

HPFT

# Recruitment and Management of Volunteers Policy

HPFT Policy which explains the procedures for recruitment, selection and vetting of all staff including substantive staff and those on fixed term contracts, temporary staff, volunteers, students, trainees, contractors, locums and agency staff

Version	5
Executive Lead	Executive Director of People & Organisational Development
Lead Author	Associate Director of People and Inclusion & Engagement Team Manager
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Expiry Date	24/08/2024
Target Audience	This Policy must be understood by all line managers involved in recruitment of volunteers.

## Document on a page

Document on a Page			
<b>Title of document</b>	Recruitment and Management of Volunteers		
<b>Document Type</b>	Policy		
<b>Ratifying Committee</b>	Joint Consultative and Negotiation Committee		
<b>Version</b>	<b>Issue Date</b>	<b>Review Date</b>	<b>Lead Author</b>
5	24/08/2021	24/08/2024	Associate Director of People & Inclusion & Engagement Team Manager
<b>Staff need to know about this policy because</b>	<p>We depend on the efficiency and commitment of all employees to deliver a responsive high quality service. We must therefore attract, recruit a diverse pool of volunteers.</p> <p>This policy incorporates legal requirements and recommended good practice with respect to recruitment, selection and pre-checks of volunteers and is designed to support the principles set out in the Equal Opportunities Policy.</p>		
<b>Staff are encouraged to read the whole policy but I (the Author) have chosen three key messages from the document to share:</b>	<p>When recruiting volunteers to Hertfordshire Partnership University NHS Foundation Trust, people will be treated equally regardless of their role, relationship status, age, race, nationality, disability, ethnic or national origin, social background, sexual orientation, religion, beliefs or non-beliefs, union membership, gender reassignment or any other unreasonable grounds.</p> <p>The Policy promotes a planned, objective approach the recruitment on volunteers and the Recruitment Team.</p>		
<b>Summary of significant changes from previous version are:</b>	<p>The policy has been aligned to the Recruitment &amp; Selection policy. There are changes to the flowchart and the way in which volunteers are recruited to the trust.</p> <p>All interviews for volunteers will consist of two panel members.</p> <p>Volunteer Role Descriptions and Person Specifications must be in the correct format and in the agreed Trust Template.</p> <p>All volunteer recruitment adverts must contain a closing date at advert.</p>		

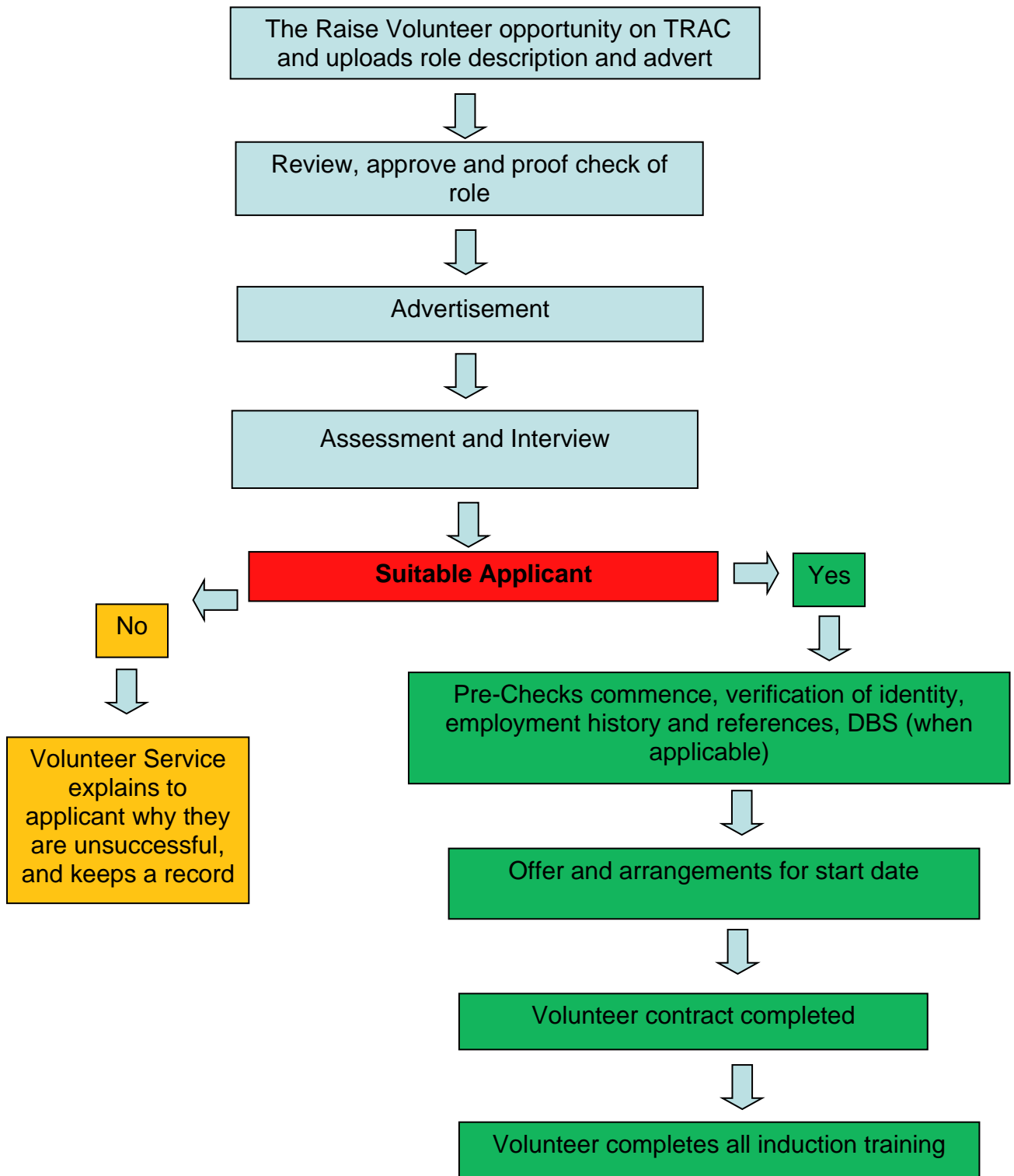
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## PART 1 – Preliminary Issues:

