

## NHS SHETLAND DOCUMENT DEVELOPMENT COVERSHEET\*

<b>Name of document</b>	Volunteering Policy	
<b>Registration Reference Number</b>		<b>New</b> <input type="checkbox"/> <b>Review</b> <input checked="" type="checkbox"/>
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<b>Proposed groups to present document to:</b>				
SCN, Sisters and team leaders meeting		Volunteering steering group		
ANMAC		APF		
Strategic Nurse meeting		Staff Governance committee		
CSMT				
<b>Date</b>	<b>Version</b>	<b>Group</b>	<b>Reason</b>	<b>Outcome</b>
5/10/11	Version 1	Volunteering steering group	(C/S)	AC &R
7/12/11	Version 2	Volunteering steering group	(C/S)	MR
22/12/11	Version 3	SCN Sisters meeting	(C/S)	PRO
22/12/11	Version 3	Strategic nurse meeting	(C/S)	PRO
27/01/2012	Version 3	ANMAC	(C/S)(PO)	PRO
28/02/2012	Version 4	CSMT	(C/S)(PO)	PRO
04/10/2012	Version 4	APF	(C/S)	PRO MR
09/10/2012	Version 5	Staff Governance committee	For approval	Approved
25/04/2013	Version 6	Staff Governance Committee	For approval	Approved

<b>Examples of reasons for presenting to the group</b>	<b>Examples of outcomes following meeting</b>
<ul style="list-style-type: none"> <li>• Professional input required re: content (PI)</li> </ul>	<ul style="list-style-type: none"> <li>• Significant changes to content required – refer to Executive Lead for guidance (SC)</li> </ul>
<ul style="list-style-type: none"> <li>• Professional opinion on content (PO)</li> </ul>	<ul style="list-style-type: none"> <li>• To amend content &amp; re-submit to group (AC&amp;R)</li> </ul>
<ul style="list-style-type: none"> <li>• General comments/suggestions (C/S)</li> </ul>	<ul style="list-style-type: none"> <li>• For minor revisions (e.g. format/layout) – no need to re-submit to group (MR)</li> </ul>
<ul style="list-style-type: none"> <li>• For information only (FIO)</li> </ul>	<ul style="list-style-type: none"> <li>• Recommend proceeding to next stage (PRO)</li> </ul>

\*To be attached to the document under development/review and presented to the group

DATE	CHANGES MADE TO DOCUMENT
5/10/2011	<p>Front cover –'Volunteering Policy and Procedures' as page 10 onwards seems to cover 'Procedures'. Not taken –procedures now as appendix</p> <ul style="list-style-type: none"> <li>• Page 2 'Introduction'- the Policy is updated to reflect the Refreshed Strategy for Volunteering in the NHS in Scotland (CEL10) 2008.</li> <li>• Page 2, subsection 2.3 - "NHS Shetland has a specific remit around Patient Focus Public Involvement,</li> <li>• Page 2, subsection 2.4 - "NHS Shetland has an established Patient Focus Public Involvement Steering Group"</li> <li>• Formatting adjustments</li> <li>• Page 8, subsection 11.1- PVG</li> </ul> <ul style="list-style-type: none"> <li>• Page 9 Section 15, subsection 15.1 – "The Compact set out the shared Principles and Values"</li> <li>• Page 9 - at the bottom of page 9, Section 4 'Selection' – as there are two section 4s; one in the Policy part and one in the Procedures part, differentiating that the reference at the bottom of page 9 refers to Section 4 in the Procedures part</li> <li>• Page 11, section 4, Selection –the cost of a disclosure check/pvg would be met by NHS Shetland'</li> <li>• Page 16, Appendix 1 to be updated to reflect the new tasks page 17, 'NHS 100 now Public Partnership Forum</li> </ul> <p>1.3 There is a long history of volunteer involvement in NHS Shetland and volunteers contribute in a variety of ways – as volunteers recruited directly; indirectly through voluntary organisations such as <b>Voluntary Action Shetland (formerly the Volunteer Centre)</b>, the Red Cross and the <b>WRVS</b> that provide help within the Gilbert Bain Hospital, or in the community; or as volunteers in specific voluntary sector projects that NHS Shetland commissions or supports, for example the Shetland Stroke Support Group, the various Carers groups, Palliative Care Task force and others.</p> <p>Note – they call themselves the WRVS now. Not been called women's etc. for some time – 'so that they don't exclude men'</p> <p>2.1 NHS Shetland recognises the important role which voluntary workers play in complementing, supporting and supplementing the work of paid employees within the organisation. For patients, volunteers can offer friendship, time and attention. For NHS Shetland and its staff, volunteers can help to free up <b>complement the services provided through</b> professional resources and forge stronger links with local communities. For volunteers the experience can provide very purposeful activity, a sense of belonging, social contacts and be good for their own health.</p> <p>2.3 (last)</p> <ul style="list-style-type: none"> <li>• ensure that an effective system of management, <b>training</b> and support <del>are</del> <b>is</b> implemented</li> </ul>

