



East London **NHS**
NHS Foundation Trust

Volunteer Handbook

East London NHS
Foundation Trust



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Welcome



Dear Volunteers

On behalf of East London NHS Foundation Trust I would like to extend a warm welcome to you and hope that your time volunteering with us will be enjoyable and rewarding.

The various roles you will undertake within the Trust will provide an enhancement to the service that we provide and service users and staff will be very grateful for your involvement. Volunteers bring additional richness to the Trust by bringing new ideas, reflect the diverse communities in which we are based and an enthusiasm that only volunteers can provide.

Your time and commitment will be included in future evaluations of our services and in forward planning for the Trust.

The purpose of this Volunteer Handbook and the associated training you will receive is to provide you with the information which will help you in your role and to answer the questions you will have regarding your volunteering. I hope you will gain some very useful information to assist you in your volunteering roles.

Interim Chief Executive

Paul Caluminus

Background Information

ELFT Provides a wide range of community and inpatient services to children, young people, adults of working age, older adults and forensic services to the City of London, Hackney, Newham, Tower Hamlets, Bedfordshire and Luton. We provide psychological therapy services to the London Borough of Richmond, Children and Young People's Speech and Language Therapy in Barnet and specialist addiction services in Redbridge.

In addition, the Trust provides forensic services to the London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest, and some specialist mental health services to North London, Hertfordshire and Essex.

The specialist Forensic Personality Disorder service serves North London and the specialist Chronic Fatigue Syndrome/ME adult outpatient services serves North London and the South of England. The Trust recently acquired community services in Tower Hamlets, including the Foot Health service, Continence service, Occupational Therapy and District Nursing

We care | We respect | We are inclusive

Originally formed in 2000, ELFT has long been recognised as a centre of excellence for mental health care, innovation and improvement. Our ambition is to make a positive difference by providing people with mental and community health care services that support their recovery as well as help them to achieve the most fulfilling lives possible. Everything we do is driven by our values of care, respect and inclusivity. Our patients' needs matter most and we are constantly working to improve our support for all who use and have contact with our services. Our extensive research approach, commitment to education and

About East London NHS Foundation Trust

emphasis on quality means we are at the forefront of excellence in mental health care.

Award Winning Services

This has helped lead to a number of pioneering health solutions and our recognition as Trust of the Year at the Patient Safety Awards 2015, and winner of the Staff Engagement Award at the Health Service Journal awards in 2015. In September 2016, the Trust was rated as 'Outstanding' by the Care Quality Commission and in November 2016, we received the Health Service Journal's Provider Trust of the Year Award.

Our Patch

Wherever patients receive our services and from whichever team, our values of care, respect and inclusivity underpin all that we do. We were first established as a mental health trust to cover East London but have been broadening our remit for some time. Our core area includes City of London, Hackney, Newham and Tower Hamlets and, Bedfordshire and Luton (since April 2015). We also deliver numerous services to many other people further afield. They include specialist services in north east London, Hertfordshire and Essex; psychological therapies in Richmond; specialist addiction services in Redbridge, children and young people's speech and language therapy in Barnet and an award-winning specialist mother and baby psychiatric unit in Homerton that receives referrals from all across the south east.

Our Staff | Estate | Population

Our 5,000 staff, the heart of our operation, provide £353 million worth of services from over 100 community and inpatient sites. We never stand still and over £12 million is being spent in the current year alone to improve the environment and facilities for our patients, their carers', and their families'. Our East London population totals around 750,000 and we are proud to serve one of the most culturally diverse parts of the UK. Our recent move into Bedfordshire

About East London NHS Foundation Trust

and Luton means that we are now responsible for a further 630,000 people's mental health care needs.

Our Services

You can see the full range of our services in the directory, but in brief the services we provide cover the following areas. Wherever possible our aim is to provide people with alternatives to hospital admission so that they can receive their care close to home, while remaining as independent as possible.

We have:

- Assertive outreach services.
- Community mental health teams.
- Forensic services.
- Home treatment teams.
- Inpatient mental health services.
- Primary health care services for homeless people in Tower Hamlets and Hackney.
- Psychological therapies.
- Rehabilitation teams.
- Specialist community health services in Newham (health visiting, district nursing, physiotherapy, diabetes care and end of life care).
- Community services in Tower Hamlets (foot health, continence, occupational therapy and district nursing).
- Virtual wards in Newham (providing more intensive support to people in their own homes).
- Community Services Newham.
- Community Services Bedfordshire.

East London Foundation Trust Vision

East London NHS Foundation Trust Headquarters – 9 Alie Street

Trust Vision

The Trust's vision is to provide high quality, community-orientated healthcare to our local communities. We will do this in partnership with service users, carers and families, and statutory and voluntary organisations.

The Trust's core values are at the heart of its vision for the future development of services. These will underpin everything we do and include:

- Putting the service user and carer at the centre of everything we do and striving to improve patients' and service users' experience of our services.
- Ensuring wider choice and promoting independence.
- Providing safe, effective and value for money services.
- Ensuring equality and diversity.
- Recognising the contribution of our staff and providing a capable workforce.
- Promoting social inclusion and recovery.
- Supporting people to take responsibility for their own health

Section 1 – Points of Contact

Points of Contact

To enable you to have a direct contact throughout your training and volunteering with us please use the numbers and contact details below.

