure. Should the matter of concern relate to safeguarding, this should be escalated to the named nurse for safeguarding and reported to the Disclosure and Barring Service as appropriate. The final decision maker will be the Associate Chief Nurse.

Trust staff should raise any non-safeguarding concerns about a volunteer with the VPS where the volunteer is based. If their concern is unresolved then it should be escalated to the VSM. Examples of concerns could be punctuality or a dress code.

Volunteers should raise any concerns with their VPS. If their concern is unresolved then it should be escalated to the VSM.

Volunteers who may need access to shared printers (or patient information systems) will be issued with appropriate Smartcard access, supported and authorised by the VSM/VPS/Senior Manager, following any specialised system training. A volunteer will have also completed the eLfH e-learning sessions which covers patient confidentiality and data security awareness, in line with the Trust's Information and Governance Policy.

3.14 Leaving the Trust

Volunteers are free to leave the Trust at any time and should advise the VSM of their decision. If we are notified by a department that their volunteer is leaving, we will write to the volunteer to confirm their wishes. Volunteers must return their ID and name badges, yellow volunteer badge and any volunteer polo shirts they have been issued, when they leave. The Voluntary Services team will cancel any access to IT and ward areas.

A volunteer who is leaving the Trust will be processed on the Assemble system and will be sent a link to complete an online exit survey in order that the Voluntary Services department can monitor

the reasons for volunteers leaving and make necessary improvements following feedback. Hard copies of the exit survey can also be requested.

3.15 Right to cease or relocate the services of External Voluntary / Charitable Organisations

The Trust, through the Chief Executive, reserves the right to ask EVCOs to cease or relocate their activities in respect of legislative or organisational changes.

3.16 Right to relocate a volunteer

Where a department in the Trust that is using a volunteer has no further need for their assistance, then the Voluntary Services department should be immediately informed so that the volunteer can be withdrawn and given alternative tasks if required.

3.17 Problem Solving Procedures

If volunteers have a concern, problem or need to make a complaint about their placement or a member of staff, they should follow the 'Problem Solving Procedures for Volunteers' (appendix 8).

In the case of a concern or complaint about a volunteer, this will be dealt with quickly and effectively in accordance with the "Problem Solving Procedures for Volunteers" procedure (appendix 8), referred to hereon as the "Problem Solving Procedure".

All problems concerning volunteers should be referred to the VSM and relevant facts ascertained as quickly as possible. The procedures outlined in the aforementioned document should then be followed. The VSM has the authority to discontinue the services of a volunteer if necessary, and the removal of a volunteer from a ward or department shall be the responsibility of the VSM. The final decision as to the suitability of a volunteer in any area shall be that of the Deputy Chief Nurse.

Volunteers who have a complaint or grievance should initially refer the matter to their VSP or the VSM and follow the procedures as outlined. The VSM will remain supportive of the volunteers and understand that there may be a need for further education or additional clarity of their role.

3.18 Insurance

Volunteers are classed as employees for the purpose of being insured for the activities they undertake on behalf of the Trust, provided they are within the guidelines agreed by their VPS, the VSM and within the time frames of their 'shift'. The Trust's 'Liabilities to Third Parties Insurance Scheme' from NHS Resolution specifies the cover relating specifically to Volunteers.

4.0 Statement of evidence/references

Statement of evidence:

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Please note that whilst Milton Keynes University Hospital NHS Foundation Trust may include links to external websites, the Trust is not responsible for the accuracy or content therein.

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Please note that whilst Milton Keynes University Hospital NHS Foundation Trust may include links to external websites, the Trust is not responsible for the accuracy or content therein.

5.0 Governance

5.1 Document review history

Version number	Review date	Reviewed by	Changes made
4	January 2023		Full policy update to include changes in the processes and procedures in Voluntary Services team.

5.2 Consultation History

Stakeholders Name/Board	Area of Expertise	Date Sent	Date Received	Comments	Endorsed Yes/No
TEC	Executives	Aug-23	Aug-23	Approved	Yes
JCNC	Staff Side	Jul-23	Jul-23	Approved	Yes
PRG	Staff Side	Apr-23	Jun-23	Approved	Yes
All stakeholders including Chairman, Executive Lead Associate Chief Nurse, Heads of Departments, CSU Leads, ADO's, Matrons, Senior Nurses, Patient Experience, Human Resources, Communications, Governors, Chaplaincy, Learning and Development, Heads of Nursing, Voluntary Services team, Volunteers, Health and Wellbeing Lead, Mandatory Training Lead.	All areas	9 th January 2023		See individual comments below	-

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Infection Prevention and Control Nurse	Nursing	9 th January 2023	10 th January 2023	Changes made to v4 abbreviations and departmental name changes	Yes
Head of Information Governance	Corporate	9 th January 2023	10 th January 2023	Changes made to v4 relating to use of GDPR/DPA	Yes
Head of Fundraising	Corporate	9 th January 2023	12 th January 2023	Changes made to v4 relating to corporate volunteering opportunities	Yes
PF	Volunteer	9 th January 2023	13 th January 2023	Formatting, spelling, grammar and general suggestions	Yes – made the changes which were relevant
Mandatory Training Lead	Corporate	9 th January 2023	20 th January 2023	Confirmation of mandatory training subjects	Yes
PRG					
JCNC					
TEC					

5.3 Audit and monitoring

Audit/Monitoring Criteria	Tool	Audit Lead	Frequency of Audit	Responsible Committee/Board
Updates to Focus Group A of Patient and Family Experience Board	Report		Quarterly	Patient Experience Board

5.4 Equality Impact Assessment

As part of its development, this policy and its impact on equality has been reviewed. The purpose of the assessment is to minimise and if possible remove any disproportionate impact on the grounds of race, gender, disability, age, sexual orientation, religion or belief, pregnancy and maternity, gender reassignment or marriage and civil partnership. No detriment was identified.

