Volunteer Policy

Purpose
The purpose of this policy is to provide reference and guidance for the engagement, selection, management, support and training of all volunteers and their activity within the Trust in accordance with current Trust policies, NHS Employers and the Department of Health guidelines.

The policy will be available on the Volunteer Service Trustnet pages and on the Trust external website for staff and volunteers to access. A message will be disseminated via the Communications team to all staff across the Trust. The Volunteer Services Manager will ensure that the policy is adhered to within the Volunteer Services team and shared widely with placement managers or supporters across the Trust.

Glossary of abbreviations in this policy:

- CNWL – Central and North West London NHS Foundation Trust
- DBS – Disclosure and Barring Service
- DoH – Department of Health and Social Care
- EVCO – External Volunteer/Charitable Organisations
- GDPR – General Data Protection Regulation (GDPR) (EU) 2016/679
- HR – Human Resources Department
- UEP – User Employment Programme
- VSM – Volunteer Service Manager

This policy is essential reading for the following groups of staff:

- Volunteer Service
- Divisional, Borough and Service Directors
- Managers of services who currently have places for volunteers or who are hoping to offer such opportunities in the future
- Human Resources Business Partners

The following groups of staff need to be aware of the existence of this policy:

- User Employment Programme

This policy does not cover:

- Apprenticeships
- Membership
- Patient and Public engagement activities or patient and carer involvement activities
- Peer Support Work
- Shadowing days
- Work experience placements
Key points of the policy

- CNWL recognises the important role that volunteers can play within its Services.
- The aim of the Volunteering Policy is to provide clear guidance and protection for volunteers, staff and service users to ensure that volunteering is safe and rewarding. Volunteers must be clear that any agreement for a volunteering placement does not constitute an employment contract. However, it can be a very useful way for the volunteer to gain experience of the work environment, and specifically within CNWL.
- Divisions or services will be responsible for placing and managing volunteers within their services, with support from the Trust-wide Volunteer Service Manager (VSM). HR will provide the necessary recruitment checks required by the Trust. The VSM will provide advice and assistance to staff and volunteers where needed.
- Where volunteers are recruited from External Volunteer/Charitable Organisations (EVCO) the same rigorous processes will apply.
- Not all service areas are suitable for volunteers and it is very important that where placements are identified, the volunteer has the appropriate qualities for that area and equally that the placement offers the volunteer a role suitable to their expectations and skills.
- Volunteering is a two way process. This means that the Trust will offer the volunteer appropriate support in a suitable placement and the volunteer will commit to carrying out the role appropriately.
- Some celebrities and VIPs only visit the Trust for specific purposes, for example, to open a new facility. During these visits, they are supervised whilst in contact with service users. Any of these wishing to become regular volunteers would have to go through the same processes as all other applicants for volunteer positions, which would include DBS checks, occupational health checks and references. Their recruitment and selection will follow the same rigorous process as used for all other volunteers.
- Any complaints arising from volunteer placements are taken very seriously regardless of whether these are made about volunteers or celebrities or VIPs and would be investigated following the appropriate Trust Policy.

POLICY

| Policy Lead: | Tariro Gumbo  
Volunteer Service Manager |
| Ratifying Committee / Group: | HR Business Partners Group  
Clinical Effectiveness Policy Group |
| Status of Policy: | FINAL |
| Policy Reference: | TW/00219 /20-25a |

Signed:  

Approval date: July 2020  
Review date: July 2025
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1. **Introduction**

1.1 Volunteering is an important expression of citizenship. It is the commitment of individuals’ time and energy for the benefit of the wider community, and is undertaken freely and by choice. It is one of the main ways that citizens of all ages and from all sections of society become involved with their local community. There is a long history of volunteering within the health service.

1.2 CNWL recognises the important role that voluntary activities play in complementing the work of its staff and supports and encourages the efforts of the volunteers who provide a valuable service by their involvement with the Trust and within the local community.

1.3 Voluntary support enables members of the local community to participate in the work of CNWL for the benefit of service users and their carers. This involvement also encourages good public relations for the Trust and offers the opportunity for volunteers to contribute and to gain valuable experience. To fully support local involvement and ensure local need is met, all volunteering will be locally organised and locally led.