Please complete with details of your local Volunteer Supervisor.

Name:	
Job Title:	
Base:	
Telephone Number(s):	
Email Address:	
Any Other Local Contact:	

Please ensure that you have this information completed so that if you are unable to attend for your volunteering for some reason you can let the Volunteer Supervisor know.

The other point of contact if any issues/concerns regarding your volunteering is the Trust Volunteer Team.

Volunteer Coordinator- Marie-Michelle Mousse, m.mousse@nhs.net

Volunteer Support Officer - Rose Kachere, rose.kachere@nhs.net

Office telephone – 020 7655 4109

Mobile – 077417 04049

Further information is given within this Volunteer Handbook regarding contacting the Volunteer Coordinator in a “problem solving” role. The Trust Volunteer Coordinator must be informed if you are unable to attend any of the volunteer training programmes.

Section 1 – Volunteering with the Trust

Volunteering with the Trust

An estimated three million people volunteer in health and care. The time volunteers give every day, in a very wide range of roles, makes a valuable contribution to the quality of care patients' experience. Volunteering is a key enabler in transforming the way the NHS works with people and communities and is essential for the success of the [Five Year Forward View](#).

Volunteering within East London NHS Foundation Trust is now an established Trust wide programme and since 2011 formal procedures have been put in place to ensure that volunteers have a good experience of their volunteering and the Trust meets all the legalities required for volunteer involvement.

The legal definition of a volunteer is a person who undertakes

“..... An activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives” (Volunteering England Code of Practice).

Volunteers within the Trust are mostly above the age of 18 years old, there is no upper age limit, however we are now aiming for young people under the age of 18 to volunteer.

There are a range of opportunities for people to become volunteers and gain skills, experience and knowledge around mental health issues, also administration type, group activity tasks etc. If you have not already decided what type of role you are looking for a list of opportunities can be found on the East London NHS Foundation Trust [website](#). This list will be updated with current vacancies and new opportunities as they are developed.

Section 1 – Volunteering with the Trust

The Trust will ensure that volunteering opportunities are appropriate and not a cost saving exercise to replace staff. Volunteers will always be asked to enhance the service that is already provided.

Volunteers come for a range of reasons:-

To gain experience alongside a course of study at university or college.

To gain skills and experience to enhance potential employability in the mental health field.

To learn more about mental health issues as the volunteer may have had a connection with mental health services because of themselves, a family member, a friend or because they just find the subject of mental health interesting.

To give back to services that may currently, or in the past, have been used and the person feels they wish to contribute to the recovery of fellow service users.

What can volunteers gain from the experience:-

- Knowledge, skills, information and experience.
- Confidence and self-esteem.
- A feel good factor.
- To meet people with similar interests and share good practice.
- Increase in friends and social interaction.
- A feeling of being part of their local community services.

What can the Trust gain from the experience?

- An enhancement to the services provided by a wide range of professional mental health professionals to the benefit of the service users.
- A diversity of cultures, backgrounds and life skills representing the community the Trust serves.
- A committed, enthusiastic and energised team.
- People who can provide a particular insight into services first-hand.
- A team of dedicated people who can in their own personal lives inform on mental health issues and thus assist in breaking down barriers of stigma and discrimination around mental health.
- Community involvement at a different level and in different capacities within the organisation.

Section 1 – Training

Training

You will have great training opportunities through your volunteering role with East London NHS Foundation Trust.

On the training there will be an assessment of your involvement by the trainer – the Trust Volunteer Coordinator. This is to ensure that you have the opportunity to build the skills that you need and if additional support is required, we will do our best to help you with this. If you have any concerns about the training, please talk to the Volunteer Coordinator as soon as possible so that the appropriate support can be offered where needed. At the end of the training, if the Volunteer Coordinator has any causes of concern regarding your suitability then a discussion will be planned with you to talk about other options that may be available elsewhere and more suited to you.

All of the training is led by the Trust Volunteer Coordinator.

Training Programme

One full day training/virtual training 2 hours– plus any further training depending on the volunteer role.

Safeguarding and Data Protection Training

Optional online training courses via e-LfH



Section 1 – Matching you to your Volunteer Placement

Matching you to your Volunteer Placement

If you have not applied to volunteer in a particular role, the Volunteer Coordinator will look at a range of volunteering opportunities matching with the best suited for your needs. The role descriptions for these roles will be provided to you and you will have the opportunity to discuss these options with the Volunteer Coordinator. Once the option has been agreed the paperwork will be sent to the Volunteer Supervisor in the department concerned to undertake the informal interview and to then process the required paperwork (including references and a DBS check). The training for the role will be confirmed and dates will be provided as to the next available training programme.

You will have the opportunity to change your role if the one you are in is not right for you. If you do wish to change, this needs to be discussed with the Volunteer Coordinator. If the change is because there is a problem, then they will try and help to resolve the issue so that you can remain where originally planned. However, if there are other reasons and a change is still required, this will be looked at and a move can be made as necessary.



Section 1 – Role Descriptions for Volunteering Opportunities

Role Descriptions for Volunteering Opportunities

A role description will be written for each individual volunteering opportunity and these will be made available to you for (a) the department for which you have specifically applied or (b) as a range of options for you to look at and decide upon.