Equality Impact Assessment			
Division		Department	
Person completing the EqlA		Contact No.	
Others involved:		Date of assessment:	
Existing policy/service		New policy/service	
Will patients, carers, the public or staff be affected by the policy/service?		Yes	
If staff, how many/which groups will be effected?		All staff, patients and volunteers	
Protected characteristic	Any impact?	Comments	
Age	YES	National volunteering standards do not recruit under 16s	
Disability	NO	Positive impact as the policy aims to recognise diversity, promote inclusion and fair treatment for all volunteers	
Gender reassignment	NO		
Marriage and civil partnership	NO		
Pregnancy and maternity	NO		
Race	NO		
Religion or belief	NO		
Sex	NO		
Sexual orientation	NO		
What consultation method(s) have you carried out?		Face-to-face meetings, emailing to key stakeholders	
How are the changes/amendments to the policies/services communicated?		Emails to volunteers and staff, meetings, update to MKUH webpages, via Assemble management system	
What future actions need to be taken to overcome any barriers or discrimination? n/a			
Who will lead this?	Who will lead this?	Who will lead this?	Who will lead this?
n/a			
Review date of EqlA	April 2026		

Appendix 1 - General Local Induction Checklist

Volunteer's Local Induction Checklist

This checklist is to be used by the Volunteer Placement Manager and their new volunteer to aid the local induction process. The completed checklist should be signed by the Placement Manager and the volunteer before being returned to the Voluntary Services team, as evidence that local induction has taken place.

Volunteer Name		Department and Role	
Start Date		Manager name	

WELCOME TO THE VOLUNTARY SERVICES TEAM	Voluntary Services Initials	Volunteer Initials	Date
Signed Volunteer Agreement and received Volunteer Handbook			
Explanation of eligibility for refreshment vouchers			
Process of claiming out of pocket expenses and claim forms			
Provided with name of placement manager and contact details			

WELCOME TO THE DEPARTMENT	Manager Initials	Volunteer Initials	Date
Orientation to ward/ department			
Description of department and its function within Trust			
Introduced to key staff in the area and their roles			
Explanation of volunteer role / discuss role profile			
Where to sign in/out			
Where to put personal property			
Location of toilets			
Tea and coffee arrangements			
SICKNESS / ABSENCE			
Who to contact if absent, including sickness and holidays, as well as Voluntary Services			
FIRE, HEALTH & SAFETY (Where applicable)			
Explain the fire procedure and fire routes for the placement area			
Specific risk / safety issues relevant to the speciality / department			
Name of department first aider, location of first aid box and procedures			
Safe use, decontamination and disposal of dirty linen (if applicable)			
Safe disposal of patient identifiable data, location of shredding bins (if applicable)			
Food hygiene regulations, if applicable			
PERSONAL HYGIENE			
Personal cleanliness / hand hygiene			
Standards of appearance / uniform / hair / jewellery / footwear			
COMMUNICATION			
Use of telephone and bleeps			
How to access to team briefing/ urgent communications / intranet / notice boards			

Volunteer's signature

Manager's signature..... Date local induction completed

Volunteer Local Induction Checklist to be completed within first 4 weeks of start date and returned to the Voluntary Services team, Oak House

Appendix 2 – Memorandum of Understand for EVCOs

MEMORANDUM OF UNDERSTANDING BETWEEN (NAME OF TRUST) AND EXTERNAL VOLUNTARY OR CHARITABLE ORGANISATIONS (EVCO)

The Trust values the support that external voluntary or charitable organisations (EVCOs) provide and acknowledges the beneficial effect for its patients / users and the wider organisation.

It is important that the Trust understands the role that the EVCO will play in the organisation. The Trust acknowledges that relationships with EVCOs must have clear boundaries so that both parties benefit from the involvement and neither is affected detrimentally.

The following sets out the Memorandum of Understanding between Milton Keynes University Hospital NHS Foundation Trust and the (*name of the EVCO*) with regard to volunteering activity undertaken by (*name of the EVCO*) for or within the Trust.

In the spirit of the local Compact, the Trust will provide the (*name of the EVCO*) with information regarding planned changes to services that will have an impact on the services provided by the (*name of the EVCO*)

It is recognised that EVCOs can differ enormously in size and by the infrastructures that they have in place to support the work they do and the valuable contribution they make to the NHS. This document has been written with this in mind, and should be read with consideration to this.

This document was developed by the National Association of Voluntary Services Managers (www.navsm.org). Information obtained from the Members-only area on NAVSM website.

Recruitment of Volunteers

The external voluntary/charitable organisation (EVCO) agrees to obtain:

•	A completed application form containing a declaration regarding criminal convictions	See note 1
•	An identification check of all prospective volunteers for eligibility to volunteer in the UK against photo identification, date of birth and address history.	
•	A Disclosure and Barring (DBS) check for all volunteers engaged in direct patient contact / regulated areas in line with DBS guidelines	See note 1a
•	Two references for all prospective volunteers	See note 2
•	Health clearance for all accepted volunteers via MKUH Occupational Health and Wellbeing department or service	See note 3

The EVCO agrees to:

•	Interview all prospective volunteers	
•	Meet their obligations with regard to health and safety legislation including appropriate risk assessments and ensure that volunteers work within their specified roles.	See note 4
•	Provide or access an induction and training in line with mandatory training required by the Trust and appropriate to the needs of the volunteer placement.	See note 5
•	Ensure that volunteers are covered by a current appropriate insurance policy.	
•	Ensure that volunteers will have a signed statement of understanding for their volunteer role and responsibilities with regard to information governance, and wear a security/ID badge	
•	Meet volunteer expenses according to the EVCO's policy.	
•	Adopt a fair and equitable approach to problem solving and incident reporting	See note 6
•	Provide information on volunteering activity and volunteers to the Trust's voluntary services department as agreed by both parties. Provide regular opportunities for contact between the Trust's Voluntary Services Manager and the EVCO's project manager.	See note 7
•	Review this agreement every 2 years	
•	The EVCO will / will not* require the Trust to act as an umbrella body for DBS disclosures. * delete as appropriate	See note 1a

