

**WORCESTERSHIRE MENTAL HEALTH  
PARTNERSHIP NHS TRUST**

**VOLUNTEER POLICY**

*This policy should be read in conjunction with*

## Worcestershire Mental Health Partnership NHS Trust Policy Data

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### Search Criteria


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# **VOLUNTEER POLICY**

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## 1. INTRODUCTION

The Worcestershire Mental Health Partnership NHS recognises and values the work of volunteers, whether they are people who work within our services and alongside our staff or as part of our patient and public involvement work.

Volunteers can make a valuable contribution to the work of the Worcestershire Mental Health Partnership NHS Trust through their time, energy and skills. Volunteers potentially add value to the experience of mental health service users and their carers. The contribution of volunteers is consistent with principles of social inclusion and of community participation. Equally volunteering can also bring benefits to volunteers themselves by improving skills and confidence and developing interests. Examples of volunteering roles are:

- Befriending (inpatient and community)
- Shoppers (for, or with service users)
- Facilitating/supporting access to leisure facilities, e.g. sports activities, libraries, theatre, cinema ...
- Sports organisers
- Carer support
- Ward and Department volunteers
- Supportive drivers

This type of volunteer is hereafter referred to as a service volunteer.

The Trust is also committed to involving service users, carers and representatives of the community we serve in the design, planning and monitoring of all aspects of Trust work, especially those directly related to patient experience. This is in line with Government policy on Patient and Public Involvement (PPI) and our statutory duties.

For the purposes of this policy, the term 'volunteer' therefore also includes:

- service users participating in the Service User and Carer Advisory Group
- carers participating in the Service User and Carer Advisory Group
- representatives of the community we serve participating in the Community Forum
- a supporter, advocate or interpreter for anyone participating in the Service User and Carer Advisory Group or Community Forum where this is essential for their full participation

- any service user, carer or representative of our community participating on a Trust board/ committee/ forum/ group etc with the prior knowledge and agreement of the Chief Executive.

This type of volunteer is hereafter referred to as a PPI volunteer.

Reference to volunteers hereafter includes both service and PPI volunteers except where defined otherwise.

The Trust is committed to developing, encouraging and supporting volunteer involvement in our work where appropriate. In so doing, it is clearly recognised that the roles of volunteers will complement and not replace the roles of paid members of staff.

The Trust believes that no volunteer should be 'out-of-pocket' as a result of voluntary work carried out for the Trust

The purpose of this policy is:

- to acknowledge the value of the contribution made by volunteers;
- to establish clear principles for the involvement of volunteers within the Trust;
- to clarify the role of volunteers and the relationship between service volunteers and paid members of staff within the Trust;
- to confirm the commitment of the Trust in involving volunteers in its work;
- to establish a framework for the recruitment and support of service volunteers.

The **definition of volunteering** used is the definition of volunteering from the Compact on relations between government and the voluntary and community sector:

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

It is important to differentiate between Volunteering and Work Experience. The definition of Work Experience (taken from the Trust Work Experience Policy and Guidelines, 2004) is:

“A placement on employer’s premises in which a pupil/student carries out a particular task or duty, or a range of tasks or duties, more or less as would an employee under the direct supervision of an appropriately qualified/Trust employee but with emphasis on the learning aspects of the experience.”

In very simple terms, volunteering is an activity whereby time is freely given to meet an identified need of others. Work experience is an activity which aims to provide a learning experience for the person undertaking the activity.

Volunteering can of course provide a learning experience for the volunteer, but this is not the prime aim of the activity. Likewise work experience can benefit others, but again this is not the principal aim of the activity.

This policy has been informed by, and is consistent with the principles of two important documents:

“Volunteers across the NHS,” S. Hawkins and M. Restall, published by Volunteering England and supported by the Department of Health and NHS Employers.

“Valuing Worcestershire Volunteers-A Volunteering Strategy for the Volunteering Sector in Worcestershire” (2007).

## **2. STAFF VOLUNTEER RELATIONS AND THE PRINCIPLES OF VOLUNTEERING**

The tasks to be carried out by volunteers will be clearly defined so that both paid staff and volunteers are sure about their respective roles and responsibilities (see Appendix 1 for example of task description). The value of volunteers is in complementing the work of paid staff, not substituting for it.

Service volunteers should not be used to replace paid staff or to cover formal health care roles. If new service volunteer roles are to be developed, or the level of volunteering activity is to be increased, then all interested parties should be consulted. Service volunteers should not be used in roles that are primarily concerned with personal or physical care (bathing, assisting with use of the toilet). Agreements on the nature and extent of voluntary activity should be made widely known among interested parties.

Records will be kept of individuals who volunteer to work within the Trust, as well as the nature of the work carried out by them.

Agreement for using service volunteers for a particular purpose within the Trust will be sought from the relevant Service Manager prior to any individual agreement being made with a volunteer.