1.4 Divisions or services will be responsible for placing and managing volunteers within their services, with support from the Trust-wide Volunteer Service Manager (VSM). HR will provide the necessary recruitment checks required by the Trust. The VSM will provide advice and assistance to staff and volunteers where needed.

1.5 The role of volunteers is complementary but not supplementary to that of paid staff and they will not fill temporary or vacant positions. Volunteers are not involved in the provision of nursing or medical care, but faith visitors and church/faith groups may provide spiritual care.

1.6 The aim of the Volunteering Policy is to provide clear guidance and protection for volunteers, staff, carers and service users to ensure that volunteering is safe and rewarding. Volunteers must be clear that any agreement for a volunteering placement does not constitute an employment contract.

1.7 This policy should be read in conjunction with the following Trust policies as well as the documents provided in the Volunteer Service Toolkit:
   - Disability Policy (Employment) and Disability Policy (Service Delivery)
   - Dress Code Policy
   - Equality and Diversity and Human Rights (Employment) Policy
   - Equality and Diversity and Human Rights (Service Delivery) Policy
   - Guidance policy for Adult Safeguarding
   - Faith and Spiritual Support Policy
   - Health and Safety Policy
   - Gender Requests Policy

1.8 The User Employment Program (UEP) is a linked initiative (see Appendix 6).
2. **Definitions**

2.1 Volunteering is defined by The Department of Health (DOH) 2011 as “an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives”.

2.2 A ‘volunteer’ is someone who spends time, unpaid, doing something for the benefit of others, and who does so freely, through personal choice, and without expectation of financial reward except the payment of out-of-pocket expenses.

2.3 It is vital that volunteers are not used to replace the employment of paid members of staff.

2.4 Volunteers are not employees of the Trust but are required to adhere at all times to Trust policies and procedures and the conditions as set out in the volunteer agreement (Appendix 1).

2.5 A ‘Placement’ is the clearly defined and agreed setting, including the role, responsibilities, arrangements for supervision, hours and venue, in which the volunteering will take place.

2.6 A ‘Placement manager or supporter’ is a paid member of staff in a placement area or department who has responsibility for the volunteer. This responsibility may be delegated by a senior member of staff/person in charge of that area to another member of staff.

2.7 An External Volunteer/ Charitable Organisation is responsible for a group of volunteers working on specific projects which have been agreed between the organisation concerned and the Trust’s management.

2.8 The UEP programme

- aims to increase access to posts within the Trust for people with lived experience of mental health/addictions by offering support with applying for jobs within the Trust and managing the transition into paid employment.
- supports CNWL’s commitment to becoming an exemplary employer for people recovering from mental health difficulties/addictions.
### 3. Roles and responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td><strong>Chief Operating Officer</strong></td>
<td>Ultimate responsibility for volunteer service provision across the Trust.</td>
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<tr>
<td><strong>Volunteer Service Manager</strong></td>
<td>Responsible for:</td>
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<tr>
<td></td>
<td>- Creating, maintaining and reviewing this policy and associated policies and procedures.</td>
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<td></td>
<td>- Ensuring there is a robust system in place for the recruitment, training and on-going support of volunteers.</td>
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<td></td>
<td>- Developing and implementing new volunteer roles.</td>
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<td></td>
<td>- Providing advice and support to managers, staff, and volunteers in matters relating to volunteering.</td>
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<td></td>
<td>- Promoting volunteering within the Trust and working with external organisations to develop new opportunities.</td>
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<td>- Recording data and producing reports to evidence volunteer activity and compliance</td>
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<td></td>
<td>- Maintaining up to date records of volunteers including personal details, training, and their placement.</td>
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<td></td>
<td>- Providing support to managers and volunteers and supporting the implementation of this policy.</td>
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<tr>
<td><strong>Service managers</strong></td>
<td>Responsible for:</td>
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<td></td>
<td>- Day to day supervision and management of the volunteer(s) in specified areas or departments ensuring that tasks carried out are appropriate to the role.</td>
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<td></td>
<td>- Ensuring that volunteers receive direction, are supported, engaged and included in the team.</td>
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<td></td>
<td>- Reporting any difficulties to the Volunteer Service</td>
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<td></td>
<td>- Attending volunteer steering group</td>
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<tr>
<td><strong>Human Resources Directorate</strong></td>
<td>Ensure:</td>
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<td></td>
<td>- Administration of recruitment checks and clearances</td>
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<td></td>
<td>- Provision of Induction / Mandatory update training</td>
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<tr>
<td><strong>Occupational Health Department</strong></td>
<td>Provide health screening.</td>
</tr>
<tr>
<td><strong>Volunteers</strong></td>
<td>Ensure they:</td>
</tr>
<tr>
<td></td>
<td>- Follow instructions and training in line with Trust policies and procedures to ensure health and safety requirements are adhered to.</td>
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<tr>
<td></td>
<td>- Submit their claim for reimbursement of any authorised out of pocket expenses incurred in the course of their volunteer role. Authorisation will need to be obtained from the manager in their placement area prior to incurring the expense and payment will only be made on production of receipts.</td>
</tr>
<tr>
<td></td>
<td>- Maintain confidentiality about information relating to all aspects of your employment both during and after your</td>
</tr>
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</table>
period of volunteering with the Trust.