## 2.4 Nursing **Nursing**

4.3 The scope for volunteer involvement is wide and includes work carried out by volunteers both on NHS Shetland's premises and in the community. Volunteering can contribute to raising individual's self-esteem and self-confidence **and enhancing their skills and experience**, as well as to the regeneration of local communities and to society as a whole. Wherever they are working, NHS Shetland will ensure that volunteers are involved in a relevant and appropriate manner (please refer to List of Activities Undertaken by Volunteers).

6.1 NHS Shetland recognises that whilst developing effective volunteering programmes is an investment with significant benefits, there are many associated costs including staff time. NHS Shetland is committed to identifying and covering the costs of involving volunteers – for example, reimbursing volunteers' expenses timeously, arranging volunteers' recruitment, selection, induction, training and insurance, **paying for PVG registration**; and staff costs, including, where appropriate, designated posts to manage volunteers.

11.1 Comply with all NHS Shetland's policies and procedures, particularly in relation to confidentiality, accident reporting, health and safety and criminal record checks (all Volunteers engaged by NHS Shetland will be required to go ~~through a Enhanced Disclosure check~~ **be registered with the PVG Scheme (where they are in regulated work)**)

### Volunteering in NHS Shetland

## **2. Recruitment**

In order to reach a wide section of the community, recruitment will be through a variety of means including **Voluntary Action Shetland** ~~the Volunteer Centre~~,

4. Note - Selection – this section needs to be changed to reflect changes to PVG from Disclosure as above. Presumably Emilie is on the case with this

9.1 please note – MV Awards will shortly (April 2012) be changing to Soltare Awards. Wider age range. MV hours can carry through.

12. Note - is there not also volunteer insurance as part of the employer liability insurance

7/12/2011	Page 3 point 1.3 change Volunteer to Voluntary
4/10/2012	<p><b>Change to wording for work experience recommended by APF.</b></p> <p><b>3.4 Work Experience</b></p> <p>16 – 18 year olds may apply to the organisation for work experience. This is very different to volunteering however volunteering may be explored as an alternative to work experience. There is currently no NHS Shetland Work Experience Policy however the principles set out within NHS Shetlands Volunteering policy may be used to support work experience students in the interim.</p>
25/04/2013	<p>Amendment to Section 8 page 14 to read</p> <p>In order to deal with such situations both parties would be supported in dealing with any issues. The aim of which would be to assist both parties to find a mutually acceptable way of problem solving.</p> <p>Wording change</p>



# **Volunteering Policy**

**Approved by Shetland NHS Board:**

**Review Date:**

**December 2013**

**Responsible Officer:**

**Assistant Director of  
Nursing (Hospitals)**

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## **Volunteering Policy**

### **1. Introduction**

This Policy is updated to reflect the Refreshed Strategy for Volunteering in the NHS in Scotland (CEL10) 2008.