### 1. Volunteer Recruitment Process Overview



## 2. Summary

We depend on the efficiency and commitment of all employees to deliver a responsive high quality service. We recognise the tremendous value that volunteers bring to our work.

In addition, various national initiatives have highlighted the role of volunteers – both the huge benefits that such work can bring to organisations and individuals and the vital importance of good management and support.

When recruiting to Hertfordshire Partnership University NHS Foundation Trust, people will be treated equally regardless of their role, relationship status, age, race, nationality, disability, ethnic or national origin, social background, sexual orientation, religion, beliefs or non-beliefs, union membership, gender reassignment or any other unreasonable grounds.

This policy incorporates legal requirements and recommended good practice with respect to recruitment, selection and pre-employment checks for volunteers and is designed to support the principles set out in the Equal Opportunities Policy. There will be a consistent approach throughout Hertfordshire Partnership University NHS Foundation Trust.

### 2.1 Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

#### Our values set the tone for:

- The way we plan and make decisions
- The way we behave with service users and each other
- The kind of colleagues we recruit
- The way we induct, appraise and develop our staff

## 3. Purpose

- Promote a planned, objective approach to volunteer recruitment by line managers and the Recruitment Team
- Help recruiters to analyse the knowledge and skills required for the job
- Help recruiters to assess whether candidates fulfil these requirements
- Ensure that adequate vetting and barring procedure checks are in place for all volunteers to the Trust. DBS when appropriate

- Ensure that all maintenance of vetting procedures, i.e. references, identity checks etc. are complied with by the Recruitment Team and Recruiting Managers

An auditable trail of evidence should be available to demonstrate full compliance

#### **4. Definitions**

##### **Volunteering**

Is '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. No payments, other than out of pocket expenses, are offered to volunteers. A volunteer may or may not have lived experience of mental health services though it is not specifically required for the volunteer placement.

##### **Placement Lead**

Lead person for the placement within the service and main point of contact for the within the service

##### **Volunteer Placement**

The post or role that the volunteer undertakes within the Trust.

##### **Volunteer Service**

The name of the service co-ordinating volunteering within the Trust.

##### **Inclusion & Engagement Team**

Team responsible for oversight of volunteering and involvement activities within the Trust.

##### **HR team**

The Team responsible for ensuring all checks are processed through TRAC.

##### **TRAC**

The name of the recruitment system used by HPFT.

##### **Better Impact**

Volunteer records system used by the Trust.

#### **5. Duties and Responsibilities**

##### **Volunteer Service:**

- All activities relating to the recruitment of the volunteer, including interviews and checks
- Induction training and provision of other training identified
- Six monthly reviews with volunteer-(twelve weeks with new volunteers)
- Processing of expense claims
- Visits to service to check progress with placements
- On-going support to volunteers and Placement Leads, as required
- Maintaining records of volunteering activity

- Maintaining records for each individual volunteer
- Preparing reports on volunteering activity

**Placement Lead:**

- Develop volunteer role profile for their area
- Conduct local risk assessment
- Informal interview with volunteer prior to confirmation of placement
- Local induction with volunteer and complete checklist
- Delegation of daily tasks
- Initial 4 week review with volunteer
- On-going managerial support and supervision
- Sign off timesheets for volunteers
- Feeding back progress with placement to Volunteer Service, including raising any issues or concerns

**HR Team**

To support with the recruitment of volunteers and answer any queries regarding to TRAC and conduct checks on Volunteers



## Part 2 - What needs to be done and who by

### 6. Process

#### 6.1 Process Overview

All potential volunteers must complete an application form via TRAC once screened the team will then arrange an informal interview if the applicant is eligible. The interview will be carried out by a panel of two which will always consist of the Volunteer Involvement Coordinator.