The role descriptions will include the following information:-

- Role title.
- Who you are responsible to (The Volunteer Supervisor).
- Weekly number of hours expected.
- How many weeks (if that is relevant).
- The role tasks.
- The skills required.
- Support and Training expectations.
- Expenses.
- Health and Safety, Confidentiality and Equal Opportunity and Diversity expectations.
- Insurance details.
- Contact information to ensure you can easily report to Volunteer Supervisor if you cannot attend or the Volunteer Coordinator in case of any problems within your volunteering.

Section 1 – Support and Supervision

Support and Supervision

It is important that you feel supported during your volunteer placement and arrangements will be made for you, depending on your role, to have regular times with the Volunteer Supervisor to whom you will be responsible. This, depending on the role, may include formal supervision, but for most volunteers this will be a more informal support meeting. In this meeting you will look together at how your role is progressing and at further ways in which you could progress and enhance your skills within the role, or in other potential roles.

One to one meetings with your Volunteer Supervisor should be arranged for any day to day problems/concerns with your volunteering role - these are expected to be related to practical issues. However, a one to one meeting can be arranged with the Volunteer Coordinator if you have any problems whilst you are volunteering. It is important for all volunteers to remember that if they have any concerns, worries, issues or even a great experience that they want to talk about then the Volunteer Coordinator is just a phone call away – if the Volunteer Coordinator does not know about the problem they cannot put it right!

Support comes in a variety of ways –

It is hoped to arrange some social events as a way of thanking you for volunteering with us – so watch out for our Volunteer newsletter.

- **Newsletters** - The Volunteer Coordinator plans in the future to be sending out regular newsletters of important information, updates on volunteering opportunities, and notice of any additional training that may be available, also just general news about you as the volunteer team.
- **Recognition** - It is important that we as an organisation recognise the valuable support you are giving to East London NHS Foundation Trust and so certificates

Section 1 – Support and Supervision

of your achievement will be provided for each volunteering placement you undertake with us. We will ensure that you are thanked on a regular basis for your support.

- **References** - It is important that you are able to use the experience and skills you have gained while volunteering with us to enable you to take into your plans for future employment. References for future employers will be available if required. However, it is expected that you have volunteered with the Trust for a minimum of 6 months before references are supplied to ensure we are passing on correct information to future employers, colleges etc.
- **Certificates** - It is always good to have something that recognises training that you have completed. The Volunteer Coordinator will arrange for you to receive a certificate for each training module that you complete that can build into a portfolio for you to show future employers or colleges etc.
- **Volunteer Agreement** - you are volunteers and therefore it is a legal requirement that you do NOT have a contract. However, it is normal procedure in volunteering to have a Volunteer Agreement. This sets out what we at the Trust should be providing for you but also what we would expect from you in return with regard to commitment etc. This document will be discussed with your Volunteer Supervisor. A copy of the Agreement is given in this handbook.



Section 1 – Insurance & COVID-19 Guidance NHS Advice

Insurance

East London NHS Foundation Trust maintains insurance against risks which it considers necessary. This includes the loss and damage to or destruction of its property and the injury or death of members of the public affected by its activities, as well as employees and volunteers undertaking authorised roles for it. The insurance does not extend, for example, to unauthorised roles or to authorised roles carried on by persons not authorised by the Trust, and in the case of volunteering this authorisation is given by the Volunteer Coordinator. Details of volunteers are entered onto the Trust Volunteer Database – this database will be explained and shown to all volunteers during their initial mandatory training to alleviate any concerns regarding GDPR. It is therefore most important that volunteers ensure that they comply with the conditions of the Trust's insurance and do not do anything which might result in the insurance becoming void.

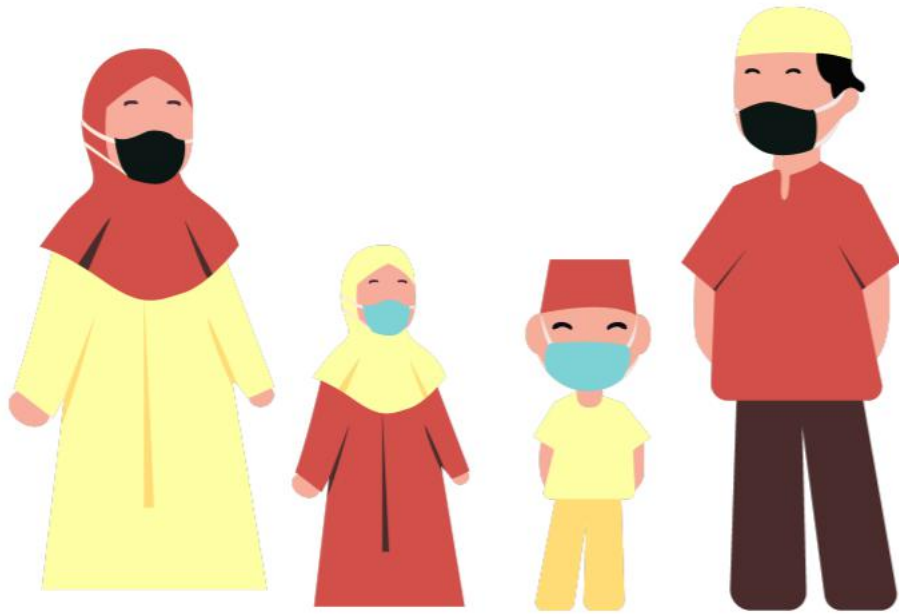
COVID Advice from NHS Briefing 2020

Volunteers play an important role in delivering NHS services by adding significant value to the activities of paid healthcare staff. Often during a response to incidents, local NHS organisations see fluctuations in their volunteer population, through a decrease in existing volunteers being able to continue and an increase in members of the public wishing to offer support temporarily.

