

Volunteer Documents and Guidelines Handbook



East London
NHS Foundation Trust

Welcome

Dear Volunteers

On behalf of East London 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.



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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 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 role.

Paul Caluminus
Interim Chief Executive

Role Descriptions for Volunteering Opportunities

A role description will be written for each individual volunteering opportunity and made available to you. This will give you all the basic information you need for your role including:

- 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.
- 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.

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.

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. Contact the Volunteer Supervisor's mobile phone or agreed number to ensure that the message is received. 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?

If you are held up due to congestion, please do not worry, call as soon as you are able 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 your Volunteer Supervisor as soon as possible of any holiday dates so that a record can be kept of your unavailability.

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 understand and relate to their experiences. But no need to go into too much detail – keep your boundaries!
- 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.

NHS Discounts

Volunteers are entitled to most NHS discounts but there may be different criteria for different discount schemes. There are some links below where you can find more information and register for discounts

<https://www.moneysavingexpert.com/deals/nhs-discounts-and-freebies/>

<https://www.vogo.co.uk/>

<https://healthservicediscounts.com/registeringwithus>

NHS England volunteering Covid Advice 2021

Preserving and protecting volunteers' health, safety and wellbeing is critical for NHS organisations as they respond to the COVID-19 outbreak. It is essential that NHS organisations make every effort to support the physical and mental wellbeing of their volunteers, to enable them to stay healthy and protect themselves, colleagues, patients and families as we continue to deliver services through this challenging period. Volunteers should be supported in the same way as staff, in accordance with the latest health, safety and wellbeing guidance. All volunteers must be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public, especially regarding what to do if they develop COVID-19 symptoms

Volunteers and COVID-19 priority testing

Government advice makes provision for "frontline health and social care staff including volunteers" to be included in the definition of essential workers prioritised for testing. All active NHS volunteers are eligible for COVID-19 testing. Guidance on coronavirus testing for essential workers, including information on the process, how to request a test and list of essential workers and those prioritised can be found [here](#). Volunteers in patient-facing roles are also eligible for asymptomatic testing (lateral flow antigen testing).

Volunteers and COVID-19 vaccination

On 7 January 2021, NHS England and NHS Improvement issued operational guidance on the requirement to vaccinate frontline health and social care workers, including volunteers.

Volunteers who are in contact with patients should receive the COVID-19 vaccine alongside other frontline health and care workers, in line with the Joint Committee of Vaccination and Immunisation's (JCVI) prioritisation of frontline staff "at high risk of acquiring infection, at high individual risk of developing serious disease, or at risk of transmitting infection to multiple vulnerable persons or other staff in a healthcare environment".

Access to PPE for volunteers

All volunteers should be offered the same level of protection and support as paid staff working in the same areas of your organisation. Where roles involve volunteers having direct patient contact or volunteering in potential or confirmed COVID-19 positive environments, then the trust/host organisation is responsible for provision of PPE that is commensurate with the tasks they are being asked to do. This should be done in line with the national guidance on PPE requirements: COVID-19: infection prevention and control (IPC) – GOV.UK (www.gov.uk).

The use of face masks or face coverings across the UK is recommended in addition to social distancing and hand hygiene for staff, patients/individuals and visitors in both clinical and non-clinical areas to further reduce the risk of transmission.

Full Document can be accessed here:

<https://www.england.nhs.uk/coronavirus/publication/advice-regarding-nhs-volunteers-relating-to-covid-19/>

Insurance

East London NHS Foundation Trust maintains insurance against risks. 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.

The insurance does not extend, for example, to unauthorised roles or to authorised roles carried on by persons not authorised by the Trust. In the case of volunteering this authorisation is given by the Coordinator of Volunteers. , volunteer details are maintained in a database It is therefore important for insurance purposes that volunteers do not carry out roles until authorised and only carry out their authorised roles.