At interview, the reasons why the individual wishes to volunteer and their skill sets and preferences will be discussed. The Volunteer Service can then establish if there is a suitable placement available.

If the individual is interested in the placement, then an informal discussion with the Placement Lead will be arranged by the Volunteer Service. Following this informal discussion, the individual and the Placement Lead will decide whether to go ahead with the placement.

#### 6.2 Checks at recruitment

Volunteers undertaking activities with HPFT are required to ensure a range of checks are completed.

- Disclosure Barring Service Check - It is essential that all prospective volunteers & some experts by experience undergo a DBS check. This could be standard or enhanced depending on the role.
- Any criminal conviction, caution or reprimand received while a volunteer is with the Trust must be declared so that a decision can be made as to whether the volunteer is able to continue. All general volunteers need to undertake these, and in addition this is required for some activities undertaken by experts by experience. Previous offences will not necessarily preclude people from working as volunteers or experts by experience – but individual circumstances and the role on offer will be considered and a risk assessment undertaken.
- Two written references required for general volunteering.

#### 6.3 Checks by HR

The HR service is responsible for ensuring all checks are completed via the TRAC recruitment system in line with Trust policy. The completion of these is then logged on the HPFT Volunteer Records system (Better Impact).

The six NHS employment checks have been adapted below for volunteering and will be followed when recruiting volunteers (reduced to five), however it must be clarified that volunteering is not the same as paid work, it just ensure simplicity and rigour in the checks completed.

1. Identity checks
2. Reference checks
3. Right to volunteer checks
4. Occupational health checks
5. Criminal record checks

## **6.4 Process for Record keeping**

To enable Volunteers to undertake activities within the Trust, we are required to hold a record of some key information for a number of reasons:

- It enables us to ensure we hold contact details for people so that we can contact them about opportunities.
- It ensures we comply with legal requirements to ensure that anyone undertaking activity with the organisation is registered and, therefore, covered by the Trust liability insurance. The way we do this is to keep a record (as we do for staff and volunteers).

The Trust uses the 'Volunteer record system provided by 'Better Impact' to hold these records. This system operates online and is fully compliant with EU data protection regulations and, more locally, compliant with NHS Information Governance Requirements.

All Volunteers will be provided with a log in for the system so that they are able to see all of the information held on their record and make any changes as needed. The system also allows opportunity to track volunteer activity through logging of hours which can be particularly useful if setting goals for undertaking volunteering and gaining new experience.

Additionally, in order to claim out of pocket expenses, volunteers will be registered on the Trust payroll system as volunteers to enable direct bank transfer of expenses.

## **7. Raising a Volunteer Role Request on TRAC**

The Volunteer Involvement Coordinator can log on to TRAC and raise a volunteering opportunity and must include the role description and any Person Specifications must be in the correct format and in the agreed Trust Template. Complete all the relevant fields before submitting your request.

- The details of the post
- The essential and desirable criteria for the post
- The volunteering location
- Contact details
- Shortlisting and Interview date

### **7.1 Role Descriptions & Person Specifications**

All role descriptions must be formulated in line with the Equal Opportunities Policy and must accurately reflect the requirements requested.

To ensure consistency of approach a compulsory format is available on the Trust's internal web site.

All person specifications will be in line with the Equal Opportunities Policy and must accurately reflect the personal qualities required to carry out the job.

To ensure consistency of approach a compulsory format is available on the Trust's web site.

## **8. Further considerations**

All volunteer recruitment adverts must contain a closing date at advert. If these details are missing, the role will not be advertised until this information is supplied.

Short-listing should take place within 3 working days after the closing date with interview taking place within 2 weeks of short-listing. The interview date should be referenced on the advert wherever possible.

## **9. Advertising**

All roles will be advertised on the NHS Jobs Website and Health Jobs UK. It is usual to advertise for 10 working days externally and internally to ensure sufficient applications are received.

All adverts will include our Equality Statement, guidance for candidates (**Appendix 4**) with respect to completing the application.

## **10. Shortlisting**

Two people are required to shortlist and one must be the Volunteer Involvement Coordinator as minimum criteria on TRAC; any conflict of interest must be declared at this time.

When shortlisting the panel should use the essential criteria in the person specification against the information recorded on the application form in order to identify whether an applicant meets the essential criteria and should be shortlisted for interview for a volunteer role.

When reviewing applications, the Recruiting Manager should record the shortlisting decisions for on Trac. It is essential to record the shortlisting decision with an indication as to why an application was shortlisted and providing reasons for decision in the note section.