In line with government advice, we know that some existing NHS volunteers will fall into the sections of the population advised to shield themselves, and some may choose to preventatively self-isolate (information on other population groups who are considered to be clinically vulnerable to COVID-19). Equally, as the COVID-19 incident proceeds, some volunteers may become directly affected or have family members who contract the disease.

Volunteers can, and will, continue to play a key role in ensuring the NHS response is effective by providing additional support to patients, staff and the public, but it is essential that this is managed appropriately. We do not recommend that all volunteer

services are suspended during this time but rather that the risks are effectively managed in line with this guidance and with your own local business continuity support and emergency response plans.



Volunteer Agreement

Part One – The Organisation

We, East London NHS Foundation Trust, accept the voluntary service of

(Name of Volunteer)

Your role as a volunteer is

And you will be based at

Your Volunteer Supervisor will be

The Trust commit to the following:

1 Induction and Training

We will provide a thorough induction on the work of East London NHS Foundation Trust, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role. The Volunteers Handbook provides full details of the organisation.

2 Supervision, support and flexibility

We will define appropriate standards of support and supervision for your role, will communicate them to you, and encourage and support you to maintain them as part of your volunteering.

We will provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated problems.

We will do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

3 Expenses

We will reimburse the following expenses incurred by you in undertaking your volunteering in accordance with the procedures set out in the Volunteers Handbook and in line with the general information given below, all expenses paid via BACS:-

- Travel to and from home to your base and during your placement as necessary; see the Volunteer Handbook for rules relating to methods of travel and mileage allowances for use of a car and amounts that can be claimed.
- Meal allowances in accordance with the criteria of a maximum of £4 for which a receipt must be provided. To be eligible for a meal allowance you must have been in your volunteer placement for a minimum of 4 hours in any one day.
- Specialist clothing will be reimbursed if this is required and purchased by you, otherwise this will be provided from the Trust.

4 Health and Safety

To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.

5 Insurance

To provide adequate insurance cover for volunteers whilst undertaking an approved voluntary placement that has been authorised by the Trust.

6 Equal Opportunities

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is in the Volunteer Handbook.

7 Confidentiality

To received training and induction regarding confidentiality issues relating to your volunteering placement and a copy of the Confidentiality Policy is in the Volunteer Handbook.

8 Problems

To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.

In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteers Handbook.

Part 2 – The Volunteer

I, (Name of Volunteer)

Agrees to be a volunteer with East London NHS Foundation Trust and commits to the following.

- 1 To help East London NHS Foundation Trust to fulfil its services.
- 2 To perform my volunteering role to the best of my ability.

- 3 To adhere to the organisation’s rules, procedures and standards, including health and safety procedures and its equal opportunities policies in relation to both its staff, volunteers and service users.

- 4 To maintain the confidential information of the organisation and of its service users.

- 5 To meet time commitments and standards undertaken other than in exceptional circumstances, and to provide as much reasonable notice so that alternative arrangements can be made if necessary, in my absence.

- 6 To provide referees as agreed who will be contacted and to agree to a CRB Disclosure check being carried out.

The expected time commitment is as follows:-

Day(s) of the Week

Expected time of attendance

This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend and employment relationship to be created either now or at any time in the future.

Section 1 – Attendance and Leave

What if I am unable to attend?

All of us have times when we may be unwell or have family/personal problems that may mean we cannot get into our place of work – this is the same for volunteering.

Attending Training

If you are unwell or unable to attend for any other reason it is important that you let us know by the due start time. This enables the trainer to keep to time and avoid hold ups. In the event of not being able to attend contact the Volunteer Coordinator on her mobile (see page 8).

Attending for Volunteering

If you are unwell or unable to attend for any other reason it is important that you let us know as soon as possible so we can make alternative arrangements. It is essential that the Volunteer Supervisor is informed (preferably before your start time) but at least as soon as possible. Contact via the Volunteer Supervisor's mobile phone (or on a number that has been agreed) is preferable to ensure that the message is received if they are out of the office.

In the case of the Volunteer Supervisor being on leave you will be informed who to contact in their absence.

What if I am held up?

There can be congestion within the London area, tube trains breakdown or other delays can occur to trains and the DLR. Please do not worry, call as soon as you are able (bearing in mind regulations for using mobile phones if driving). If you are attending training please call the Volunteer Coordinator direct and give an indication of what time you expect to arrive.

What if I am due to go on holiday?

Volunteers are entitled to holidays too! Please inform the Volunteer Supervisor as soon as possible of any holiday dates so that a record can be kept of your unavailability.