Signed on behalf of (name of EVCO)	Name:
	Signature
	Date:

Signed on behalf of Milton Keynes University Hospital NHS Foundation Trust	Name:
	Signature
	Date:

EXTERNAL VOLUNTARY OR CHARITABLE ORGANISATION REGISTRATION FORM

1. ORGANISATION DETAILS

Organisation name:	
Project Title:	
Address:	Postcode:
Telephone:	Mobile:
Email:	Website:
Role of the organisation within the Trust:	
Number of employed staff that will be on-site:	
Days & time that staff will be on-site:	

2. Legal status (please put a cross where appropriate)

Registered charity		Charity registration number:	
Statutory		Voluntary/community	
Other (please state)			

3 Main contact

3a Second contact

First name:	First name:
Surname:	Surname:
Telephone:	Telephone:
Mobile:	Mobile:
Email:	Email:

4. Insurance Details

The organisation must have adequate and sufficient insurance cover including but not limited to Public Liability Insurance or Employer's Liability Insurance.

Insurance Company	
Policy Number	
Expiry Date	

5. Volunteer Activity

Purpose or Aim of Volunteer Role:

6. Signature

I confirm that the information I have given on this form is correct and that I will inform the Voluntary Service Department of any changes to the information given.

First name:	Surname:
Position:	Organisation:
Date:	Signature:
Review Date:	

Note 1: Protection of children and vulnerable adults

The NHS has a duty to ensure the safety of its patients and service users. Volunteer posts in the NHS are therefore exempt from the Rehabilitation of Offenders Act 1974. When EVCOs become aware of information regarding criminal convictions they should assess the risk to their own organisation and to the Trust. Advice regarding how to undertake a risk assessment can be sought from the Trust's Voluntary Services Manager.

Note 1a: Disclosure and Barring (DBS) Applications

NHS Employers require all volunteers with regular access to patients to undertake a DBS check. If there is any uncertainty about the level of disclosure required, the Trust's Voluntary Services Manager will be able to advise.

Some Trusts have the facilities to act as an umbrella body for organisations that are unable to process their own DBS applications.

If the EVCO elects to use the Trust as an umbrella body, there are two ways that they can proceed:

1. Where the disclosure shows criminal history, the Voluntary Services Manager will discuss the content with the EVCO and ask them to undertake a risk assessment for consideration. The outcome of the risk assessment will determine whether or not the applicant is offered a place. The Trust will retain the right to refuse the services of anyone it considers to be a risk to the organisation. Under these circumstances the Trust may bear some responsibility for the recruitment decision.

Or

2. The Voluntary Services Manager will send the disclosure to the EVCO and the recruitment decision will be entirely managed by the EVCO. Under these circumstances the Trust will bear no liability for the recruitment decision.

If the EVCO does not require the Trust to act as an umbrella body the information on the disclosure will not be shared with the Trust and the Trust will have no liability for the recruitment decision.

Note 2: References

If the prospective volunteer is, or has recently been, in employment or been involved with voluntary activities, one reference should be from that organisation. Where this is not possible, references should be provided by someone who is a person of standing in the community. Where references cannot be obtained in this way, they should be sought from personal acquaintances, aged 18 and over, who have known the applicant for more than three years and are not related to or involved in any financial arrangements with the applicant.

Note 3: Health and Wellbeing check

Due to the nature of the patient / service user group that the volunteer may come into contact with as part of their activities, it is essential that the Trusts' Occupational Health and Wellbeing Department is involved in deciding the process to be followed when recruiting volunteers. This may involve the Occupational Health and Wellbeing team undertaking the relevant health clearance.

Note 4: Risk assessment

Each activity that volunteers undertake should be risk assessed and risk assessments should be updated annually. This need not be an onerous process as where groups of volunteers undertake the same role, a generic risk assessment will suffice. However, volunteers under the age of 18 should have a risk assessment in line with the Health and Safety Executive's guidelines for the safety and well-being of young people.

Note 5: Mandatory training

All Trusts will have their own requirements for mandatory training based on the services they provide to patients and service users. It is recommended that a common sense approach is taken to the training provided so that it meets the needs of the role of the volunteer. Guidance for training volunteers has been published by the National Council of Voluntary Organisations ¹.

As a minimum, volunteers should undertake the following training at a level and using a method appropriate to the volunteer role:

- Fire Safety (this is a statutory requirement)
- Information Governance
- Safeguarding
- Health, Safety and Infection Prevention and Control

The Trust will be able to provide the EVCO with the information and training materials used for its own volunteers. Some Trusts also provide the induction and training required for the volunteers.

Note 6: Problem Solving and incident reporting affecting Trust business

Complaints made regarding a volunteer registered with the EVCO, or the activities undertaken by the EVCO, should be dealt with in a fair and equitable manner and shared with the Voluntary Services Manager. In line with the recommendation of the Volunteer Rights Enquiry², it is recommended that the EVCO has a problem solving procedure in place.

The outcome of any investigation and the actions taken to resolve the problem should be shared with the Trust's Voluntary Services Manager.

Note 7: Communication

In order to continue to provide excellent services to patients and service users, NHS Trusts would like to encourage communication with EVCOs and promote the sharing of information.

As part of its duties to regulatory organisations such as Monitor, Care Quality Commission, Health & Safety Executive, and the NHS Litigation Authority, the Trust is required to provide information relating to the number of volunteers active within the organisation and the training and other records. Therefore, the Trust may ask the EVCO to provide this information on a recurrent basis.

Any personal information about individual volunteers will only be provided with the volunteer's knowledge and agreement in line with DPA legislation and the Trust's Information Governance policy.