It is important to name an individual responsible for the co-ordination of voluntary activity within an organisation to whom both paid staff and volunteers can refer in the first instance if difficulties arise. In respect of PPI volunteers this will be the PPI Manager.

## **3. EQUAL OPPORTUNITIES AND DIVERSITY**

The Trust is committed to equal opportunities and diversity. This commitment extends to our volunteers and we welcome everyone from our community as a volunteer. We will not discriminate against our volunteers on the grounds of age, disability, race, nationality, ethnic

or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment or political affiliation or trade union membership.

Furthermore, we value difference and recognise the value that the different backgrounds, skills, outlooks and experiences of our volunteers bring to the organisation.

Behaviour that contradicts the letter or spirit of this statement or our full equal opportunities policy will not be tolerated.

#### 4. **RECRUITMENT AND SELECTION**

Recruitment methods may depend on the nature of specific roles but typical options are:

- Local volunteer centres
- Volunteering England website
- NHS Trust and County Council websites
- Community First website
- Posters, leaflets, talks
- Advertising in local media including media which target specific communities
- Local community events and open days
- Local business and statutory sector pre-retirement courses
- Student community volunteering, within local student unions, who may have volunteers who are considering careers in health care

Recruitment material should reflect a concern for diversity. Locations to display recruitment material should be selected to reflect the local community. Recruitment advertisements should set out what the role is, what it involves, what the volunteer might get from the experience and how they can contact the Trust.

For each service volunteer opportunity a Volunteer Task description will be drawn up to be given to prospective volunteers to outline the type of work available. A template can be found in Appendix 1. For PPI volunteers a role description and person specification will be drawn up and made available by the PPI Manager.

Applicants for service based volunteer roles must complete a 'Volunteer Registration form,' a copy of which can be found in Appendix 2. If necessary this form can be filled in verbally as part of the interview for example for candidates with poor literacy skills or people with English as a second language. Applicants for PPI volunteer roles must complete the appropriate Registration form available from the PPI Manager.

In many circumstances volunteers from overseas can be considered. However, there are restrictions in some situations and therefore advice should be sought from the Human Resources department.

Many young people want to volunteer in the NHS and this offers them a good opportunity to engage with the issues and provides invaluable experience for a future career in the NHS. There is an enhanced duty of care when involving volunteers under the age of 18 and it is important to remember that such volunteers should be regarded as vulnerable. An individual risk assessment will enable a proper judgement to be made on whether placing a young person in a voluntary role would put them or the people they work with at risk. If volunteers under the age of 18 are taken on they should not be left unattended and their induction, training and supervision may have to be amended or increased. There is no upper age limit for taking on volunteers.

NHS Employers require all NHS staff (including volunteers) to provide two references and be subject to health screening. Where posts involve access to patients as part of normal duties a Criminal Records Bureau (CRB) check will also have to be made and applicants who are not currently working with patients will be required to provide an additional reference. Offers of a placement are conditional on these requirements being met successfully and time should be allowed for these checks to be made before an individual can start volunteering. The necessary forms for completion are Appendices 5-7

Volunteer interviews should be informal and offer potential volunteers the chance to find out about the role and what it is like to work with the client group. If practical, there could be the opportunity for the applicant to meet with current volunteers.

It is important for the interviewer to tell the interviewee about:

- the Trust and the role of volunteers within it;
- the service user group;
- training and support offered;
- the organisation's expectations of volunteers;
- commitment needed for the role (frequency and duration);
- resources available to volunteers e.g. reimbursement of expenses.

Interviewers will want the interviewee to tell them:

- What he/she likes about the idea of volunteering with the Trust or doing this type of work
- What he/she hopes to gain from volunteering
- Relevant skills, experience and interests

- Understanding of relevant issues
- Time availability
- Resources he/she will need
- Other commitments he/she may have within the NHS or Social Care
- Any concerns about working in a health setting.

If a prospective volunteer is not suitable for volunteering in a health setting then he/she should be provided with honest feedback in a sensitive manner.

Prospective service volunteers and PPI volunteers requiring access to service users are required to bring to interview specific identity verification documents, without sight of these documents the Trust will be unable to apply for a CRB Disclosure. There is a list in Appendix 5 which details the required documents. At the interview the Identity Verification form should be completed and returned to the Recruitment Unit to commence the CRB Disclosure process.

Health screening will be required before the volunteer commences in his/her role. The volunteer should complete the Occupational Health Questionnaire (Appendix 6) and return it directly to the Occupational Health department. Health problems will not necessarily exclude someone from undertaking voluntary work.

It is good practice to have a clearly defined trial period for service volunteers. This allows service volunteers a chance to try out their volunteer role, gives them the opportunity to change tasks or locations and also allows them to back out without losing face. A trial period also means that Trust staff can see the volunteer in action. A trial period of one month normally gives enough time for decisions to be made. A review meeting should be held at the end of the trial period.