Section 1 – Out of Pocket Expenses

Volunteer Travel

Volunteers are encouraged to support environmental initiatives by using public transport to travel to and from their base to undertake their volunteering. East London is well served by bus, underground and the DLR. Due to this, expenses for car travel and parking are likely to only be paid in exceptional circumstances, this may include volunteers with a disability, or other valid reasons which would prevent volunteers attending their placement. All travel claims should be made on the appropriate forms and submitted to the Volunteer Supervisor on a regular basis – a copy of the form is set out below. All travel re-imbursments will be paid via BACS into your bank via the People Participation Team and sent by post or via email to elft.suc-payments@nhs.net. These expenses should be claimed regularly – please check with your Volunteer Supervisor if there are any dates by which claims should be submitted.

Volunteers are encouraged to utilise the Oyster Card system as this makes best use of NHS finances to cover these costs. A receipt for the top up of your Oyster Card with at least one relevant date for your claim must be provided. However, the cost of that receipt is not paid; the cost of the individual journeys using an Oyster Card can be claimed – see 'Transport For London' website to confirm costs for your journey if required. A copy of the Volunteer Claim form and BACS form is provided overleaf, and additional copies will be supplied by the Volunteer Supervisor.

Meal Provisions

Volunteers are entitled to claim a meal IF their volunteering opportunity is over 4 hours in any one day. This would be highlighted in the role description for your opportunity. There may be times when your Volunteer Supervisor asks you to undertake additional tasks, in which case a one off meal provision of up to a maximum of £4.00 (per day) will be agreed and a receipt for the purchase of this

Section 1 – Out of Pocket Expenses and Additional Information

refreshment must be provided. It is expected that the department in which you are volunteering would provide refreshments such as tea, coffee and water.

Any Other Expenditure

Depending on your role you may incur other out of pocket expenditure whilst you are volunteering. You are entitled to claim any of these costs so long as these have been agreed in advance with your Volunteer Supervisor. This may, for instance, cover the cost of visiting a place of interest with a service user who you are supporting, or expenditure for a tea/coffee whilst out accompanying a service user, or for some materials to be provided for an activity you are undertaking with service users. Again, all receipts must be provided.

Dress Code

It is important that you feel comfortable when on your volunteer placement and therefore “smart casual” will probably be enough for your role. Please feel free to discuss this with your Volunteer Supervisor if you are unsure. It is however, important to remember that your dress should not include t-shirts with any statements that are likely to cause offence, and to be correctly covered to take into account the base environment and the culture/backgrounds of those with whom you may come into contact. You will be provided with a name badge stating clearly that you are a Volunteer. It is important that a range of people will identify you as a volunteer and so be prepared for a lot of questions as to how you became involved – **people will be interested!**

ID Photo Badge

You will be issued with a name badge which must be worn at all times to ensure that you are able to access areas in which you are volunteering. Apart from your name and role this will also include a photograph of yourself. Please keep this safe – if you

Section 1 – Additional Information

lose this it must be reported IMMEDIATELY to the Volunteer Coordinator. **These are valid for one year only.**

Personal Belongings

We cannot take responsibility for your personal belongings therefore it is important to only bring the bare essentials required whilst volunteering. Personal mobile phones are only to be used during breaks and are NOT to be used whilst volunteering. Certain exceptions may apply i.e. a family illness/emergency, but this must be agreed in advance with the Volunteer Supervisor who will make the appropriate arrangements with other staff you are working with. Please do not bring large bags due to lack of storage space. Your Volunteer Supervisor will advise you where you can leave personal belongings – arrangements will differ from department to department.

Food and Drink

We will endeavour you have a break when we can, and tea/coffee/water will be available for your use. Depending on your role, formal break times may be arranged. If this is the case, break times will be agreed with you and to those whom you are reporting to on that day. The cost of a lunch will ONLY be provided if your volunteering is agreed to be more than 4 hours on any one day – please refer back to the section 'Out of Pocket Expenses'.



Section 1 – Volunteering Expenses BACS Form

TO People Participation Team

East London NHS Foundation Trust
9 Alie Street
London
E1 8DE
[elft.suc-payments@nhs.net]

FROM Name:

Address:

Post Code:

Email address/phone:

Date:

Dear Sir/Madam,

Volunteer Payments

I would be grateful if all future payment can be made directly to my bank account as per the following details:

Account Number:

Sort Code:

Account Name* :

*(Your name as it appears on your Bankcard or Chequebook)

**I UNDERSTAND THAT IT'S MY SOLE RESPONSIBILITY TO INFORM THE
BENEFIT AGENCY OF ANY MONEY I RECEIVE FROM THE TRUST.**

Please do not hesitate to contact me for any further details.

Kind regards

Print Name:

National Insurance Number

(This is required as a result statutory accounting regulations)

Internal use only

Budget code: _____

Name on Budget: _____

Section 1 – Volunteer Expenses Claim Form

Volunteer Expenses Claim Form

This form is to be used to record the out of pocket expenses you incur while volunteering with East London NHS Foundation Trust. The types of expenditure for which we provide reimbursement are:

- Travel to and from the volunteering opportunity
- The cost of a meal up to a maximum of £4 (receipts to be attached) if you have volunteered for over 4 hours in one day
- Any other out of pocket expenses related to your volunteering which have been agreed with your Volunteer Supervisor in advance and for which receipts are provided.