¹ [Training volunteers | NCVO](#)

² [volunteer rights inquiry final report1.pdf \(ncvo.org.uk\)](#)

Appendix 3 – EVCO Volunteer Registration Form

Name of Organisation:

Name:	
Address:	
Post Code:	
Placement Area:	Role:
Start date:	
Finish date:	
Staff Health and Wellbeing Clearance date:	
DBS Check Number: (If relevant to role)	
Induction date:	
<p>Confidentiality Agreement:</p> <p>We appreciate that to undertake your role as a volunteer you may have access to information that is confidential. We ask that you do not discuss any matter relating to a patient with anyone who is not directly involved with the care of that patient. We also ask you not to discuss any matter concerning the business of the Trust with anyone outside the organisation.</p> <p>Please remember that the Trust and its patients have the right to their privacy. Failure to observe confidentiality will be seen as a breach of trust and could result in litigation.</p> <p>Please sign below that you have received a copy of MKUH Volunteer Handbook</p> <p>Signature: Date:</p>	
<p>Under the Data Protection Act regulations, we are required to ask your permission to store personal data in relation to the management of your placement. Please sign below to give your permission and to indicate that have understood this requirement. We will not pass on any information about you without your consent.</p> <p>Signature:</p>	

THIS INFORMATION IS FOR THE USE OF MKUH ONLY AND WILL NOT BE SUPPLIED TO ANY THIRD PARTY WITHOUT YOUR EXPLICIT CONSENT

Appendix 4 – SOP– Trust Induction and Mandatory Training

STANDARD OPERATING PROCEDURE (SOP) Volunteer Induction and Mandatory Training

Mandatory training is deemed to be essential for safe and efficient functioning of health care organisations, patient safety and for the safety of each member of staff and its volunteers. The government and health care organisations have been advised by key professional bodies responsible for learning and development which training should be delivered.

MKUH supports the Health Education England's Volunteering Learning Programme, which is freely available to all volunteers and includes e-learning modules and resources for volunteers designed by volunteers.

The programme supports your completion of the National Volunteer Certificate (NVC). We encourage all volunteers to start their learning journey by undertaking the National Volunteer Certificate which underpins the induction which volunteers will do.

The aim of the NVC is to ensure that all volunteers in health and social care, have the same basic learning when you start in your role. Completion of induction training supports the process for ensuring that you are safe in the volunteering environment.

The NVC will demonstrate that you have undertaken high-quality training in theory and carried out a period of practice to be able to volunteer safely in health and social care.

The NVC will be awarded when you have achieved the six core standards required by completing a set of core learning sessions during induction and gained 60 hours of volunteering experience.

How do I achieve the National Volunteer Certificate?

There are two steps to achieving the National Volunteer Certificate.

Firstly, you need to complete e-learning to meet the six core standards of the National Volunteer Certificate.

The six core standards include content that all volunteers are encouraged to achieve as you start your volunteer journey.

The standards are:

Your role and responsibility

Communication

Respect for Everyone (Equality Diversity and Inclusion)

Safeguarding (Adults and Children)

Mental Health, Dementia and Learning Disability

Health and Safety

To find more about achieving each standard, click [here](#) and it will take you to the details of the standard and how to achieve it.

The standards are achieved through successful completion of 11 e-learning sessions that are detailed below. Each is a short e-learning session with a multiple-choice test at the end.

The second step you need to take is to complete an agreed period of volunteering, signed off by your Volunteer Placement Manager/Voluntary Services Manager. You must complete a minimum

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of 30 hours of volunteering to achieve the in-house Volunteer Certificate. Your manager will provide you with a certificate, awarded by your organisation, and a badge awarded by Health Education England (HEE) indicating that you have completed the Volunteer Certificate.

If you wish to have an *accredited* certificate, awarded through SFJ Awards, you must complete a minimum of 60 hours of volunteering, up to 30% (20 hours) of which could have been completed prior to you commencing your studies. Your Volunteer Manager will confirm that you have completed these hours and the required sessions for the core standards, and you will receive a digital certificate awarded by HEE and SFJ Awards along with your badge.

Thinking about a Career in Care?

If you are thinking about a career in healthcare, you will be interested to know that the National Volunteer Standards have been mapped to the outcomes of the National Care Certificate which is used in the preparation of support workers in health and care settings.

They will provide some underpinning knowledge for this should you, in your role as a volunteer, choose to move into health or care-based employment.

Additional learning for volunteers in specific roles

There are also a small number of optional modules which have been developed to support volunteers in specific roles. These do not need to be completed to achieve the National Volunteer Certificate, but your organisations may ask you to complete them to support you in your roles.

Child Sexual Exploitation for Volunteers (optional)

Fluids and Nutrition for Volunteers (optional)

Resuscitation (Basic Life Support) for Volunteers (optional)

Moving and Assisting for Volunteers (optional)

Induction

A volunteer will attend the Trust's half day induction (these take place twice a month) and mandatory e-learning via e-Learning for Healthcare (eLfH), prior to being placed.

The induction will cover a variety of introductions to various departments across the Trust, which includes a

Welcome to the Trust, Trust Values & Behaviours from the Executive Team

Patient and Family Experience

Freedom to Speak Up

Wellbeing

Fire Safety – Local Information

Library and e-Learning Services

Training frequency and options

Ongoing update training must be undertaken at the appropriate frequency, as detailed below, to ensure that an individual's mandatory training is always in date. Failure to undertake mandatory and/or update training will lead to your volunteer opportunity being suspended or permanently ceased.

The chart below lists the frequency of each statutory/mandatory training course and confirms the options for completion.