On completion of the above procedures the Trust and the service volunteer will enter into a Volunteer Work Agreement (for a template see Appendix 3). This agreement sets out what the service volunteer can expect from the Trust and what the Trust hopes to gain from the volunteer. This document should be discussed fully with the service volunteer prior to it being signed by the nominated Supervisor and the volunteer.

## **5. INDUCTION AND TRAINING**

A well-structured induction programme ensures that the volunteer is fully informed of the tasks expected. It also prepares him/her for his/her role and gives him/her an understanding of the care setting.

All volunteers should have an induction appropriate to their level of involvement. This may be fairly basic for volunteers engaged in short-term or one-off volunteering projects. For volunteers with regular involvement, the induction should aim to prepare them fully for their role, and give them an understanding of its context. A well-structured induction programme ensures that the volunteer is fully informed of the tasks expected and is able to voice any doubts or concerns.

Volunteers should be made aware that they have the responsibility for promoting and safeguarding the welfare of the children/young people/vulnerable adults that they come into contact with or are responsible for in their role and sphere of competence.

While the information given may vary according to the role, it could include:

- Introduction to the work and setting
- Information about mental health/mental illness/learning disability as relevant
- Introduction to volunteer policy
- Introduction to relevant staff
- Health and safety information, first aid, fire procedures (mandatory)
- Relevant procedures, eg Health and Safety, Equal Opportunities, Code of Conduct, Smoke Free Policy. These should be made available as hard copies if the volunteer does not have easy internet access.
- Expenses procedures
- Confidentiality
- General information – where to make drinks etc.
- Arrangements for support and problem-solving

Service volunteers should receive adequate training to carry out their roles. Training needs should be assessed at interview and during induction, and should be available and easily accessible throughout the service volunteer's involvement. Any training provided must be intended to help the individual carry out his/her role. Style and content of the training will depend on the tasks, but as well as role-specific topics, training in areas such as volunteer/patient boundaries may be appropriate. Professional workers should always be involved in the training of volunteers. Training could also include informal learning such as coaching from a more experienced volunteer.

## 6. EXPENSES

The underlying principles in regard to the payment of expenses are that:

- Volunteers are not out of pocket or worse off because of their involvement with the Trust.
- Volunteers are reimbursed according to open and consistent criteria within the Trust.
- Volunteers will be aware of what expenses will be reimbursed.
- Volunteers will be actively encouraged to have their expenses reimbursed.

The benefits of reimbursing expenses are that it:

- Removes barriers that prevent some people from volunteering.
- Enables a broader range of volunteers to be involved in accordance with equal opportunities.
- Fosters loyalty and commitment to the Trust.
- Helps clarify expectations and responsibilities relating to volunteering.

All Trust volunteers will be eligible for reimbursement under this policy

Those not eligible for reimbursement under this policy include:

- Individuals attending public meetings or meetings open to the public
- Individuals giving views through a public consultation or survey
- Individuals attending health programmes as part of their treatment regime.
- Patients on clinical trials as part of their treatment regime.
- Individuals receiving payment from any other organisation for attendance / involvement/participation
- Staff involved in any activity as part of their paid role

The costs of PPI volunteers will be met by the Chief Executive's department. The costs of service volunteers will be met by the relevant budget holder, service manager or event coordinator.

The following expenses may be claimed by volunteers:

### **TRANSPORT COSTS.**

Volunteers are required to choose the most cost-effective transport available **and** provide receipts or tickets

<ul style="list-style-type: none"> <li>▪ Public transport (bus, rail)</li> </ul>	Actual cost
<ul style="list-style-type: none"> <li>▪ Privately Owned Vehicle (e.g. car, motorcycle) to all associated costs</li> </ul>	40p per mile
<ul style="list-style-type: none"> <li>▪ For each additional passenger</li> </ul>	2p per mile
<ul style="list-style-type: none"> <li>▪ Car parking charges</li> </ul>	Actual cost
<p>Taxis and Private Hire.</p> <p>This will <b>only</b> be available where specialist transport is required e.g. transport adapted for wheelchair users. Fares will only be reimbursed following prior agreement with the appropriate budget holder, service manager or event coordinator.</p>	Actual cost (following prior agreement)