Please ensure these are claimed on a regular basis

Date	Type of Expenditure	details	Amount
TOTAL CLAIMED			

Please use an Oyster Card if possible. Remember to keep receipts and proof of Oyster Card top up but only individual journey rates will be paid. You can also provide a print-out from TfL to highlight your Oyster Card usage. If using a contactless card for fares a copy of your statement highlighting the payments will be required. ELFT pay 56p per mile, for car drivers.

The above is a true record of my out-of-pocket expenses for attending my volunteer role. I understand that if I knowingly provide false information this may result in action being taken by the Trust and I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of the information from this form to and by the Trust, NHS Protect and the Trust's Local Counter Fraud Specialist (LCFS), for the verification of this claim and the investigation, prevention, detection and prosecution of fraud.

Name of Volunteer (Print)

Date.....

Signature of Volunteer

Internal use only

Budget code:

Name of Budget:

Signature of a budget holder: _____

Section 2 – Confidentiality

Confidentiality

Whilst volunteering with East London NHS Foundation Trust you may have access to a variety of information concerning our service users and their care. It is vital that you respect the privacy of all our service users, carers and staff and that all information obtained remains confidential.

You must not discuss any matters whatsoever relating to our service users, carers, team members, or disclose confidential or sensitive information to anyone outside of the Trust either during your volunteering with us or after you have left. You are required to respect the privacy and security of our service users and their carers by:-

- Keeping names or any information pertaining to our service users and their carers confidential.
- Not disclosing details about an individual service user or carers to any third parties except to your Volunteer Supervisor in the correct manner during support and supervision.

Any unauthorised disclosure of information relation to any persons or with East London NHS Foundation Trust on your part will be treated as misconduct and will mean termination of your volunteering.

Communication checklist

- Allow enough time and take your time.
- Be clear about your goals – the purpose of the communication.
- Be aware of cultural issues – finding out as much as you can about someone's culture will help communication.
- Consider their history, their background and how that may be relevant to their current position.
- Remember how stressful communication can be for people and be prepared to acknowledge this.
- Be aware of your own feelings.
- Be warm and friendly but be prepared to spend time in silence.
- Disclosing something about yourself can make that person feel that you can understand and relate to their experiences. But DON'T go into too much detail – keep your boundaries!

Section 2 – Problem Solving Procedure

- Don't make promises you cannot keep.
- Don't avoid telling the truth because it is easier.
- Don't judge people or make false assumptions based on stereotypes.
- Don't strive to "fix" it for people. Help people to find their own solutions at their own pace.
- Give feedback about achievements and strengths.
- Make sure that you are getting adequate support and supervision.

If a volunteer has a problem with the organisation

This part of the problem solving procedure gives the volunteer the opportunity to complain if they feel they have been unfairly treated or if they have an issue or a cause for concern within the organisation.

Stage 1 – Talking about the problem

Initially problems, whether with a member of staff, the organisation or another volunteer, should be discussed with the Volunteer Supervisor. If the matter is about the Volunteer Supervisor, then the matter should be discussed with the Volunteer Co-ordinator – Marie-Michelle Mousse. During this meeting the volunteer can be accompanied by a nominated person of their choice. If the issue cannot be resolved at this stage, then the volunteer should proceed to stage 2.

Stage 2 – Writing about the problem

If the volunteer is not satisfied with the outcome in stage one, they should write to the Volunteer Supervisor (or in the case of the problem with the Volunteer Supervisor then you should write to the Volunteer Coordinator). This should be submitted within 14 days of Stage 1. The letter will be acknowledged within 2 working days and then investigated. A full written response to the problem will be made within 14 days.

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Stage 3 – Opportunity for independent outlook

If the volunteer is not satisfied with the outcome, then they can ask for an independent outlook to the Volunteer Coordinator within 5 working days of the notification of the written response, who will arrange for the matter to be looked into independently. If a meeting to discuss the problem is required, the volunteer can have a friend or another volunteer present at the meeting with them. The Volunteer Coordinator will respond on the outcome of that meeting within 5 working days with their final decision. Unfortunately, volunteers have no legal rights unless they can prove that they are in fact employees, or that the organisation has been negligent in its duty of care towards the volunteer.

If someone has a problem with a volunteer

This part of the problem solving procedure gives the volunteer the opportunity to be told what problem has arisen, the opportunity to state their case and the chance to ask for an independent outlook at the problem. 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 being unreliable. Such issues are usually detected during regular support or supervision and may be quite easy to resolve. This checklist suggests how some issues can be dealt with:

- We may need to remind the volunteer of the policies, ground rules and their roles etc. within the organisation.
- Check if the volunteer has training needs.
- Does the volunteer need extra support or supervision?
- Is the volunteer feeling unfulfilled in their current role? Have their needs changed, or would they like to use different skills to help the organisation?
- Is the volunteer suffering from burnout or unable to cope with the demands of the role anymore? Maybe the volunteer needs to take a break from volunteering? We will always aim to find the best solution for the volunteer. If

Section 2 – Problem Solving Procedure

the issue isn't resolved through regular supervision, or if a problem is raised by a third party, then the problem will need to be dealt with as set out below.