Volunteer Agreement

Part One – The Organisation

The Trust commit to the following:

1. To provide a thorough induction for your role.
2. To provide a personal supervisor who will meet with you regularly and do our best to develop your volunteering role and be flexible.
3. To reimburse travel expenses and a meal (if volunteering for over 4 hours).
4. To provide training and feedback in support of our health and safety policy
5. To provide insurance cover for volunteers.
6. To uphold our equal opportunities policy for volunteers.
7. To provide training and induction regarding confidentiality issues.
8. To resolve any problems, grievances or difficulties whilst volunteering with us in a fair and just manner

Part 2 – The Volunteer

I agree to be a volunteer with East London NHS Foundation Trust and commit to the following.

1. To help East London NHS Foundation Trust to fulfil its services and perform my volunteering role to the best of my ability.
2. To read the Volunteer Handbook and adhere to the organisation's rules, procedures and standards, including health and safety procedures and equal opportunities.
3. To keep information confidential.
4. To meet time commitments and provide reasonable notice in my absence.
5. To agree to a CRB Disclosure check being carried out.

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 an employment relationship to be created either now or at any time in the future.

Signed _____ Volunteer

Signed _____ Supervisor

Code of Conduct

Dress Code

It is important that you feel comfortable when on your volunteer placement and therefore “smart casual” will generally be appropriate.

Please feel free to discuss this with your Volunteer Supervisor if you are unsure. Your dress should not include t-shirts with any statements that are likely to cause offence, taking into account the environment and the culture/backgrounds of those with whom you may come into contact.

ID Photo Badge

You will be issued with a name badge which must be worn at all times, various different people need to be able to identify you as a volunteer.

Be prepared for questions as to how you became involved – people will be interested.

Apart from your name and role this will also include a photograph of yourself. Please keep this safe – if you lose this it must be reported straight away to the Coordinator of Volunteers. These are valid for one year.

Personal Belongings

We cannot take responsibility for your personal belongings therefore please only bring the bare essentials required whilst volunteering.

Personal mobile phones are only to be used during breaks. Certain exceptions may apply for example a family illness/emergency, but this should be agreed in advance with the Volunteer Supervisor who will make appropriate arrangements. 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.

Accepting Gifts/Tokens of Thanks

It is not acceptable for volunteers to accept any form of a gift from 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 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 use whilst volunteering.

Public Relations

Should members of the media or any other outside organisation approach you, please refer them to the Communications Department and don't 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 Violence

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". A person raising his or her voice where you do not believe that you are at risk of physical injury, is not considered "violence in the workplace". However you are not expected to 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 in the unlikely event that 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.

Applying for a DBS Check

We will help you apply for a DBS check, this is necessary for you to work with vulnerable people in a healthcare setting and the purpose is to prevent anyone with a history of behaviour that is harmful to others from working with anyone at risk. During the application process you will need to provide documents which prove your identity, the documents you will need to show are listed below, if you can't provide these please speak with the Coordinator of Volunteers as there are other options.

The applicant must be able to show:

- one document from Group 1, below
- two further documents from either Group 1, or Group 2a, or 2b, below

At least one of the documents must show the applicant's current address.

Group 1: Primary identity documents

Document	Notes
Passport	Any current and valid passport
Biometric residence permit	UK
Current driving licence photocard - (full or provisional)	UK, Isle of Man, and Channel Islands. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA
Birth certificate - issued within 12 months of birth	UK, Isle of Man, and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
Adoption certificate	UK and Channel Islands

Group 2a: Trusted government documents

Document	Notes
Current driving licence photocard - (full or provisional)	All countries outside the UK (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, and Channel Islands
Birth certificate - issued after time of birth	UK, Isle of Man, and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
Immigration document, visa, or work permit	Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non-UK country in which the role is based
HM Forces ID card	UK
Firearms licence	UK, Isle of Man, and Channel Islands

All driving licences must be [valid](#).

Group 2b: Financial and social history documents

Documents	Notes	Issue date and validity
Mortgage statement	UK	Issued in last 12 months
Bank or building society statement	UK and Channel Islands	Issued in last 3 months
Bank or building society statement	Countries outside the UK	Issued in last 3 months - branch must be in the country where the applicant lives and works
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK	Issued in last 3 months
Financial statement, for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK - not mobile telephone bill	Issued in last 3 months
Benefit statement, for example Child Benefit, pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man, and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid

Expenses

Volunteer Travel

East London is well served by bus, underground and the DLR therefore expenses for car travel and parking are only likely to be paid in exceptional circumstances including disability. All travel claims should be made on the appropriate forms and submitted to the Volunteer Supervisor on a regular basis. All travel re-imbursments will be paid via BACS into your bank via the People Participation Payments Team.