<p><b>OTHER COSTS</b></p> <p>Volunteers will only be able to claim the following additional expenses after prior discussion and agreement with the appropriate budget holder, service manager or event coordinator:</p>	
<p><b>Administrative expenses:</b></p> <p>Stationery, postage, photocopying (receipts must be produced)</p> <p>PPI volunteers: The Trust will provide stationery including ink cartridges and photocopying will be carried out by staff in the Chief Executives department.</p>	<p>For service volunteers the rate and amount to be assessed and agreed with appropriate budget holder, service manager or event coordinator</p>
<p><b>Telephone calls / internet expenses</b></p> <p>Only when evidenced via itemised billing</p>	<p>Actual cost of call with prior agreement with appropriate budget holder, service manager or event coordinator</p>
<p><b>Subsistence</b></p> <p>When a volunteer is asked by the Trust to attend any event outside the County, the costs of meals and any essential overnight accommodation only if not provided as part</p>	<p>In accordance with the rates available to Trust staff <b>and</b> with the prior agreement of the appropriate budget holder, service manager or event coordinator</p>

of the event	
<p><b>Child care or adult minder</b></p> <p>(Note: No payment will be made to family members acting in this capacity)</p>	Actual cost when provided by a Registered Person (evidence of which should be provided) with prior agreement with appropriate budget holder, service manager or event coordinator <b>and</b> when essential for full participation
<p><b>Interpretation</b></p> <p>For PPI volunteers only.</p> <p>(Note: No payment will be made to family members acting in this capacity)</p>	Actual cost when provided by a recognised interpreter (evidence of which should be provided) if Trust interpretation service is not available <b>and</b> with prior agreement of the appropriate budget holder, service manager or event coordinator <b>and</b> when essential for full participation
<p><b>Supporter/ Advocate</b></p> <p>For PPI volunteers only</p> <p>(Note: No payment will be made to family members acting in this capacity)</p>	Actual cost when provided by a recognised service (evidence of which should be provided) <b>and</b> with prior agreement of the appropriate budget holder, service manager or event coordinator <b>and</b> when essential for full participation

Volunteers should be offered – and encouraged to accept – reimbursement of their expenses. Volunteers should not be financially disadvantaged through their voluntary involvement. Expenses will not be ‘rounded up’ as this can be classed as earnings and, as such, can affect benefits, be subject to tax, and effect the employment status of volunteers.

All expense claims must be submitted on the appropriate expenses claim form with receipts and transport tickets. Volunteers should submit their completed claim form **within 1 month** (and in any event no later than 3 months) of the expenses being incurred to the appropriate budget holder, service manager or event coordinator. Claims should be submitted at the end of each calendar month (it should be noted that if claims are submitted prior to 30<sup>th</sup> payment can be made the following month). The manager will countersign the form, and process with the Finance department accordingly. A copy of the claim form and new claim form should be provided to the volunteer. It should be noted that no cash payments can be made for reasons of financial probity and all payments will be made into a bank account.

## 7. **SUPPORT AND SUPERVISION**

All service volunteers should receive support and regular supervision – the level and frequency of supervision will depend on the role and on the experience of the volunteer. All volunteers should have a named person to offer support and guidance, and to resolve queries. The frequency, level and nature of supervision should be agreed at the outset and regularly reviewed. For some service volunteer roles, group supervision may be appropriate. All service volunteers deserve feedback on their work, and it is also important that these volunteers are given opportunities to feedback on their roles and on their experiences of the organisation.

## 8. **INSURANCE**

It is important to note that the personal effects of volunteers are not covered by any insurance taken out by the Trust.

Any actions undertaken during the normal legitimate duties as a service volunteer are covered by NHS Indemnity. This means that the Trust accepts full financial liability for any negligent harm which has been caused as a result of such duties and will not seek to recover its cost arising therefore from volunteers. Driving is the exception to this.

It is the volunteer's responsibility to ensure that his/her own insurance policy covers use of their own vehicle being used as part of his/her voluntary work.

## 9. **HEALTH AND SAFETY**

Worcestershire Mental Health Partnership NHS Trust is committed to the health and safety of our volunteers. The Trust will provide volunteers with any information, training or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them and not act in a way that might endanger those around them. Volunteers are included in the Trust's Health and Safety Policy.

## 10. **PROBLEM-SOLVING PROCEDURES**

Problems with a service volunteer's work should be raised informally in the first instance. Most matters can be resolved simply and internally, through training or changes to the role for example. If this is not possible, the issue should be referred to an appropriate manager. Please see Appendix 9 for flow-chart in relation to problem-solving procedures.

Issues relating to PPI volunteers will be addressed by the PPI Manager in consultation with the Chief Executive and Chair of the relevant group/forum.

#### 11. **CONFIDENTIALITY**

Prior to commencing in post service volunteers must agree to and sign the Trusts' confidentiality statement, a copy which can be found in Appendix 8.

#### 12. **DATA PROTECTION**

Volunteers can be reassured that the Trust only asks for information that it needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

Volunteers have the right to view information held by the Trust under the Freedom of Information Act. Further information on the Data Protection and Freedom of Information Acts can be found at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk).