Short-listing must be based on the information contained in the application form using the person specification as the base level criteria. Additional criteria may be considered. Shortlisting criteria must be consistently applied to all applicants.

When short-listing, each individual member of the panel should complete the short-listing by matching each candidate against the criteria on the person specification. Only information which can be gleaned from the Application Form should be included.

Clear notes and records of shortlisting decisions must be made by the Recruiting Manager, who would normally be the chair of the interview panel. Shortlisting must be completed on TRAC. Guidance on how to complete shortlisting is available via the TRAC team.

All applicants with a disability who meet the minimum shortlisting requirements for the position will be shortlisted for the post will be guaranteed an interview. This is in line with the Trust's commitment to being a "Disability Confident Employer". The TRAC system will highlight to Recruiting Managers applicants that have indicated they have a disability.

The shortlist of candidates should be completed within 3 working days of receipt of the applicant list, and no less than 10 working days before the interview date. Once the shortlist has been agreed the Recruiting Manager will advise the TRAC team of the interview details by moving the vacancy to the interview stage.

## **11. Invitation to Interview**

The TRAC team will invite applicants advising them that they have been shortlisted and invite them to book an interview slot (offered on a first come first basis).

In line with the Trust's commitment to being a Disability Confident Employer, all applicants will be asked whether they have any special requirements that need meeting to facilitate their attendance or performance at assessment and / or interview.

### **11.1 Expenses**

Please note that expenses to and from interviews are not paid by the Trust.

## **12. Interview**

### **12.1 Interview Panel**

Interviewing will be carried out by a panel in line with the principles of the Equal Opportunities Policy. They should **never** be conducted by one person.

Diversity is significant importance when identifying appropriate panel members as it demonstrate the Trust's commitment to diversity as well as illustrate the importance of diverse range of people participating in decision making process. If you are the Chair you should advise your panel to keep to topics that are relevant to the selection process. Marital, family, domestic and age-related matters are likely to be irrelevant and could lead you unwittingly into unfair discrimination.

## 12.2 Interview Format

A structured interview should be designed to discover all relevant information and to assess the competencies of the applicant. Interview questions should feel like a conversation in which you are finding out as much as possible why the applicant wants to volunteer and to look at areas of experience. The requirements and circumstances of the volunteer role must not be of a discriminatory nature. In line with equal opportunities legislation, all candidates must be asked the same questions. However discrepancies on the application form must be checked at the interview stage.

Interviewers should establish that candidates have fully understood the volunteering role and the requirements.

## 12.3 Key Checks at Interview stage

Recruiting Managers must ask to see and take copies of the candidate's identification documents prior to the interview commencing. NHS Employment Checking standards stipulate a basic ID check should be carried out at interview stage (please refer to 5 points check on page 10).

All candidates must provide acceptable documents containing their photograph (where available), such as a passport or UK photo driving licence, and original documents providing their current address, such as a utility or bank statement.

A full list of acceptable ID documents can be found in **Appendix 3**.

The Recruitment Team will carry out a new ID checks if the candidate did not provide the appropriate ID documents or if the Recruiting Manager fails to send adequately signed and scanned versions of ID check documents (as outlined on page 10).

In circumstances where a disclosure is positive, at interview, or in a separate discussion, the Recruitment Team shall ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position.

Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of a volunteering opportunity.

References should seek to validate the application and may not always be work related. A candidate may have been out of work for a long period of time or may have limited experiences. It is essential that two references are received to ensure people are adequately checked.

It will speed up the process if referee details are double checked with the candidate at this stage and the panel is satisfied that those provided are appropriate.

Regardless of whether applicants declare a criminal record the question must still be asked at interview. The NHS are exempt from the Rehabilitation of Offenders Act and can decide (if the risk is considered to be too high) not to offer anyone with a criminal background a volunteering opportunity.

Interviewers must keep adequate and appropriate notes of the interview, ensuring that all questions asked are recorded along with the responses from the applicant. Reasons for selection and non-selection must also be recorded. Candidates are entitled to ask to view such notes and it is therefore important that all notes are legible and accurate. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). Under GDPR, the data protection principles set out the main responsibilities for organisations utilising data: fairly, lawfully and transparently; for specified purposes; using the minimum amount necessary; accurately; for only as long as it is needed; securely. For further information please see the Trusts Information Governance Policy.

A successful candidate form will need to be completed and all interview notes, for successful candidates, along with the interview questions template and a photocopy of ID, is required to be sent and uploaded to the Recruitment Team.

### **13. Offer of Volunteer Role**

The Recruiting Manager must inform HR immediately once a decision is reached to offer a volunteering role. The process would be by logging onto TRAC and 'creating an offer'. Recruiting Managers must send all completed documents to the Recruitment Team in order for them to send out an offer of appointment letter to successful volunteer(s).