Stage 1 – Talking about the problem

The first step is to discuss the problem with the Volunteer Supervisor. There could be external factors influencing ability to carry out tasks, behaviour or attitude. We will try to identify goals that will help the volunteer to fulfil their role, and offer extra support, supervision and training where necessary. We will agree a timespan for reviewing the situation with the volunteer. If the problem was raised by someone else, we will keep them informed of the measures the volunteer is taking to rectify the situation.

Stage 2 – Putting the problem into written form

If the problem hasn't been resolved by talking about the matter or the review, then the Volunteer Supervisor can issue the volunteer with a letter outlining the reason for the problem. The volunteer should be given the opportunity to state their case to the Volunteer Supervisor. The volunteer can also be accompanied by a person of their choice. Depending on the nature of the problem, further objectives could be set, and help offered to the volunteer. However, if the Volunteer Supervisor (on behalf of the Trust) decides to ask the volunteer to leave, then the volunteer should be given the opportunity to appeal. The decision to ask a volunteer to leave should be a last resort.

Stage 3 – Opportunity for independent outlook

If a volunteer has been asked to leave, they should write to the Volunteer Coordinator within 5 working days of being informed that they are being asked to leave. The Volunteer Coordinator will look into the matter and if a meeting is arranged the volunteer will be invited to have a nominated person present at this meeting who can be either a friend or another volunteer. The Volunteer Coordinator will give a written response within 5 working days and that decision will be final.

Section 2 – Speaking Out Procedure

Speaking Out Procedures

Raising a problem is different from 'speaking out'. If you feel that there is something that you need to speak out about regarding any form of malpractice that may come to your notice whilst you are volunteering, you are encouraged to discuss the matter initially with the Volunteer Supervisor or Volunteer Coordinator who would then provide support for you to take the matter further. If you are not sure – ask!

We have various staff who are specialised in these topics and can be contacted for support in any of these situations both of whom can be contacted via your Volunteer Supervisors or the Volunteer Coordinator:

Dinh Padicala, Associate Director Safeguarding Adults

Tim Bull, Associate Director for Safeguarding Children

Safeguarding Adults Team

email: elft.safeguardingadults@nhs.net and elft.sovabl@nhs.net

Safeguarding Children's Team email: elft.safeguardingchildrenteam@nhs.net

Ade Dosunmu, Freedom to Speak Up Guardian

You can email Freedom To Speak Up team at elft.freedomtospeakup@nhs.net



Section 2 – Get Help in an Emergency

Get Help in an Emergency

Mental Health Crisis

The word “crisis” can be used to describe many different situations. In mental health, the term “crisis” usually suggests that someone may need urgent help to support them with mental health problems.

Mental Health Crisis/Out of Hours

If you feel that your mental health is deteriorating or if you are in distress and you need to contact a health professional out of office hours, you can call one of the numbers below for the borough you live in:

- For Bedfordshire - call 01234 315691.
- For City of London and Hackney - call 020 8432 8020.
- For Luton - call 01582 538631.
- For Newham - call 020 7540 6782.
- For Tower Hamlets - call 020 3594 3179.

Mental Health Emergency: Call 999

A mental health emergency is when there is a risk to self or to others. E.g. A risk of suicide or serious self-harm. In this instance, you should call 999 for urgent assistance.

Medical or Physical Health Emergency: Call 999

It is usually obvious if a person is seriously ill and needs immediate emergency care from the ambulance service or the local accident and emergency department.

Section 2 – Get Help in an Emergency

Some examples would be a person who: has stopped breathing, has difficulty in breathing to the point that they cannot complete a sentence, is unconscious or fitting continuously, has chest pain, is bleeding heavily, has suspected multiple broken bones, has stab wounds, has a suspected stroke (usually affecting one side of the face, one arm and speech), has fallen from a height.

The London Ambulance Service provides a 24-hour accident and emergency service.

When you call 999 a telephone operator will ask you which emergency service you need: police, fire or ambulance.

In a medical emergency you should ask for an ambulance. You will be put through to an emergency medical dispatcher in the emergency operations centre. They will ask you:

- The exact location of the incident.
- Whether the patient is conscious, breathing, has serious bleeding or chest pain and the type of injury or illness.
- Ambulance staff either provide care at the scene of an incident and/or transport the patient to the most suitable service.

Urgent Medical Help or Advice: Call 111

You can call 111 when you need medical and mental health help fast but it's not a 999 emergency. Call 111 when:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You are experiencing a mental health crisis and don't know who to call.

Section 2 – Get Help in an Emergency

For less urgent health needs, [contact the GP](#) or [local pharmacist](#)

Bedfordshire and Luton - local A&E

Luton and Dunstable University Hospital

Lewsey Road

LUTON

LU4 0DZ

Bedford Hospital NHS Trust

Kempston Road

BEDFORD

MK42 9DJ

East London - local A&E

CITY AND HACKNEY ACCIDENT AND EMERGENCY SERVICES

Homerton University Hospital

Homerton Row

London

E9 6SP

Primary Urgent Care Centre (PUCC) or Hackney Walk-in Centre

Open Mon to Fri 7am – midnight; Sat, Sun and Bank holidays 9am - midnight.