#### 13. **RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS**

**Worcestershire Mental Health Partnership NHS Trust recognises that service volunteers should:**

- Be given an induction to the Service which is appropriate to the type and duration of their work
- Have a clear understanding of the role expected and receive relevant training in order to perform the tasks as required.
- **Not** to be used to cover work that is, or has been, undertaken by paid workers.
- Have a clear understanding of who will be supervising their work and who to contact if there are any problems or queries or if they wish to discuss any matters concerning their volunteering
- Work in safe working conditions
- Be insured under NHS arrangements
- Be reimbursed for expenses incurred whilst volunteering, as agreed in advance with their named contact. Claims should be submitted on a monthly basis.
- Be given feedback on their performance as a volunteer

- Have the opportunity to give feedback to the Trust based on their experience of working as a volunteer.
- Use Worcestershire Mental Health Partnership NHS Trust as a referee.
- Withdraw from volunteering at any time.

**Worcestershire Mental Health Partnership NHS Trust expects that its service volunteers will:**

- Enter into a volunteer work agreement with the Trust
- Carry out specified tasks to the best of their ability, in ways which support the aims, values and standards of the Trust
- Do their best to volunteer at times as mutually agreed with the Trust and give reasonable notice if they are unable to achieve this. A minimum of 24 hours would normally be required.
- Abide by the Trust Code of Conduct
- Follow the Trust's policies and procedures
- Wear appropriate forms of identification if required
- Attend training where required to do so.
- Be aware of their responsibility for promoting and safeguarding the welfare of the children/young people/vulnerable adults that they come into contact with or are responsible for.

## **Monitoring Compliance With and the Effectiveness of Procedural Documents**

The cover of all documents ratified for use within the Trust, as defined by the Policies of Policies 2008, contains the following information:

- the designated senior manager with responsibility [**Owner**] for the document;
- an appropriately skilled professional [**Reviewer**] who will lead the development or review of the document; and
- the forum [**Working Group**] with responsibility for monitoring compliance and signing off the document prior to ratification

The Owner will ensure the Working Group yearly work plan contains the actions required to ensure;

- the document is reviewed, signed off and ratified, as per the policy matrix, by the agreed date
- reviews include mapping current evidence and appropriate consultation
- where key performance indicators are developed they are objective, adequate, quantitative, practical and reliable
- a mechanism is developed for monitoring implementation [reporting processes or audits]
- areas of none compliance or risks are reported to the Governance Committee for appropriate action to ensure improvements in performance occur
- half yearly report to the Governance Committee address compliance, effectiveness and risks

**SERVICE VOLUNTEER TASK DESCRIPTION**

Brief Role Description:

Department/Service:

Reporting To/Named Contact:

Location:

Time Commitment:

Date/Duration of Project/End date:

Outline of Key Tasks:

Driving licence/insurance checks required

Yes

No

Interview required

Face to face

Telephone

Authorised by Service Manager: .....

Date: .....

**SERVICE VOLUNTEER REGISTRATION FORM**

**PERSONAL DETAILS**

SURNAME .....

FORENAMES .....

TITLE (Mr,Mrs, Ms etc) .....

ADDRESS.....

.....

.....

.....

POSTCODE .....

HOME TELEPHONE ..... MOBILE .....

**GENERAL INFORMATION**

1. Please provide details of your last 10 years of employment history starting with the current/most recent employment (including any gaps in employment and the reason for these gaps). Please include any voluntary work experience and any other relevant information or additional employment history.

2. Please outline the type of volunteer work that you would find interesting to do.

3. Do you have any particular skills or experience that you would like to tell us about, which you think we may be able to utilise? This may include previous volunteer work that you have undertaken, as well as other skills or experience that you might have gained through paid work, domestic work, study, or general interests and life experience (this does not need to be specific to working with vulnerable adults).

4. Please give us some indication of the amount of time you are able to give to volunteer work. Please specify which days you are available, how many hours and how often you can volunteer for us.

5. Do you have a disability? If you do, we will contact you before you start any volunteering work to discuss any particular needs that you have (e.g. communication/ access requirements). We are committed to promoting equality of opportunity.

6. Do you have any health problems that may affect your ability to perform certain duties?

7. How did you find out about volunteer opportunities with Worcestershire Mental Health NHS Partnership Trust?

8. Do you have a current valid driving licence? Yes  No

9. Do you have access to a vehicle? Yes/No

If yes, what type?

Car  Motorbike  Moped  Bicycle

Other (Please specify)

10. If you answered yes to question 9, would you be willing to use the vehicle as part of your volunteer work (business mileage can be reimbursed)?

Yes/No

11. If you answered yes to question 9 and you use a motor vehicle, are you willing to check with the insurers that the vehicle is insured for you to use for business purposes?