- 1.1 In June 1998 the Scottish Executive circulated guidance (NHS MEL(1998) 42) to Health Boards on Volunteering in the NHS. This requested Boards, in partnership with primary care providers and other relevant agencies:
  - Draw up a policy statement on NHS volunteering in their area;
  - Co-ordinate, monitor and support the development of these services; and
  - Nominate a Director with responsibility for the oversight and development of volunteering.
- 1.2 This policy updates NHS Shetland's response to this guidance and has been developed in line with the recommendations from Volunteer Development Scotland (VDS).
- 1.3 There is a long history of volunteer involvement in NHS Shetland and volunteers contribute in a variety of ways – as volunteers recruited directly; indirectly through voluntary organisations such as the Voluntary Action Shetland (formally the Volunteer Centre), the Red Cross and the WRVS that provide help within the Gilbert Bain Hospital, or in the community; or as volunteers in specific voluntary sector projects that NHS Shetland commissions or supports, for example the Shetland Stroke Support Group, the various Carers groups, Palliative Care Task force and others.
- 1.4 NHS Shetland has a specific remit around Patient Focus Public Involvement (PFPI) and the Assistant Director of Nursing (community) is the nominated Director to take this agenda forward.
- 1.5 NHS Shetland has established a PFPI steering group and more recently PPF group (Public Partnership Forum), Strategic Groups such as the Mental Health Strategy Group, Coronary Heart Disease Strategic Group, Diabetes Group – Locality Diabetes Steering Advisory Group, Community Health Partnership Long

Term Conditions Action Team which has Lay Representatives (volunteers) from the community sitting on these groups.

## **2. Purpose of Policy**

2.1 NHS Shetland recognizes the important role which voluntary workers play in complementing, supporting and supplementing the work of paid employees within the organization. For patients, volunteers can offer friendship, time and attention. For NHS Shetland and its staff, volunteers can help compliment professional resources and forge stronger links with local communities. For volunteers the experience can provide very purposeful activity, a sense of belonging, social contacts and be good for their own health.

2.3 The purpose of this policy is to enable NHS Shetland to meet this objective and at the same time ensure patients and volunteers are protected. This policy aims to:

- Acknowledge the importance of volunteering to the health service and to the communities of Shetland;
- “Actively promote the importance, effectiveness and value of volunteering”
- Set out the principles governing the involvement of volunteers and provide a set of procedures to ensure good working practice;
- Encourage greater recognition and appreciation for the contribution of volunteers in society;
- Define the roles, rights and responsibilities of NHS Shetland and of its volunteers;
- Encourage more people to volunteer across the NHS i.e. in hospitals, in primary care and in community settings;
- Encourage and enable, rather than limit, the involvement of volunteers
- Apply the principle of equal opportunities to all volunteering activities.
- Ensure that an effective system of management, training and support are implemented

2.4 The nominated Director with responsibility for volunteering in NHS Shetland is Director of Nursing.



- 2.5 The Volunteering Policy and accompanying procedures are intended primarily for use by NHS Shetland's employees and volunteers; however, NHS Shetland would recommend this policy and procedures to be adopted by Independent Contractors with Primary Care in Shetland.
- 2.6 A commitment to the principles contained in the policy would also be expected from voluntary organisations whose volunteers provide help within NHS Shetland as part of any agreed Partnership Agreement and Volunteer Compact. However, NHS Shetland respects the independence of these voluntary organisations and recognises that they are responsible for the management of volunteers working on specific projects, as agreed with relevant managers.
- 2.7 A Compact is simply "a written agreement, which defines and manages the relationship between the voluntary sector and one or more public sector bodies." The Community Planning Board for Shetland, which is made up of the local Council, NHS Shetland and members of the Voluntary Sector, have signed up to the principles of a Compact and implementation strategy and action plan have been drawn up. Part of the action plan, under Developing a Shetland-wide Strategy, includes the heading "Facilitating Improved Voluntary & Community Engagement" and under "Building Capacity and Mutual Understanding" includes "Development of employer supported volunteering schemes". Work continues to achieve these aims and objectives.

### **3 Definitions**

#### **3.1 Voluntary Work is understood to be:**

"The commitment of time and energy for the benefit of individuals, groups, communities, or the environment. It is undertaken freely and by choice, without concern for financial gain."