There are however some restrictions on who can volunteer that do not apply to everyone:

- **Volunteers within the EU** - There are no current restrictions on volunteers from EU countries coming to the UK to volunteer. This may change as a result of the Brexit deal.
- **Volunteers from Overseas** - Rules for potential volunteers from outside the European Union or EEA (European Economic Area) are advised to check with the UK Border Agency. There are a number of visa or types of entry clearance conditions and potential volunteers will need to check if they are permitted to volunteer in addition to their main purpose for entering the country. Volunteers who have refugee status or who have exceptional leave to remain are permitted to volunteer.
- **Current Service Users** – although encouraged to apply to undertake a volunteering opportunity, the Trust discourages people to volunteer within a department currently providing a service to them. It is recommended that service users wait at least six months after leaving a service before seeking voluntary opportunities within a service they have used. This is to ensure clear boundaries are in place that may otherwise cause difficulty in the responsibility of exercising our duty of care when an individual is acting in two different capacities in the same setting.
- **Criminal Convictions** - Volunteers with criminal convictions must declare this at application and interview. The Manager must then follow the Risk Procedure outlined in the 'Disclosure and Recruitment of Offenders Policy' .

**Paperwork to be returned:**

Copies of ID Documents (signed and dated verifying originals have been seen).

The Recruiting Manager must communicate the outcome of the interviews to the successful and unsuccessful candidates and confirm to the Recruitment team via the recruitment system. Candidates should be given the opportunity to receive feedback. All verbal offers made MUST be subject to NHS pre-employment checks. Managers should maintain good communication with candidates throughout post interview period.

Once the details of the successful applicant have been recorded in TRAC the Recruitment Team they will arrange for a conditional offer letter to be sent out. The offer letter is subject to satisfactory checks being received.

**13.1 Unsuccessful applicants**

If a suitable voluntary role has not become available or the volunteer applicant has not met the requirements of the role; the volunteer applicant will be notified in writing and if appropriate signposted to other volunteering opportunities.

**14. Pre-Employment Checks**

The Trust will fully comply with the NHS Employment check standards and the Recruitment Team will ensure that National standards for NHS employment are followed across five of the six standards for volunteers – which include:

- Identity checks
- Reference checks
- Right to volunteer checks
- Occupational health checks
- Criminal record checks

These checks must be followed for any recruitment to the Trust. The Recruitment Team and Recruiting Managers will comply with these standards and all HR processes support compliance with these standards.

The full versions of the checking standards can be found by clicking on the link below:

<http://www.nhsemployers.org/your-workforcerecruit/employment-checks/nhs-employment-check-standards>

Please refer to the DBS (Disclosure and Barring service) Policy for any DBS disclosures that are returned with adverse information.

The procedures will be followed for all staff including substantive staff and those on fixed term contracts, temporary staff, volunteers, students, trainees and locums.



## **15. Record keeping**

To enable Volunteers to undertake activities within the Trust, we are required to hold a record of some key information for a number of reasons:

- It enables us to ensure we hold contact details for people so that we can contact them about opportunities
- It ensures we comply with legal requirements to ensure that anyone undertaking activity with the organisation is registered and, therefore, covered by the Trust liability insurance. The way we do this is to keep a record (as we do for staff and volunteers)

The Trust uses the 'Volunteer Impact' system provided by 'Better Impact' to hold these records. This system operates online and is fully compliant with EU data protection regulations and, more locally, compliant with NHS Information Governance Requirements.

All Volunteers will be provided with a log in for the system so that they are able to see all of the information held on their record and make any changes as needed. The system also allows opportunity to track volunteer activity through logging of hours which can be particularly useful if setting goals for undertaking volunteering and gaining new experience.

Additionally, in order to claim out of pocket expenses, volunteers will be registered on the Trust payroll system as volunteers to enable direct bank transfer of expenses.

## **16. Out of pocket Expenses**

All volunteers will be entitled to claim expenses for;

- Reimbursement of Public Transport Costs (train or bus with receipts or tickets)
- Reimbursement of mileage – paid at 45p per mile (including cycling)
- Reimbursement of parking (with receipt)

These will be paid from the departmental budget of where the volunteer activity is taking place.

Volunteers should complete the appropriate expenses claim form. This should be submitted monthly and is paid by direct bank transfer.

On occasion, and with prior agreement, the Trust may arrange local transport to enable someone to take part in an activity. This will usually only happen in exceptional circumstances including where the volunteer has a disability (as defined within the Equality Act 2010) that prevents them from using public transport or driving.

When completing an expense claim, all expenses claims forms:

- should be completed and signed by the claimant (i.e. the volunteer)
- must be authorised by an authorised signatory
- Over 3 months old will not be authorised unless in exceptional circumstances



Expense claims will not be paid unless they are correctly recorded and authorised on the correct expenses claim form. Any claims not completed to a satisfactory level will be returned to the volunteer for resubmission.