Volunteers are encouraged to use an Oyster Card, provide a receipt for a payment top up and claim the cost of the journeys to and from your volunteering – see 'Transport For London' website to confirm costs for your journey.

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 or there may be times when your Volunteer Supervisor asks you to undertake additional tasks. A meal provision of up to £4.00 (per day) will be agreed and a receipt for the purchase of this 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 volunteering. You can 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, 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.

Volunteer 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: _____

Volunteer Expense 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: _____

Problem Solving Procedure

If a volunteer has a problem with 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 Co-ordinator of Volunteers. 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.

Stage 3 – Opportunity for independent outlook

If the volunteer is not satisfied with the outcome, then they can ask for an independent outlook within 5 working days of the written response. The matter will then be looked into independently of the Coordinator of Volunteers. The volunteer can have a friend or another volunteer present at any meeting. The Volunteer Coordinator will respond on the outcome of that meeting within 5 working days with a final decision. Volunteers do not have the same legal rights as an employee.

If someone has a problem with a volunteer

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:

A reminder of the policies, ground rules and their roles etc. within the organisation.

Check if the volunteer needs more training.

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 a break from volunteering is needed?

We will always aim to find the best solution for the volunteer. If 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 Volunteer Supervisor will discuss the problem with the Coordinator of Volunteers. Goals that will help the volunteer to fulfil their role will be identified and extra support, supervision and training offered where necessary. A timespan for reviewing the situation with the volunteer will be agreed. If the problem was raised by someone else, they will be 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 it the Volunteer Supervisor can write a letter to the volunteer outlining the reason for the problem. The volunteer should be given the opportunity to state their case to the Volunteer Supervisor. 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.

Stage 3 – Opportunity for independent outlook

If a volunteer has been asked to leave, they should write to the Coordinator of Volunteers within 5 working days. 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 a friend or another volunteer. The Volunteer Coordinator will give a written response within 5 working days and that decision will be final.

Speaking Out



Raising a problem as outlined in the Problem Solving procedure 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:

Ade Dosunmu, Freedom to Speak Up Guardian
You can email Freedom To Speak Up team at
elft.freedomtospeakup@nhs.net

Safeguarding

Safeguarding is the prevention of risk of harm to any service user, staff member or volunteer within our organisation. You will do Safeguarding Training before starting to volunteer and will undergo a CRB check. If you have any concerns about harm or potential harm to yourself, a service user, staff member or other volunteer whilst volunteering with ELFT please speak with your Volunteer Supervisor as soon as possible. If you wish to speak with the Coordinator of Volunteers instead you can do that. Please follow the link below to the ELFT webpage on Safeguarding

<https://www.elft.nhs.uk/information-about-elft/safeguarding-vulnerable-people>

You can also contact the ELFT Safeguarding teams by email

Dinh Padicala, Associate Director Safeguarding Adults
elft.safeguardingadults@nhs.net

Tim Bull, Associate Director for Safeguarding Children
elft.safeguardingchildrenteam@nhs.net

Policies

East London NHS Foundation Trust have comprehensive policies which guide staff. These policies relate to staff but do cover volunteers whilst they are undertaking their volunteering role.

The most relevant policies for you are listed here and will be sent to you by email for reference. If there are other policies that should be brought to your attention whilst volunteering your Volunteer Supervisor will show you. If there are other policies that you wish to have sight of, please ask your Volunteer Supervisor.

Volunteer Policy 3.0
Safeguarding Adults 8.0
Safeguarding Children 7.0
Data Protection and Confidentiality 1.1
Equality, Diversity and Human Rights 4.0
Professional Boundaries, Relationships and Code of Conduct 2.0
COVID-19 Infection Prevention and Control 11.0

Contact

Rajia Khan
Co-ordinator of Volunteers
Rajia.khan@nhs.net
Tel:.....
East London NHS Foundation Trust
Robert Dolan House|9 Alie
Street|London|E1 8DE