- 3.2 A **Voluntary organisation** is a non-profit distributing, non-statutory, autonomous body, which may also be registered as charitable. Voluntary organisations include a wide range of organisations and interests including community organisations. Differences among voluntary organisations may be in the degree of emphasis given to service provision and advocacy; the type of

organisation and its legal status; sources of funding; geographical focus; and the time scales of the operation.

3.3 In the context of improving health and wellbeing through volunteering the recommended definition of a volunteer should be: A person who gives freely and willingly of their time to help improve the health and wellbeing of patients and users of Shetland's NHS. A volunteer is a person who does voluntary work. The majority of volunteers work in the voluntary sector, although some voluntary organisations involve only a few volunteers. Large numbers of volunteers are involved in the public sector.

### **3.4 Work experience**

16 – 18 year olds may apply to the organisation for work experience. This is very different to volunteering however volunteering may be explored as an alternative to work experience. There is currently no NHS Shetland Work Experience Policy however the principles set out within NHS Shetlands Volunteering policy may be used to support work experience students in the interim.

## **4 The Role and Value of Volunteering**

4.1 NHS Shetland recognises, values and supports the important part volunteers play in the work and development of services in NHS Shetland which includes groups such as PPF and the PFPI group.

4.2 Volunteers are individuals who choose freely to commit their time and energy to support the work of NHS Shetland without receiving any financial benefit beyond reimbursement of out-of-pocket expenses. Volunteers aim to benefit patients, users of services, carers, the organisation and the wider community in which they live.

4.3 The scope for volunteer involvement is wide and includes work carried out by volunteers both on NHS Shetland's premises and in the community. Volunteering can contribute to raising individual self-esteem and self-confidence and enhancing their skills and experience, as well the regeneration of local communities and to society as a whole. Wherever they are working, NHS Shetland will ensure that volunteers are involved in a relevant and appropriate manner (please refer to List of Activities Undertaken by Volunteers).

## **5 Relationship with Board Employees**

### **5.1 NHS Shetland is committed to ensuring that:**

- The work of volunteers complements the work of employees and that it will not be used as a substitute for paid work;
- Volunteers are not asked to take on tasks formerly undertaken by employees or to work in ways which facilitate a decrease in paid employment;
- Volunteers are not asked to do the work of paid staff in times of industrial action. However they may continue with their regular duties;
- Steps are taken to ensure that staff at all levels in the organisation are clear about the role of volunteers and to foster good working relationships between staff and volunteers;
- NHS Shetland provides training and support for those working alongside and managing volunteers;
- The safety and well being of Board users is paramount. The standard of care and conduct of volunteers should be of the same high quality as that of employees.

## **6 Funding**

6.1 NHS Shetland recognises that whilst developing effective volunteering programmes is an investment with significant benefits, there are many associated costs including staff time. NHS Shetland is committed to identifying and covering the costs of involving volunteers – for example, reimbursing volunteers' expenses in a timely way, arranging volunteers' recruitment, selection, induction, training and insurance, paying for PVG registration and staff costs, including, where appropriate, and designated posts to manage volunteers.

### **6.2 NHS Shetland will ensure that:**

- There is a clear, consistent and accessible system for claiming out-of-pocket expenses;
- Volunteers are adequately protected by NHS Shetland's vicarious liability arrangements whilst they carry out their agreed duties both on NHS Shetland's premises and in the community;

- Volunteers are given information on other legislation and policies e.g. Confidentiality, Health and Safety, which may affect them and will be treated in the same way as paid staff or employees of NHS Shetland.

## **7. Recruitment and Selection**

7.1 NHS Shetland will endeavour wherever possible to:

- Recruit volunteers from all sections of the community and in line with the Board's Equal Opportunities Policy;
- Acknowledge the importance of social inclusion, the diversity of volunteers and recognise that all prospective volunteers have something of value to offer. All reasonable effort will therefore be made to find placements for everyone who offers their time and energy. Where there is no suitable placement available, the volunteer will be informed of the reasons and referred, where applicable, to another agency such as the local Volunteer Centre;
- Place volunteers in accordance with appropriate volunteer recruitment and selection procedures (see accompanying procedures). However, volunteer placements will be defined by the needs of NHS Shetland and its service users.