Mandatory course subjects	Frequency
Data Security Awareness for Volunteers	Annually
Fire Safety for Volunteers	Two years
Equality, Diversity & Inclusion	Three Years
Health, Safety and Infection Prevention and Control for Volunteers	Three years
Moving & Assisting	Three years
Preventing Radicalisation	Three years
Safeguarding Adults	Three years
Safeguarding Children	Three years

Volunteer Learning Passport course subjects	Frequency
Communications VLP	Three years
Conflict Resolution VLP	Three years
Mental Health VLP	Three years
Roles and Responsibilities VLP	Three years

e-learning or e-assessments

E-learning or e-assessments allow you to undertake training at your own pace and at a time that suits your pattern of work and other commitments.

For support with enrolling on e-learning courses, please contact the Voluntary Services team on ext. 86060. If you do not have access to a computer at home, arrangements can be made for you to access one at your local library or it may be possible for you to complete this at our on-site library. You will need a username and password, please contact Voluntary Services prior to attending the library.

Voluntary Services Manger
January 2023

Appendix 5 – SOP – Paying out of pocket expenses

STANDARD OPERATING PROCEDURE (SOP) REIMBURSING VOLUNTEERS 'OUT OF POCKET' EXPENSES

Budget Holder	Deputy Chief Nurse (DCN)
Authorised Signatories	Matron for Patient and Family Experience (MfPFE) Head of Patient and Family Experience (HoPFE) Voluntary Services Manager (VSM)

1. The right for volunteers to claim mileage and bus fares is discussed during the recruitment process.
2. The process of submitting a 'Volunteer Expense Form' is re-discussed on their first day and is explained in the Volunteer Handbook. The volunteer is provided with a supply of blue 'Volunteer Expense' forms. Additional copies are available from the Voluntary Services team and on Main Reception.
3. Volunteers are requested to submit the forms on a monthly basis. The deadline is the 25th of each month with the exclusion being the end of the financial year, when it is extended to the 31st March. It is the volunteer's responsibility to ensure that their claims are received within the stipulated deadlines.
4. Claims older than 3 months old will not be authorised.
5. Volunteer expenses forms are completed by the volunteer, including signing and dating, as per Trust guidance.
6. The volunteer will post (internally/externally) or hand deliver their signed forms to the Voluntary Services team.
7. The forms are checked by the VSM to ensure that they have been correctly completed. Once the following stipulations have been met, the VSM will authorise and sign off the expenses:
 - a. claimed by a current volunteer which is checked against the database
 - b. checked the distance claimed is in line with Google maps (minimum mileage) AND within the approved amount for mileage (20-mile round trip)
 - c. relevant bus tickets/ receipts are attached
 - d. form is correctly completed, signed, and dated
 - e. the hours of service can be checked against the signing in/out sheets in the placement areas.
8. In the absence of the VSM, the MfPFE and HoPFE can authorise the forms.
9. Once authorised, forms are scanned and emailed from the Voluntary Services team to AR/AP Liaison, Finance department, Witan Gate as soon as they are received.
10. The Finance team process the claims on the SBS system.

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11. Entered Volunteer Expense Forms are returned from Finance to the Budget Holder (VSM/MfPFE) electronically via SBS for approval.

12. Original forms are returned to the Voluntary Services team for scanning to the volunteer users profile on Assemble and entering on the Expenses spreadsheet.

NOTE:

It is the responsibility of the volunteer to ensure that they have the appropriate and relevant car insurance, if they are claiming mileage.

First time claimants will need to complete the Volunteer's bank details form with their expenses form, available from the Voluntary Services team.

Mileage will be paid at the current HMRC rate, limited to a 20-mile round trip.

Reimbursement of taxi fares should be agreed in advance with the VSM and should only be used under exceptional circumstances.

Voluntary Services Manager
January 2023

Appendix 6 – SOP – Issue of volunteer meal vouchers

STANDARD OPERATING PROCEDURE (SOP) ISSUING VOLUNTEERS WITH REFRESHMENT VOUCHERS

Budget Holder	Deputy Chief Nurse (DCN)
Authorised Signatories	Matron for Patient and Family Experience (MPFE) Voluntary Services Manager (VSM)

Refreshment voucher signatories	Voluntary Services Manager (VSM) Voluntary Services Administrator Matron for Patient and Family Experience (MPFE)
---------------------------------	---

1. The right for the Volunteers to claim a refreshment voucher is discussed during the recruitment process and re-discussed on their first day.
2. Volunteers are entitled to a refreshment voucher if their shift is 4 or more hours.
3. The Voluntary Services team will issue the refreshment vouchers (worth £3.50) and ensure that the vouchers are dated, signed and authorised for use.
4. Vouchers can be pre-dated and issued to volunteers up to a month in advance.
5. Vouchers can only be used against refreshments in the Eaglestone Restaurant during the week they have been dated for.
6. The Catering team collate and return the used vouchers and attached receipts along with a spreadsheet of use, to the Voluntary Services team, a month in arrears.
7. The Catering team ensure that Finance are advised of the costs for cross charging purposes.
8. Voluntary Services cross reference and highlight on their master form the numbers of the vouchers used. Manager monitors the cost of vouchers with the monthly budget reports.

Voluntary Services
Manager January 2023

Appendix 7 - Volunteer Agreement

MKUH VOLUNTEER AGREEMENT FOR ALL VOLUNTEERS

Milton Keynes University Hospital (MKUH) NHS Foundation Trust (the Trust) truly values the contribution made by volunteers. We hope that you enjoy volunteering with us. The agreement is a means of highlighting our commitment to providing a rewarding and productive volunteering experience that is of mutual benefit to the organisation and to you, the volunteer.

The role of the volunteer is to complement the staff and to enhance the experience and service provided to patients and their carers. This is not a contract and there is no intention to create a contractual employment relationship between the Trust and the volunteer at any time during the volunteer placement.