Authorised signatories are expected to audit an appropriate sample of the travel claims each quarter to ensure claims are legitimate.

HPFT will not reimburse fines for parking, speeding or other motoring offences.

For further information, please refer to the Involvement Payment and Expenses Guidelines Policy.

## **17. Sickness & Absence**

The volunteers should contact their placement lead as soon as they know they will not be available. There may be occasions when volunteers may wish to take a break from volunteering, volunteers should notify their placement lead of this.

## **18. Ending the volunteering relationship**

When a volunteer ceases volunteering there are a number of things that need to take place:

- The volunteer will be offered an exit interview with the Volunteer Involvement Coordinator, the purpose of this will be to record their experiences, this information will be used to improve HPFT volunteering programme
- This will also include the Team leader's view of the impact the placement has made towards the overall SBU business plan
- The placement lead should collect any equipment, badges, and passes etc. that have been issues to the volunteer
- The Volunteer Coordinator lead will ensure that the Better Impact system is updated accordingly

## **19. Health & Safety**

All volunteers have an obligation to comply with health and safety legislation and to report any issues. The volunteer has a responsibility to take their own welfare seriously. Health and safety training will be mandatory and will be covered as part of the induction process.

The volunteer is entitled to make use of the Trusts occupational health service in the event of a volunteer related injury.

## **20. Third Party volunteers**

A third-party organisation is an organisation that supplies volunteers to work on Trust premises such as Mind organisations or PAT dogs. They retain responsibility for recruiting and managing volunteers and ensure the volunteer is registered with the

third-party organisation. It is the responsibility of the placement lead of the service in which they are operating to ensure that any volunteer working for a third-party organisation is registered. In collaboration with the volunteer service a clarification letter should be sought from the third-party agency confirming that appropriate checks have been completed for the specific volunteers and confirming their suitability for the placement. The letter template in appendix 5.

Further information around problem solving is provided in Appendix 6.

## **21. Safeguarding – statement minimising risk**

HPFT is committed to the safeguarding of vulnerable people and ensuring their mental and physical wellbeing is not compromised. We all have a responsibility to help prevent the physical, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.

We will support our volunteers with regards to safeguarding and are committed to providing them with advice and appropriate training about best practice in this area. Safeguarding training is mandatory and all volunteers should ensure that they are familiar with the HPFT Safeguarding Policy and Procedure and know who to contact if they have a concern about safeguarding.

## **22. Recognition**

HPFT recognises the valuable contribution of our volunteers in helping us HPFT recognises that although volunteers do not seek financial reward, they do appreciate and value recognition in other ways. All staff responsible for managing volunteers will be encouraged to ensure appropriate acknowledgement is given. This could range from a simple 'thank you' to a social event, acknowledging their involvement with projects in press releases, and through regular review meetings.

As the volunteer service develops, the Trust will consider how volunteers are recognised in line with existing recognition events (E.g. Inspire staff awards, long service awards etc).

## **23. Insurance**

All volunteers are covered under the terms of the Trust's Liability to Third Parties Scheme which insures as "relevant persons" anyone whom the Trust authorises to act on its behalf – whether employed by another agency or in a voluntary capacity – however they must be registered for this cover to be in place (see 7.2). Volunteers who are **not** recorded on the Trust Volunteer database will therefore not be entitled to undertake activities within the organisation and therefore not entitled to make any claim against the Trust's policy **Counter Fraud**

The Trust is committed to preventing fraud and as a result, any suspicions or concerns regarding, for example, a volunteer's criminal records check, or expenses claims that appear inflated, should be reported to the Local Counter Fraud Specialist

(LCFS), in addition to any further breaches of this policy. Failure to adhere to this policy may result in disciplinary action and/or criminal prosecution.

Monitoring is essential to ensuring that controls are appropriate and robust enough to prevent or reduce fraud. Arrangements might include reviewing system controls on an on-going basis and identifying weaknesses in processes. Where deficiencies are identified as a result of monitoring, the Trust will ensure that appropriate recommendations and action plans are developed and progress of the implementation of recommendations is tracked.

As a result of reactive and proactive work completed throughout the financial year, closure reports are prepared and issued by the LCFS. System and procedural weaknesses are identified in each report and highlight suggested recommendations for improvement. The Trust, together with the LCFS will track the recommendations and monitor the effectiveness of this policy to ensure that they have been implemented.

For further information regarding fraud and bribery, please review your Counter Fraud and Anti-Bribery Policies.

## 24. Training/Awareness

Volunteers will be expected to undertake induction training prior to beginning their placement. A local induction will also take place at the location of the volunteering role provided by the placement lead. Induction must be well structured and mandatory

All new volunteers should have post induction review after 8 -12 weeks, carried out by the placement lead in collaboration with the Volunteer Involvement Coordinator.