## **8. Information and Training**

8.1 NHS Shetland will undertake to:

- Ensure that volunteers receive full information about the area in which they will be placed and their responsibilities to NHS Shetland. This will include information about disciplinary and grievance procedures for volunteers and about their rights and responsibilities if something goes wrong.
- Provide volunteers with a comprehensive induction and training programme in the specific tasks to be undertaken, and they will receive ongoing opportunities for learning and development.
- Ensure that volunteers are given the same opportunities as staff to contribute to the decision-making processes of the team they work with and NHS Shetland. Procedures will be put in place to enable the views of volunteers to be represented.

## **9. Support and Supervision**

9.1 Volunteers will be assigned a named contact person for supervision and support, and will be given clearly specified lines of accountability.

## **10. References**

10.1 On the basis of their voluntary work volunteers will have the right to request a reference from their named contact person.

## **11. Expectations**

11.1 Volunteers are expected to:

- Participate in induction sessions and other core training dependent on the placement area;
- Comply with all NHS Shetland's policies and procedures, particularly in relation to confidentiality, accident reporting, health and safety and criminal record checks (all volunteers engaged by NHS Shetland will be required to be registered with the Protection of Vulnerable Groups scheme (PVG) where they are in regulated work.
- Inform the relevant member of staff if they are unable to attend, and if possible in advance;
- Give some warning if unable to continue volunteering;
- Raise any issues of concern relating to their voluntary work with the contact person.

## **12. Other Services Involving Volunteers**

12.1 Organisations commissioned by NHS Shetland to carry out duties which involve volunteers should have a volunteering policy which adopts similar commitments to those outlined in this policy and procedures statement.

### **13. Encouraging Employer-supported Volunteering**

13.1 NHS Shetland will support its employees who are involved in volunteering and will:

- Increase employees' awareness of the opportunities for volunteering through advertising in NHS Shetland's bulletins, such as the Quality Times and on the Intranet, Staff Development course bulletin, pre-retirement courses, public engagements, staff meetings e.g. SCN/sisters etc.
- Nominate/engage a staff member/s to support, promote and encourage the involvement of employees in volunteering (hospital/s and community).
- Acknowledge the value of employees' volunteering activity, and the development opportunity it represents for the individual as well as NHS Shetland.
- Consider offering access to help in kind, for example premises, use of equipment, for employee volunteers.

### **14. Monitoring of the Policy**

14.1 NHS Shetland is committed to an ongoing process of monitoring and evaluation of this policy in consultation with all relevant parties. This policy will therefore reflect and complement the Board's Local Development Plan.

14.2 A qualitative audit on the activities that volunteers undertake within NHS Shetland will be undertaken on an annual basis by the Assistant Director of nursing (hospitals)

## **Appendix 1**

### **Procedures for Involving Volunteers**

These procedures are intended for use along with the policy statement. They give further details on recommended good practice for the involvement of volunteers within NHS Shetland.

#### **1. Preparation**

Prior to recruiting volunteers in a department or community setting, wherever possible consultation and discussion should take place with users of the service, employees and a representative of the Local Partnership Forum (LPF) to ensure that there is a genuine need for volunteers and to develop a clear description of their role. A contact person should be identified and the staff time and expenses determined to train, support and reimburse volunteers. The recruitment and selection procedures outlined below are intended to encourage rather than limit volunteering in NHS Shetland and to ensure that volunteer selection procedures are in line with Equal Opportunities and Health & Safety policies and procedures and other good practice – to ensure the protection of patients, service users, paid staff and volunteers.

#### **2. Recruitment**

In order to reach a wide section of the community, recruitment will be through a variety of means including the Volunteer Action Shetland, adverts in The Shetland Times, poster campaigns, leaflets, contact with schools, colleges, churches, community groups and by word of mouth. NHS Shetland, through the Patient Focus Public Involvement (PFPI) meetings, will regularly review the ways in which potential volunteers can offer their help.