What volunteers can expect from Milton Keynes University Hospital NHS Foundation Trust:

- A defined volunteer role description
- An introduction to the Trust, defined volunteer e-learning programme and on-going role-specific guidance, support and training, with the opportunity to work towards gaining your National Volunteer Certificate
- A Volunteering team who are there to provide you with support and feedback on your volunteering experience
- Insurance cover and indemnity to ensure you have a safe volunteering experience
- To be treated equally and without discrimination in line with TheMKWay values as a member of #TeamMKUH
- For any issues, problems or concerns you face whilst volunteering to be addressed and resolved fairly and in a timely manner and where necessary applying our problem solving procedure
- An official volunteer uniform and identity badges to wear whilst volunteering
- After six months, a basic reference which recognises the role, length of service, hours and any training you undertook
- Meet your out of pocket expenses, up to the current maximum

What we expect from volunteers:

- Responsive to and supportive of Milton Keynes University Hospital NHS FT staff, patients and volunteers, our charity and our partners by carrying out your volunteer role to the best of your ability within the boundaries of the role description, organisational policies and training
- Successfully complete all required vetting (including DBS and/or health assessment when required) and inform us of any changes to your circumstances that might affect obtaining a satisfactory DBS certificate
- Determined to develop your skills by completing all required training for your role description - which include ongoing or refresher training
- Unfailingly kind; treating everyone with respect, compassion and dignity to ensure that every patient, visitor, staff or volunteer has the best possible experience with us
- Wear your volunteer uniform, identification card and volunteering badges whilst volunteering and ensure you are presentable at all times, following any specific dress code or infection control requirements
- Sign in and out each time you volunteer at the relevant location in the hospital and keep us informed if your circumstances change

- Put patients first by being aware of your own personal health and safety and that of others, reporting any incidents including any safeguarding observations, concerns, accident or incident, even where there is no injury
- Maintain confidentiality at all times, including within our hospital, with regards to our activities, the patients in our care, our team and our procedures
- Ensure all activities you undertake as a volunteer do not risk bringing our Trust or our partners into disrepute – including all media enquiries which are to be referred to the Trust's Communications department
- Be an open, welcoming and honest representative of Milton Keynes University Hospital NHS Foundation Trust
- Be accountable for your actions, accept constructive feedback and be prepared to feedback at regular intervals on your volunteering experience and not engage in any activity outside of your role description without the authorisation and direction from your Voluntary Placement Supervisor
- Meet time commitments and standards agreed, and where possible give reasonable notice when unavailable, so other arrangements can be made
- not to smoke or vape anywhere on the Hospital site

Covid-19

- I have not had Covid-19 symptoms for the past 14 days
- I have attended/will attend any briefings associated with safe volunteering practices during my time at the hospital
- I agree I will inform Voluntary Services immediately if I develop symptoms consistent with Covid-19
- I will inform Voluntary Services if a member of my household becomes symptomatic
- I agree to follow all PPE guidelines as required for my own safety and others
- I agree to practise good infection control as outlined by the Trust by following all steps of hand hygiene and up to date guidance provided by Voluntary Services

This agreement is binding in honour only and can be cancelled at any time by either the volunteer or the Volunteering Department. It is not intended as a contract of employment, it simply sets our agreed expectations of both you and Milton Keynes University Hospital NHS Foundation Trust Voluntary Services department.

A signed copy of this agreement will be placed on your record.

VOLUNTEER PRINTED NAME	VOLUNTEER SIGNATURE	DATE

If you are under 18, please obtain your parent/guardian/carers permission and signature below

PARENT/GUARDIAN/CARER PRINTED NAME	PARENT/GUARDIAN/CARER SIGNATURE	DATE

VOLUNTARY SERVICES MANAGER PRINTED NAME	VOLUNTARY SERVICES MANAGER SIGNATURE	DATE

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Appendix 8 – Problem Solving Procedures for Volunteers

Standard Operating Procedure - PROBLEM SOLVING for Volunteers

Purpose

Whilst the involvement of volunteers at MKUH is generally a positive experience for everyone involved, there are times when things can go wrong. A volunteer may wish to make a complaint about something or someone, and similarly the volunteer's performance may decline, or someone may wish to make a complaint against a volunteer.

Whilst these are rare occurrences, to ensure a fair, equitable, and consistent approach to dealing with any issues arising, it is essential to have a formal procedure as set out in this document.

It is important to note that volunteers have no legal employment rights and therefore are not subject to, or protected by, the usual employee policies and procedures.

General Principles

- The complaint should be resolved quickly.
- Where it is in the best interests of the volunteer, patients, staff or others the volunteer may be moved to an alternative placement or asked not to attend for duty pending the outcome of any investigation
- All complaints must be treated confidentially and should only be discussed amongst those who are directly involved in trying to resolve the issue.
- An effort should be made to resolve the problem informally at a local level.
- A written record of all incidents and complaints must be maintained.
- Allow enough time for all meetings and conduct them in a private place.
- Keep complainants informed at every step of the procedure.
- Volunteers have the right to be accompanied by a colleague or friend in any meetings that form part of the Problem Solving Procedure.

Steps for volunteers to follow when making a complaint

This part of the Problem Solving Procedure gives the volunteer the right to complain if they feel that they have been unfairly treated. Flowcharts detailing the process can be found at Flowchart 1 and 2 at the end of the document.

Stage 1 - Verbal complaint

Initial complaints, whether against a member of staff, the organisation or another volunteer, should be discussed with the volunteer and a local resolution sought. If the complaint is about the volunteers' manager or supervisor, then the matter should be referred to the Voluntary Services Manager. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

If the issue cannot be resolved at this stage, then the volunteer should make a formal complaint in writing to the Voluntary Services Manager.

Stage 2 - In writing

Volunteers making a complaint in writing should do so within 20 working days of the informal meeting taking place. The Voluntary Services Manager will acknowledge the letter within 3 working days of receipt.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer within 20 working days of the original letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The actions or decision taken will be confirmed in writing to the volunteer.