Additional training may be required and provided for specialist volunteering placements.

### Training Template:

Course:	For:	Delivery Mode	Report to:
Fire Safety	All Volunteers	Induction Face to Face	<a href="mailto:hpft.learning@nhs.net">hpft.learning@nhs.net</a> and <a href="mailto:hpft.volunteering@nhs.net">hpft.volunteering@nhs.net</a>  Must be recorded on Volunteer file via the 'better Impact' system
Health and Safety	All Volunteers	Induction Face to Face	
Equality, Diversity and Inclusion	All Volunteers	Induction Face to Face	
Information Governance	All Volunteers	Induction Face to Face	
Safeguarding	All Volunteers	Face to Face	
Wellbeing	All Volunteers	Face to Face	
RESPECT	All Volunteers	Induction	
Values	All Volunteers	Induction	

The policy will be available to all staff on the Trust's intranet

## 25. Process for monitoring compliance with this document

The organisation's objective is to demonstrate monitoring as a minimum in relation to:

Action:	Lead	Method	Frequency	Report to:
Audit of Volunteers checked for compliance with standards	Human Resources service lead	Monitoring by HR service	Annually	JCNC
Audit of number of Volunteers trust wide	Human Resources service lead	Monitoring by HR service	Quarterly	IEG

All procedural documents must be retained for a period of 10 years from the date the document is superseded as set out in the Trust Business and Corporate (Non-Health) Records Retention Schedule.

A database of archived procedural documents is kept as an electronic archive by the Director of Workforce and Organisational Development. This archive is held on a central server.

## 26. Embedding a culture of equality and respect

The Trust promotes fairness and respect in relation to the treatment, care and support of service users, carers and staff.

Respect means ensuring that the particular needs of staff, service users and carers are upheld at all times and individually assessed on entry to employment with the Trust. This includes the needs of people based on their age, disability, ethnicity, gender, gender reassignment status, relationship status, religion or belief, sexual orientation and in some instances, pregnancy and maternity.

Working in this way builds a culture where staff can flourish and be fully involved in their employment. Where discrimination, inappropriate behaviour or some other barrier occurs, the Trust expects the full cooperation of staff in addressing and recording these issues through appropriate Trust processes.

Employment and service provision must take full account of needs relating to all protected characteristics. Where staff need further information regarding these groups, they should speak to their manager or a member of the Trust Inclusion & Engagement team.

Where staff experience barriers to accessing employment with the Trust, we are required to take appropriate remedial action. The following table summarises what different levels of support staff should expect from the organisation with respect to equality of opportunity:

<b>Service user, carer and/or staff access needs</b> (including disability)	Appropriate adjustments and provision will always be made to address how the needs of people with disabilities and differing communication needs are given within the recruitment and selection process. We can facilitate support in completing application forms, arrange for the use of interpreters (e.g.BSL) for interviews, ensure the rooms used for interviews are fully accessible. All reasonable adjustments will always be made. Assessments will also take into consideration any disability.
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	We would work with organisations to inform our approach where necessary – e.g. the British Dyslexia association.
<b>Involvement</b>	<p>A Service User/Carer representative will be included on interview panels. There is a cohort of trained service users who are available to attend all interviews within the Trust.</p> <p>HPFT will ensure service users and carers have access to training to assist them undertake this role.</p>
<b>Relationships &amp; Sexual Orientation</b>	<p>No personal or monitoring information is shared with the Recruiting Manager during the shortlisting process. This is to ensure a balanced approach to decision making free from judgement.</p> <p>All decisions at interview / assessment stage should be clearly aligned to the knowledge, skills and experience as outlined in the person specification only.</p> <p>This information is then used to review and monitor our recruitment processes and to track whether our recruitment activity is inclusive and outcomes reflective of the local population served.</p> <p>As a Stonewall top 100 employer, the Trust strives to ensure opportunities are equally accessible to Lesbian, Gay &amp; Bisexual people.</p>
<b>Culture &amp; Ethnicity</b>	<p>As previously detailed, no personal or monitoring information is shared with the Recruiting Manager during the shortlisting process. This is to ensure a balanced approach to decision making free from judgement.</p> <p>In addition, interview times are pre-arranged in consultation with the applicant and therefore arrangements can be made to avoid prayer times or certain days of the week.</p> <p>If assessments and interviews are taking place over an extended period and catering is being provided, the ability to inform us of dietary requirements will always be available.</p>
<b>Spirituality</b>	As above – no personal / monitoring information is shared with the Recruiting Manager at the initial selection stages and interview times can be rearranged should they conflict with time of personal spiritual observance such as prayer.
<b>Age</b>	As above – no personal / monitoring information is shared with the Recruiting Manager at the initial selection stages. The Trust is keen to recruit staff of all ages (as appropriate) and also offers work placements for various ages (from school age) as well as University placements and Graduate scheme placements.
<b>Gender &amp; Gender Reassignment</b>	<p>The Trust works hard to ensure that men and women enjoy equality of opportunity in relation to each other. To enable this, once recruited, the Trust works to national Agenda for Change guidelines in ensuring an equal approach to pay allocation.</p> <p>The Trust also has guidance in place for managers around supporting those who have, will be or are going through a process of gender reassignment. This information is not collected routinely with other diversity information however all pre-employment checks will take account on any sensitivities around this area based on information shared by applicants.</p>
<b>Advancing equality of opportunity</b>	Monitoring information will be used by the workforce team to monitor the diversity of candidates at every stage of the process, from application to shortlisting, interview and appointment to investigate whether our processes are delivering a workforce reflective of the community we serve.