NHS Shetland has an Equal Opportunities Policy and will not discriminate on the grounds of race or ethnic origin, colour or creed, political belief, social or economic class, gender, disability (physical or mental), sexual orientation, age, marital or parental status.

NHS Shetland is committed to involving volunteers from diverse backgrounds and believes that this is likely to lead to more effective service provision, particularly for groups vulnerable to social exclusion. Through regular monitoring of the Equal Opportunities Policy, NHS Shetland will ensure that volunteers from all sections of the community are welcomed. In order to ensure that no one is disadvantaged because of where they live, volunteering opportunities and training will be tailored to take account of applicable public transport timetables

### **3. Initial Contact**

People interested in voluntary work will be invited for an informal talk with their contact person and given an information pack and volunteer profile form to complete and return to their contact person.

### **4. Selection**

All volunteers must complete a volunteer profile form. Two written references are required.

As volunteers may be working with vulnerable people, they are asked to provide information on their volunteer profile form about any criminal convictions that they may have. Having a conviction does not necessarily preclude anybody from becoming a volunteer with NHS Shetland. All information received during the selection process is dealt with in strict confidence and will not necessarily prevent the person from becoming a volunteer. Volunteers will be allowed to commence the induction and training process once NHS Shetland is satisfied with the protection of vulnerable groups scheme (PVG). NHS Shetland will bear the expense of the PVG scheme.

A PVG with Disclosure Scotland will be required for volunteers who are volunteering to work with patients and/or vulnerable people.

Those volunteers who are already part of PPF or the PFPI Steering Group or other strategic groups where there will be no direct contact with patients would not be required to be registered with the PVG scheme.



The volunteer must complete a PVG form giving their details and permission for the check to be carried out. The information given is carefully protected and is only accessible by one or two members of staff within the Human Resources Department of the Board. The staff will ensure confidentiality is kept at all times. NHS Shetland recognises however that police checks are no substitute for good recruitment and selection procedures and therefore PVG is undertaken to complement good practice in the recruitment and supervision of volunteers. All prospective volunteers undergoing PVG will be advised that the process may take six to eight weeks.

Prospective volunteers will be offered an Occupational Health Check at interview if there are any specific health requirements necessary for the voluntary work.

All information received during the selection process is dealt with in strict confidence and will not necessarily prevent the person from becoming a volunteer.

Initially the prospective volunteer will have informal discussions with the contact person in the prospective department/community setting in which they wish to volunteer. The recruitment process will take place, in conjunction with the Human Resources Department, relevant department and voluntary body if applicable.

The overall responsibility for the selection and recruitment of volunteers lies with the Assistant Director of Nursing (Hospitals).

Prospective volunteers who offer their services will have their offers dealt with as quickly as possible. Where there is no suitable placement available, the volunteer will be informed of the reasons and where applicable referred to another agency such as the Volunteer Centre.

## **5. Records**

Records will be kept on volunteers including the volunteer profile form, references, placement details, correspondence and any other relevant information. These will be kept for the purposes of security and Health and Safety. They will be kept secure with strictly limited access, for which the procedures will be explained to all volunteers during their induction period and will be destroyed three years after the volunteer placement is terminated.

## **6. Induction**

A comprehensive induction session will be provided for all new volunteers and will include:

- Orientation to the area in which placed and general housekeeping
- The role of volunteers and the boundaries of that role
- ID badges and the importance of wearing them whilst on duty
- The appropriate procedure to take in the event of an emergency
- The need for confidentiality and action that will be taken should patient confidentiality be breached
- System for payment of expenses
- Health and Safety Policy Statement (and other relevant policies e.g. NHS Shetland's No Smoking Policy)
- Fire and evacuation procedure
- Grievance and disciplinary procedures for volunteers
- Their named contact person
- Arrangements for initial and ongoing training, support and supervision
- Disability and Carer Awareness
- Awareness of client/user group and the overall aims of NHS Shetland

## **7. Placement**

Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed during which there is no long-term obligation on either side. NHS Shetland reserves the right to ask volunteers to discontinue their voluntary work and will give the reasons in writing if requested.