Yes/No

12. Criminal convictions or disqualifications.

**The nature of the volunteer work you are applying for is listed as an “exempted office/employment” under the terms of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. The effect of this means that you must provide details about any and all convictions, cautions and bind-overs whether spent or not. Failure to disclose may result in the withdrawal of any/all volunteer work. Information provided will be completely confidential and only used in relation to your application.**

**“Spent” Convictions Explanatory Note**

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had never occurred) where the individual has not, after a specified period of time, committed another serious offence. Rehabilitation periods vary depending on the type and length of conviction originally incurred. **However, for the purpose of this position no offence can be treated as spent- details of all offences must be given below.**

Please give details of:

Any convictions and cautions (including driving offences) and or Disqualifications from driving or performance of professional duties:

Any current/ impending cases awaiting outcome:

13. Please give details of two people who are able and willing to comment on your suitability for volunteering.

- If you are currently working/ volunteering with vulnerable adults in any capacity, one should be related to the organisation concerned.
- If you are not currently working/ volunteering with vulnerable adults in any capacity but have done so previously, one/both should be related to the organisation/s concerned.

<u>1st Referee</u>	<u>2nd Referee</u>
Name:	Name:
Title:	Title:
Address:	Address:
Daytime Telephone Number:	Daytime Telephone Number:
Relationship to you:	Relationship to you:
Do you wish to be consulted before referee is approached? Yes/No	Do you wish to be consulted before referee is approached? Yes/No

Please note that a third reference may be required if you are not currently working with patients and will be doing so as a Volunteer.

**Declaration**

I declare that all of the information given on this form is correct and complete.

Signed: .....

Date: .....

***THANK YOU FOR EXPRESSING AN INTEREST IN VOLUNTEERING AND FOR TAKING THE TIME TO COMPLETE THIS REGISTRATION FORM. YOU WILL BE CONTACTED SHORTLY TO DISCUSS CURRENT OPPORTUNITIES FOR VOLUNTEERING WITH WORCESTERSHIRE MENTAL HEALTH NHS PARTNERSHIP TRUST***

**SERVICE VOLUNTEER WORK AGREEMENT**

This Volunteer Agreement describes the arrangement made between Worcestershire Mental Health NHS Partnership Trust and .....[Insert name]

We would like to assure you of our appreciation of your support for the work of the Trust and we will do the best we can to make your time as a volunteer with us an enjoyable and rewarding experience.

**PART 1**

On behalf of Worcestershire Mental Health NHS Partnership Trust

**Project Summary**

Brief Role Description .....

Department/Service .....

Named Contact .....

Your role as a volunteer will be to carry out the following project/tasks (see Role Description):

.....  
.....  
.....

With effect from (insert date): .....

Until (date if applicable): .....

Hours/Time commitment/duration agreed (insert details as appropriate):

.....  
.....

You will be based at: .....

The work, which you will be carrying out, will support the work of Worcestershire Mental Health NHS Partnership Trust by:

.....  
.....

## **Induction and training**

We will provide:

- An induction to the Service you will be working in, which is appropriate to the nature and duration of your volunteer work.
- An outline of the tasks, we would like you to carry out in your role as volunteer.
- Training and support, which we consider to be relevant to your work as a volunteer
- Specific training and support on health and safety matters, including a risk assessment for your place of work, where relevant.
- Information, including relevant policies and procedures, which you will need to be aware of in your work with us.

## **Supervision and support**

We will provide:

- A named member of staff who will be supervising your work. This person will be your point of contact should you have any queries or problems or if you wish to raise any issues on a confidential basis.
- The opportunity for you to receive feedback on your work with us and the opportunity for you to give us feedback on your experiences as a volunteer for Worcestershire Mental Health NHS Partnership Trust.
- A reference, if requested, based on your work as a volunteer with us.

## **Insurance**

For **non-vehicular** activity we will provide:

- Adequate insurance cover under the Trusts' public liability insurance for you whilst undertaking voluntary work for us.

For vehicular activity we will provide:

- Cover under the Trust's own motor insurance policy to cover you when driving Trust vehicles on business. However, this insurance will not cover you when driving your own vehicle or a vehicle belonging to someone else.

If your work will involve you using your vehicle or a vehicle belonging to someone else, you will need to ensure that the motor insurance policy covers you for business use. It should be clear from the motor insurance certification whether or not business use is permitted under the policy, but we can provide a draft letter that you may send to your insurer to check the position if you are in doubt.

NOTE: this requirement does not apply if you will only be using the vehicle to get to and from work.

**Expenses**

We will provide:

- Reimbursement, where appropriate for expenses incurred whilst volunteering, as agreed with your named contact in advance. Claims should be submitted on a monthly basis.

**Equality and Diversity**

We will ensure:

- That you are treated fairly and considerately in accordance with the Trusts' Equality and Diversity policies.