Candidates who are pregnant or in a period of maternity will be equally considered for the posts to which they apply and are shortlisted for on the basis of their meeting the requirements of the person specification.

## **27. Promoting and Considering Individual Wellbeing**

Under the Care Act 2014, Section 1, the Trust has a duty to promote wellbeing when carrying out any of their care and support functions in respect of a person.

Wellbeing is described as relating to the following areas in particular:

- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over day to day life including over the care and support provided and the way in which it is provided
- Participation in work, training, education, or recreation
- Social and economic wellbeing
- Domestic, family and personal
- Suitability of living accommodation
- The individual's contribution to society

There is no hierarchy and all should be considered of equal importance when considering an individual's wellbeing. How an individual's wellbeing is considered will depend on their individual circumstances including their needs, goals, wishes and personal choices and how these impact on their wellbeing.

In addition to the general principle of promoting wellbeing there are a number of other key principles and standards which the Trust must have regard to when carrying out activities or functions:

- The importance of beginning with the assumption that the individual is best placed to judge their wellbeing
- The individual's views, wishes, feelings and beliefs
- The importance of preventing or delaying the development of needs for care and support and the importance of reducing needs that already exist
- The need to ensure that decisions are made having regard to all the individual's circumstances
- The importance of the individual participating as fully as possible
- The importance of achieving a balance between the individual's wellbeing and that of any carers or relatives who are involved with the individual
- The need to protect people from abuse or neglect
- The need to ensure that any restriction on the individual's rights or freedom of action that is involved in the exercise of the function is kept to the minimum necessary

## Part 3 – Document Control & Standards Information

Every procedural document will require a document control information section which will contain the following:

### 28. Version Control

Version	Date of Issue	Author	Status	Comment
V1	March 2011	H R Advisor	Superseded	
V2	1 <sup>st</sup> May 2014	Customer Inclusion and Engagement Manager	Superseded	
V3	July 2016	Customer Inclusion and Engagement Team Manager	Superseded	
V4	May 2017	Inclusion and Engagement Team Manager	Superseded	
V4.1	May 2017	Inclusion and Engagement Team Manager	Superseded	Minor changes due to amendments in process
V4.2	June 2017	Inclusion and Engagement Team Manager	Superseded	Reviewed under GDP
V5	24 <sup>th</sup> August 2021	Associate Director of People and Inclusion and Engagement Team Manager	Current	Full Review

### 29. Relevant Standards

Relevant standards might be external and those upon which the procedural document is based or guide by.

### 30. Associated Documents

This procedural document should be used in conjunction with the following HPFT policies/documents all of which are available on the staff website:

- Equal Opportunities
- Recruitment and Selection Policy
- Recruitment of Experts by Experience
- Employment of Relatives and Friends
- Code of Conduct for Managers
- Professional and Personal Boundaries
- Equalities Plan

- Access to Personal Records
- Standards of Business Conduct

### **31. Supporting References**

NHS Employers (2008; amended 2012) – Guidance on the six employment checks can be found at [www.nhsemployers.org](http://www.nhsemployers.org)

The volunteers process adopts five of these standards.

### **32. Consultation**

This policy has been written by the Inclusion and Engagement Team and Human Resources Department and approved by the HR Policy Group which includes staff side representatives and the Joint Consultative and Negotiation Committee.



## **Part 4 – Appendices**

**Appendix 1 Volunteer Agreement**

**Appendix 2 NHS ID Badge Application Form**

**Appendix 3 Expenses Claim Form**

**Appendix 4 Letter Template for Third Party Volunteer Recruitment**

**Appendix 5 Volunteer Role Template**

**Appendix 6 Volunteer Agreement Template**

**Our Values**

*we are...*

*you feel...*

**Welcoming**

✔ Valued as an individual

**Kind**

✔ Cared for

**Positive**

✔ Supported and included

**Respectful**

✔ Listened to and heard

**Professional**

✔ Safe and confident