## **8. Resolving Issues**

It is hoped that volunteers and Board staff will work co-operatively and that both parties will benefit from any work undertaken. Sometimes, however, difficulties may occur which cannot be resolved through normal support channels. In order to deal with such situations, both parties will be supported in dealing with any issues. The aim of which would be to assist both parties to find a mutually acceptable way of problem solving.

## **9. Support and Supervision**

Regular support/supervision should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the area of work they are involved in.

Each volunteer will have a clearly identified contact person who is responsible for the day-to-day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis. The staff of the ward, department or practice in which the volunteer is placed will also be expected to provide support as appropriate, and in the absence of the identified contact person.

Opportunities will also be provided through meetings, training and social events to meet other volunteers for mutual support and to discuss issues of common interest.

### **9.1 Volunteers awards.**

When a volunteer is aged between 16 and 25 years they can sign up for the Millennium Volunteer (MV) Awards for Volunteering, a set of nationally recognised awards which are endorsed by the Scottish Government. MV Awards, which are presented to young people who complete 50, 100 and 200 hours of volunteering. This award scheme will change in April 2012 to the Saltire Award which will incorporate a wider age group. These are an additional way that NHS Shetland can recognise the valuable contribution made by young volunteers.

Volunteering is a rapidly developing area of social involvement. Where there are staff involved with volunteers, NHS Shetland recognises the importance of networking with other volunteers' managers, both locally and nationally, and keeping abreast of good practice will be encouraged.

## **10. Expenses**

All previously agreed out-of-pocket expenses, including travel, can be claimed on production of receipts. The rate of reimbursement will be agreed in advance and will be reviewed periodically. A mileage allowance, within the tax-free rate, is paid for volunteers using their own cars, on completion of a Travel Expenses Claim Form.

## **11. Volunteer Driving**

The following points should be checked before a volunteer uses his/her own car in the course of their voluntary work. The following *DOES NOT* apply to those volunteers who are travelling to and from meetings to attend PPF, Strategic Groups or PFPI steering group meetings for example.

- Does the volunteer hold a valid driving licence for the particular vehicle being used?
- An annual check and a copy of the driving licence, kept in the volunteer's personal file, should be undertaken to ensure patient safety.
- Is such a use permissible within the terms of the volunteer's motor insurance policy?

To ensure volunteers are covered for insurance, it is essential that their insurance company is aware that they intend to drive in a voluntary capacity. NHS Shetland will note the insurance expiry date for its records and will ask the insurance company to send the details back to NHS Shetland to ensure up-to-date records.

## **12. Insurance**

NHS Shetland ensures that volunteers have appropriate cover in terms of Public Liability. NHS Shetland will make volunteers aware of their cover.

## **13. Monitoring and Evaluation**

Involvement of volunteers within NHS Shetland should be consistently monitored and evaluated with reference to this policy and will include:

- A comprehensive data base of volunteers and volunteering activities must be updated annually.
- NHS Shetland will seek the views of volunteers and patient representatives to identify successful and new volunteering opportunities within all healthcare settings of NHS Shetland

## **Appendix 2 - List of Activities Undertaken by Volunteers**

Examples of tasks and duties undertaken by Volunteers both in the Hospital and Community setting:

- Writing letters for patients and posting letters/parcels for patients/staff;
- Running errands and acting as a messenger service;
- Shopping and personal errands for patients;
- Assisting with general clerical procedures including making up documentation packs prior to patients' admissions; new patient registrations. Under no circumstances would a volunteer have access to patient records;
- Delivery of prescriptions and/or continence packs;
- Transporting patients to and from the health centre/hospital;
- Training to become a volunteer for the Nail Cutting Service;
- Short-term entertainment of siblings whilst Parent attends Parenting Classes;
- Short term caring role whilst main Carer attends various health related appointments;
- Keeping Notice Boards/information areas up-to date in the outpatients department; health centres, dental practices, etc
- Talking, reading to, playing games with patients/relatives/visitors and helping on wards with simple tasks (not nursing);
- Assisting visitors who are disabled or elderly;
- Changing water, cleaning vases/rearranging flowers for patients;