Stage 3 - Right to appeal

If the volunteer is not satisfied with the outcome, then they can appeal in writing to the Deputy Director of Human Resources within 20 working days of the decision meeting.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer at a meeting to be held within 10 working days of the appeal letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The Deputy Director of Human Resources will confirm their decision in writing, and their decision is final.

Steps to follow when a complaint is made about a volunteer

This part of the Problem Solving Procedure gives the volunteer the right to be told why there has been a complaint made about them, the right to state their case, and the right to appeal.

Sometimes minor issues can arise during the course of volunteering, such as a volunteer not fitting into the team as well as was expected, not meeting the required standards when undertaking tasks, or felt to be unreliable. However, if a more serious issue occurs then immediate action may be necessary (see exceptions at section 5).

Minor issues are usually detected during regular supervision and may be quite easy to resolve without resorting to formal procedures. This checklist suggests how some issues can be dealt with:

- A comprehensive induction to the ward or department on commencing a volunteer placement
- Assessment of the volunteers' training needs and addressing them
- Providing the volunteer with support and supervision
- Undertaking the initial review after the volunteer has been in place for one month
- Undertaking regular 6-monthly reviews with the volunteer.

However, if these do not address the issues then the following procedure should be instigated.

Stage 1 – Verbal discussion

The first step is to discuss the issue with the volunteer. There could be external factors influencing their ability to carry out tasks, their behaviour or their attitude

- Identify goals that will help the volunteer to fulfil their role, and offer extra support, supervision and training where necessary
- Set a deadline for reviewing the situation
- Document your discussion and the agreed actions
- If there is insufficient improvement, then you may need to adopt a more formal approach and move to stage 2 of the procedure which will be to inform the volunteer in writing.

Stage 2 – In writing

If the issue hasn't been resolved by the verbal discussion or the review, then the ward or department manager must issue the volunteer with written details outlining the reason for the complaint.

The manager must inform the Voluntary Services Manager who will assist in this stage of the procedure and undertake an investigation.

The volunteer has the right to state their case, to the manager and Voluntary Services Manager, and to be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

Depending on the nature of the complaint:

- Further investigation of the issue may be needed
- Further objectives could be set, and help offered to the volunteer
- The volunteer may be moved to another placement
- The volunteer may have their volunteer help declined and their placement finished

The decision to end a volunteer placement should be a last resort

Whatever the decision, the volunteer has the right to appeal

Stage 3 - Right to appeal

If the volunteer is not satisfied with the outcome, then they can appeal in writing to the Deputy Director of Human Resources within 20 working days of the decision meeting.

An investigation into the complaint will be undertaken, the results and subsequent actions will be discussed with the volunteer at a meeting to be held within 10 working days of the appeal letter. During this meeting the volunteer can be accompanied by a colleague or friend, not acting in a legal capacity, if they wish.

The Deputy Director of Human Resources will confirm their decision in writing, and their decision is final.

5. Exceptions

There are some occasions on which volunteers will be informed that their volunteer placement is on hold while an investigation is carried out. These include, but are not limited to, acts that

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constitute **gross misconduct**, e.g. theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol. Illegal or criminal acts will be reported to the police and may result in prosecution.

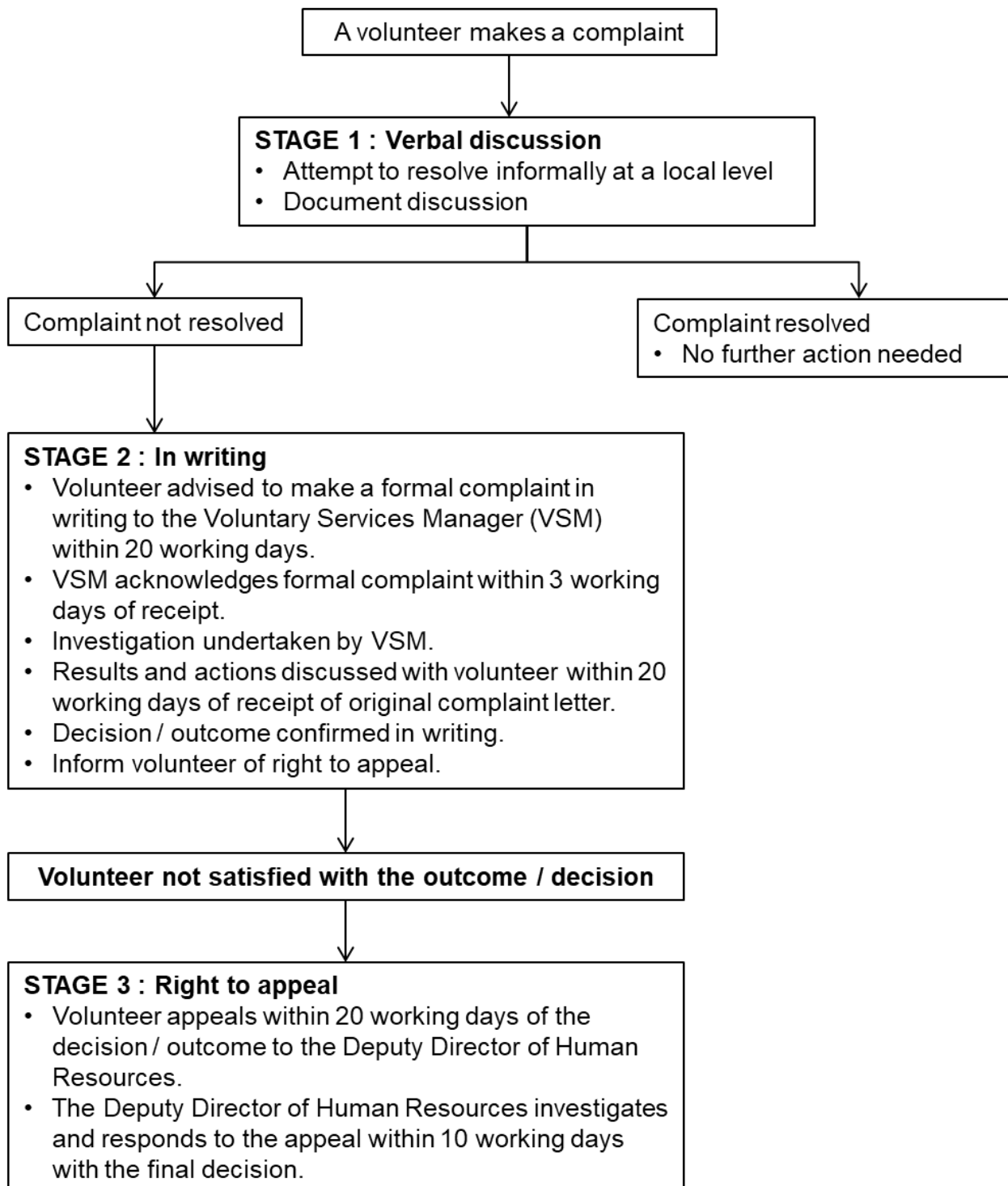
The Voluntary Services Manager must be informed immediately.