***[Where a volunteer will drive as part of their work, replace PART 2 with PART 2B. Where a volunteer will not drive as part of their work, PART 2B can be deleted.]***

**PART 2 A (For all volunteers using Public transport only)**

As the volunteer, ..... *[Insert name]* agree to the best of my ability to:

- Meet the time commitment as mutually agreed and give reasonable notice if I am unable to achieve this. I understand that I am required to give a minimum of 24 hours notice where possible.
- Work in ways, which support the Trust's policies and procedures where relevant. This will include our Code of Conduct and our Health and Safety, Equality and Diversity, and Data Protection policies.
- Claim for expenses incurred whilst volunteering, where this was agreed with me by my named contact in advance. I understand that I should claim on a monthly basis only.
- Attend training, which will help me in my work as a volunteer.
- Wear appropriate forms of identification

*This agreement is not a legally binding contract. The Trust has no obligation under it to use the volunteer nor has the volunteer any obligation under it to carry out the relevant tasks - hence it does not create any employment relationship between the parties. The parties accept that no employment relationship will be created in the future under this agreement and that this agreement can be terminated by either party at any time.*

**Signed (on behalf of Worcestershire Mental Health NHS Partnership Trust)**

.....

**Date** .....

**Signed as the volunteer**

.....

**Date** .....

**PART 2 B (For volunteers who intend to use their own car whilst volunteering)**

As the volunteer, I .....[Insert name] agree to the best of my ability to:

- Meet the time commitment as mutually agreed and give reasonable notice if I am unable to achieve this. I understand that I am required to give a minimum of 24 hours notice where possible.
- Work in ways, which support Worcestershire County Council's policies and procedures where relevant. This will include our Code of Conduct and our Health and Safety, Equality and Diversity and Data Protection policies.
- Claim for expenses incurred whilst volunteering, where this had been agreed with me by my named contact. I understand that I should claim on a monthly basis only.
- Attend training, which will help me in my work as a volunteer.
- Wear appropriate forms of identification
- Declare the use of my vehicle for my work as a volunteer to my insurer.
- Ensure that I have current valid motor insurance **that permits business use** to cover all occasions when I use my vehicle during the course of my work as a volunteer.
- Certify that I hold a full and current driving licence appropriate for the vehicle I drive in connection with my work as a volunteer.
- Provide documentary evidence of motor insurance and driving licence if requested by the Trust.

*This agreement is not a legally binding contract. The Trust has no obligation under it to use the volunteer nor has the volunteer any obligation under it to carry out the relevant tasks - hence it does not create any employment relationship between the parties. The parties accept that no employment relationship will be created in the future under this agreement and that this agreement can be terminated by either party at any time.*

**Signed (on behalf of Worcestershire Mental Health NHS Partnership Trust)**

.....

**Date** .....

**Signed as the volunteer**

.....

**Date** .....

### EXPENSES CLAIM FORM FOR VOLUNTEERS

Date	Details of participation	Duration		Journey		Total car mileage (40p per mile)	Public transport	Other expenses		Total Claimed
		Start	End	From	To			Detail	Value £	

I confirm that I have incurred the above expenses and that the expenses and claim for payment are in line with the Trust's Volunteering Policy. I also accept responsibility for informing the appropriate agency of any earnings that may affect benefits I receive.

**Please remember to attach any relevant tickets and receipts**

Name		Address	
Signature			
Date		Contact Tel. No.	

**Authorised by the Relevant Manager**

Name:	Designation:	Signature:	Date:
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## IDENTITY VERIFICATION FORM

## DETAILS OF SERVICE VOLUNTEERING ROLE

ROLE DESCRIPTION:	
INTERVIEW DATE:	REF NO.

<p>THE FOLLOWING PERSON HAS MADE AN OFFER TO UNDERTAKE VOLUNTARY WORK WITHIN THE TRUST WHICH HAS BEEN ACCEPTED SUBJECT TO CRB AND HEALTH CHECKS. PLEASE PROCEED WITH A CRB DISCLOSURE</p> <p><i>(please tick box to start a Disclosure)</i></p>	
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## PERSONAL DETAILS

VOLUNTEERS NAME:		
ADDRESS:		
		D.O.B.:
POST CODE:	N.I. NO.:	
BANK DETAILS	NAME OF BANK / BUILDING SOCIETY	SORT CODE
	NAME/S ON ACCOUNT	ACCOUNT NUMBER

## ADDRESS VERIFICATION

<p>You need to see at least <b><u>TWO different</u></b> types of documents from the lists below</p>	
A Utility Bill or Council Tax	<input type="checkbox"/>
<b>AND</b>	
A Recent Bank or Credit Card or Mortgage or Insurance Statement	<input type="checkbox"/>
<p><b>Note: these documents must bear applicants name and address</b></p>	

**PLEASE ENSURE BOTH SIDES OF THIS FORM  
ARE FULLY COMPLETED TO AVOID DELAYS**

You need to see the original Passport OR New Style Driving Licence  
and fill in the appropriate box below