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version 6

- Fetching refreshments for patients and others;
- Fetching wheelchairs for visitors;
- Supporting Patients at meal times ;
- Delivering flowers, cards/messages to patients on wards;
- Any other duties of a similar nature as and when required in any department; or Health Centre/Dental Practice;
- Providing assistance within non-clinical support services;
- Participation in Strategic Groups e.g. Cancer and Palliative Care Taskforce, CHD Group, Community Health Partnership Long Term Conditions Action Plan, Locality Diabetes Steering Action Group;
- Participation in Public Partnership Forum
- Participation in PFPI Steering Group.
- Participation in Nutritional Steering Group
- Participation in Environmental walk around
- Participation in Leadership walk around

This list is not exhaustive and consideration will be given to suggestions made as to the involvement of volunteers in NHS Shetland.

# 1. Rapid Impact Checklist

NHS Shetland

## An Equality and Diversity Impact Assessment Tool: Volunteering policy

**Which groups of the population do you think will be affected by this proposal?**

**Other groups:**

- Minority ethnic people (incl. Gypsy/travellers, refugees & asylum seekers)
- Women and men
- People with mental health problems
- People in religious/faith groups
- Older people, children and young people
- People of low income
- Homeless people
- Disabled people
- People involved in criminal justice system
- Staff
- Lesbian, gay, bisexual and transgender people

N.B The word proposal is used below as shorthand for any policy, procedure, strategy or proposal that might be assessed

What positive and negative impacts do you think there may be?

Which groups will be affected by these impacts?

**What impact will the proposal have on lifestyles?**

For example, will the changes affect:

- Diet and nutrition
- Exercise and physical activity
  
- Substance use: tobacco, alcohol and drugs?
- Risk taking behaviour?
- Education and learning or skills?

none

<p><b>Will the proposal have any impact on the social environment?</b>  Things that might be affected include:</p> <ul style="list-style-type: none"> <li>• Social status</li> <li>• Employment (paid or unpaid)</li> <li>• Social/Family support</li> <li>• Stress</li> <li>• Income</li> </ul>	<p>Positive – providing opportunities for members of the public to undertake voluntary work within the NHS</p> <p>Positive – providing additional support and help for paid staff.</p>
<p><b>Will the proposal have any impact on the following?</b></p> <ul style="list-style-type: none"> <li>• Discrimination?</li> <li>• Equality of opportunity?</li> <li>• Relations between groups?</li> </ul>	<p>None. The whole ethos of the policy is for all members of the community to be involved and contribute to NHs Shetland</p>
<p><b>Will the proposal have an impact on the physical environment?</b>  For example, will there be impacts on:</p> <ul style="list-style-type: none"> <li>• Living conditions?</li> <li>• Working conditions?</li> <li>• Pollution or climate change?</li> <li>• Accidental injuries or public safety?</li> <li>• Transmission of infectious disease?</li> </ul>	<p>Positive – volunteering will complement, support and supplement the work of paid employees. Volunteering to become a course leader on the long term conditions course will actively promote the individuals self management / self care. By engaging volunteers in a ward setting, in particular, will enhance the environment for patients.</p>
<p><b>Will the proposal affect access to and experience of services?</b>  For example,</p> <ul style="list-style-type: none"> <li>• Health care</li> <li>• Transport</li> <li>• Social services</li> <li>• Housing services</li> <li>• Education</li> </ul>	<p>Volunteers will enhance the patient experience within the health service and will assist in supporting access to the service</p>



Rapid Impact Checklist: Summary Sheet

**Positive Impacts (Note the groups affected)**

All groups  
Positive - providing opportunities for the public to be involved in volunteering with the NHS  
This will allow for additional support for paid staff

**Negative Impacts (Note the groups affected)**

None

Additional Information and Evidence Required

None

Recommendations

**From the outcome of the RIC, have negative impacts been identified for race or other equality groups? Has a full EQIA process been recommended? If not, why not?**

None