The decision to put a volunteer placement on hold pending investigation must be confirmed in writing to the volunteer.

This procedure will be reviewed in April 2026

Written in connection with the National Association of Voluntary Services Managers: Problem Solving <https://www.navsm.co.uk/information-support/problem-solving/> (accessed 09 January 2023) and the National Council of Voluntary Organisations <https://www.ncvo.org.uk/get-involved/volunteering/if-volunteering-goes-wrong/#/> (accessed 09 January 2023)

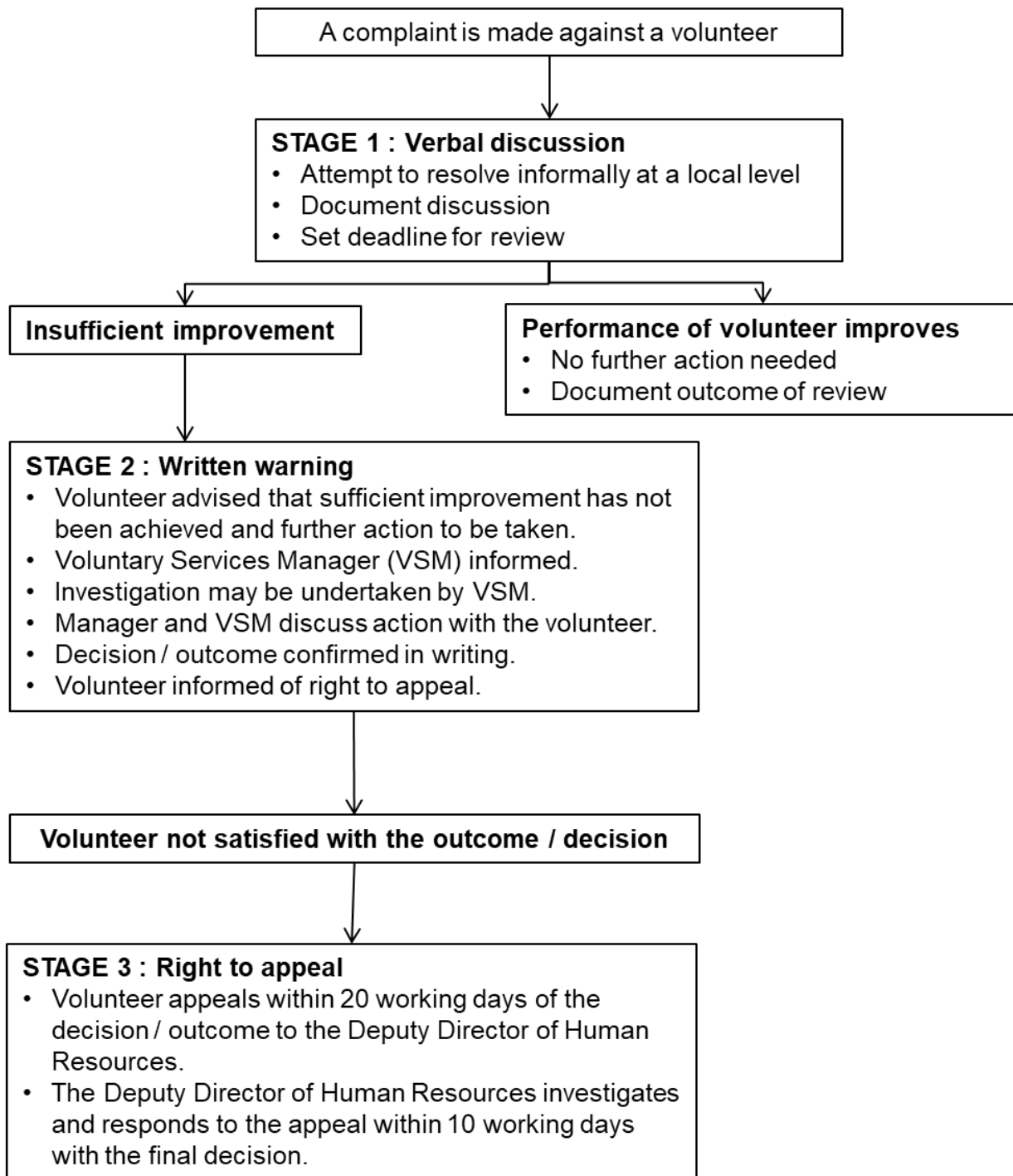
Voluntary Services Problem Solving Procedure – **Flowchart 1**



Please note: At all stages of this procedure the volunteer has the right to have a colleague or friend, not acting in a legal capacity, present if they wish.

Voluntary Services

Problem Solving Procedure – Flowchart 2



Please note: At all stages of this procedure the volunteer has the right to have a colleague or friend, not acting in a legal capacity, present if they wish.

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