Part of Homerton Hospital A&E (see above) Tel: 020 8510 5342

NEWHAM ACCIDENT AND EMERGENCY SERVICES

Newham University Hospital

Glen Road

Plaistow

London

E13 8SL

Section 2 – Get Help in an Emergency

Urgent Care Centre

Open Mon - Fri 8am - 11pm, Sat, Sun and Bank holidays 9am - 11pm

Next to Newham General Hospital, see above

Tel: 020 7363 9200

TOWER HAMLETS ACCIDENT AND EMERGENCY SERVICES

The Royal London Hospital Accident and Emergency service (A&E)

Whitechapel Road

Whitechapel

London E1 1BB

- 24 hour service including a dedicated children's A&E department.
- Located on the ground floor of North Tower, access from Whitechapel Road along East Mount Street.
- Tel A&E reception: 020 3594 0004.
- Tel Children's A&E reception: 020 3594 0005.

Urgent Care Centre / Walk-in Centre

- Open seven days a week, 12noon -10pm.
- Part of the Royal London Accident and Emergency Department (see above).
- The Tower Hamlets Doctors on Call (THEDOC) or GP hotline GP services also based in the A&E Department ◦ Emergency admissions and advice
Tel: 020 3594 0440.
- Out of hours GP service Tel: 020 7377 7151.

Minor Injuries Unit (MIU)

- Open Mon to Fri 8am-4pm. Closed at weekends and on bank holidays
St Bartholomew's Hospital, West Smithfield, London EC1A 7BE.
- Tel Reception: 020 3465 6843 or 020 3465 5869.

Section 2 – Additional Information

Accepting Gifts/Tokens of Thanks

It is not acceptable for volunteers to accept any form of a gift from any of the service users or their carers. If a service user or carer offers some form of monetary token or some other gift this must be politely refused whilst informing them that this is against the rules and that acceptance is not allowed. You should however, still acknowledge the offer and show appreciation. Ensure that you inform the Volunteer Supervisor of the gesture and what has occurred.

Smoking

East London NHS Foundation Trust is committed to providing a healthy and safe workplace. In keeping with this commitment, smoking is strictly prohibited in all areas of the Trust premises. Volunteers should only smoke during their official break periods (no “smoking breaks” will be allowed) and they must leave the Trust premises to smoke. If you are unsure of the nearest location off premises, please check with your Volunteer Supervisor. Volunteers found smoking elsewhere may be subject to termination of their volunteering placement.

Drugs and Alcohol

Use, possession, sale or distribution of illegal drugs by any volunteer while volunteering is strictly prohibited and will result in placement termination. Volunteers are also prohibited from being at their placement while under the influence of, or impaired by, alcohol or illegal drugs. The Volunteer Supervisor can arrange with appropriate staff for legally prescribed/needed medication to be safely stored on site for consumption whilst volunteering.

Section 2 – Additional Information

Public Relations

Should members of the media or any other outside organisation approach you, please refer them to the Communications Department and never answer any questions yourself. The Communications Department is the official spokesperson for all matters concerning the Trust and will ensure that all information provided is accurate and consistent. Failure to comply with this requirement may lead to termination of your volunteering placement.

Verbal or Physical Interaction

Volunteers should not make derogatory comments and/or actions to or about other volunteers, service users, carers or staff. Volunteers found to have made such remarks or to have behaved in a physically/verbally aggressive manner to anyone will be subject to their volunteer placement being terminated.

Violence is defined as “the attempted or actual exercise by a person, of any physical force to cause injury to a person, this includes any threatening statements of behaviour which gives a person reasonable cause to believe that the person is at risk of injury”. Any person raising his or her voice towards you is not considered “violence in the workplace” if you do not believe that you are at risk of physical injury however, it is not expected that as a volunteer you should accept inappropriate verbal interaction.

All incidents of violence, threats of violence or inappropriate verbal interaction must be reported as quickly as possible to the Volunteer Supervisor who in turn will report to the Volunteer Coordinator. The Trust maintains a strict policy against violence or threats of violence. No volunteer will be penalised in any way for making a complaint or giving evidence in an investigation unless the charge proves to be malicious and without foundation. Volunteers found to have acted in this way will be subject to their volunteering placement being terminated.

Section 2 – Policies

Policies

East London NHS Foundation Trust has a comprehensive list of policies and procedures which guide staff on certain topics. These policies relate directly to staff but do cover volunteers whilst they are on the Trust premises and undertaking their volunteering role. Not all policies are printed here in full detail for volunteers.

The Trust Volunteer Policy is attached. The templates referred to in the Policy have not been included for environmental reasons but can be made available if requested. If there are other policies that should be brought to your attention whilst volunteering your Volunteer Supervisor will enable you to have access. If there are other policies that you wish to have sight of, please ask your Volunteer Supervisor who will arrange this for you.

All volunteer mandatory training will give the volunteer's roles and responsibilities in relation to these policies.

Please ensure you have read the relevant policies

Policy	Date
Volunteer Policy 2018	
Safeguarding Adults	
Safeguarding Children	
Equality, Human Rights & Diversity Strategy	
Professional Boundaries and Relationship Policy and Code of Conduct for All Staff	
Lone worker	Not applicable to every role
COVID-Infection Prevention and Control Policy June 2020	