<b>PASSPORT DETAILS</b> (please enter details as they appear on passport)	
Passport Number	D.O.B (dd/mm/yyyy)
Nationality	Issue Date (dd/mm/yyyy)

<b>DRIVING LICENCE DETAILS</b> (please enter details as they appear on driving licence)	
Driving Licence Number	D.O.B (dd/mm/yyyy)
Licence Type (please tick)	Licence valid from (dd/mm/yyyy)
Paper <input type="checkbox"/> Photocard <input type="checkbox"/>	
Country of issue (please tick)	Please specify
UK <input type="checkbox"/> Other <input type="checkbox"/>	

**WHERE THE ABOVE DOCUMENTS ARE NOT AVAILABLE**

You need to see the original copy of birth certificate PLUS marriage certificate (where applicable) and fill in the boxes below

<b>BIRTH CERTIFICATE DETAILS</b> (please enter details as they appear on birth certificate)	
D.O.B (dd/mm/yyyy)	Issue Date (dd/mm/yy yy)
Country of issue (please tick)	Please specify
UK <input type="checkbox"/> Other <input type="checkbox"/>	

<b>MARRIAGE CERTIFICATE DETAILS (if applicable)</b>
Issue Date (dd/mm/yy)

I confirm that I have seen the original evidence as indicated on this form and I have verified the candidates' qualifications and identity.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

**PLEASE ENSURE THIS SECTION IS COMPLETED TO AVOID LENGTHY DELAYS**

<b>PLEASE NOTIFY THE FOLLOWING PERSON THE OUTCOME OF THE DISCLOSURE:</b>	
Name: _____	Title: _____
Base: _____	Tel No: _____

## LIST OF IDENTITY VERIFICATION DOCUMENT

Please ensure you request the Volunteer to bring with them to your meeting the relevant documents listed below. Sight of these documents is essential to apply for a Disclosure.

- Utility bill or Council tax bill  
**and**
- Recent Bank / Credit Card / Mortgage / Insurance statement  
**and**
- Current Passport / New Style Photocard Driving Licence  
**or if these are not available**

Original copy of Birth Certificate **AND** Marriage Certificate (where applicable)

**The identification documents are required as this post necessitates a Disclosure by the Criminal Records Bureau.**

**A full list of alternative documents is available on request from the Recruitment Unit.**

**OCCUPATIONAL HEALTH SERVICES  
PRE EMPLOYMENT QUESTIONNAIRE FOR SERVICE VOLUNTEER POSTS**

FULL NAME .....
HOME ADDRESS .....
.....
.....
TELEPHONE NO .....
MOBILE NO .....
DATE OF BIRTH .....
PROPOSED VOLUNTEER ROLE .....
BASED AT .....

**PLEASE ANSWER THE FOLLOWING QUESTIONS**

	YES	NO	Details
Are you in good health?			
When did you last see your GP?			
For what reason did you last see your GP?			
Is there any medical reason why you cannot carry out the volunteer post duties required of you?			
Do you have any disabilities that affect your:	Standing	Yes / No	
	Bending	Yes / No	
	Walking	Yes / No	
	Balance	Yes / No	
	Lifting	Yes / No	
	Use of hands	Yes / No	
	Driving	Yes / No	

<b>For use by OCCUPATIONAL HEALTH Comments.</b>			
Fit	YES	/	NO
Unfit	YES	/	NO
Fit with restrictions	YES	/	NO
signature .....		Date .....	

**HUMAN RESOURCES DEPARTMENT  
RECRUITMENT UNIT**

**Direct Line:** 01905 681945  
**Fax Number:** 01905 681549  
**Email Address:** [juliette.ferry@worcs-ssa.nhs.uk](mailto:juliette.ferry@worcs-ssa.nhs.uk)

Dear

**Re:**

The above named person has expressed an interest in becoming a Volunteer at with ***Worcestershire Mental Health Partnership NHS Trust*** and has given your name as a referee.

I should be grateful if you would supply a character reference on their behalf and your opinion of their suitability for the volunteer role in which they have expressed an interest. A description of the volunteer task is attached.

Your comments of course will be treated in the strictest confidence.

With many thanks for your assistance in this matter

Yours sincerely

**CONFIDENTIAL INFORMATION**

In the course of your employment you may have access to, or hear, information concerning the medical or personal affairs of patients and/or staff, or other Health Service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other Health Service business be discussed, except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

I agree to abide by the above information.

NAME: ..... **(BLOCK CAPITALS PLEASE)**

SIGNED: .....

DATE: .....

**GUIDANCE FOR MANAGERS IF A CONCERN IS RAISED REGARDING A SERVICE VOLUNTEER: PRACTICE ISSUES/CAPABILITY/BEHAVIOUR/CONDUCT**