| Community Voluntary Groups/ Partnership Organisations and Third party organisations | Community Voluntary Groups/ Partnership Organisations and Third party organisations that provide volunteers to volunteer within the Trust are responsible for:
- Ensuring their volunteers are aware of, and comply with relevant Trust policies.
- Notifying and providing evidence to the Trust that the volunteer has passed all the necessary checks, as outlined in this policy.
- Notifying the Voluntary Service of any volunteer who ceases their volunteer placement. |

| Volunteer Steering Group | Responsible for reviewing progress against the Volunteer Policy in terms of recruitment, suitability, risk assessments of placements, evaluation of success and the expansion plan. |

4. **Volunteer Opportunities**

4.1 Well thought out and well-designed volunteer roles that can be properly supported will not only ensure that the volunteers recruited become a valued part of the Trust but it will also keep them engaged.

4.2 People give their time at different frequencies and the Trust will seek to adopt different methods of volunteering including:
- Traditional longer term volunteering, usually for a specific role with a longer term commitment. This includes staff as volunteers.
- Micro-volunteering and episodic volunteering, usually with no long term commitment, involving short and specific actions that are quick to start and complete.

4.3 A role description should be established prior to recruitment, with key activities, competencies and minimum time commitments described. Up to date templates can be found on Trustnet. Once compiled, the role descriptions should be forward to the VSM who will save them electronically in the Volunteer Services drive. Copies can be requested at any time from the Volunteer Services team.

4.4 Volunteers often operate across various roles and health settings. See Appendix 2 for a list of some of the roles that volunteers can be involved in.
5. **Age limits**

5.1 The national standard lower age limit for volunteers is 16. There is no upper age limit for volunteers, provided the volunteer is able to maintain their volunteer role and will not endanger themselves, staff, service users or visitors to the Trust. All volunteers will be assessed if they are fit for the role by the Trust’s Occupational Health department.

5.2 There is an increase in youth/ young volunteer programmes. Please seek guidance from the Trust VSM regarding interest in youth volunteer programmes.

6. **Recruitment**

6.1 **Direct Application for traditional/ long term volunteering**

Prior to recruiting volunteers, consultation and discussion should take place, with members of staff who request volunteers and the VSM, to develop an understanding of the role available and to develop a role description and advert for the recruitment process. This consultation is also vital as it will determine the skills required, clearances relevant to the post, training needs analysis and risk assessment. An end to end flow chart can be found on Appendix 3.

The recruitment process for volunteer is consistent with the overall Trust recruitment process. All new volunteers are required to:

- Apply via [https://trac.jobs/](https://trac.jobs/) or [https://www.jobs.nhs.uk/](https://www.jobs.nhs.uk/)
- Complete an application form
- Attend an informal interview. An interview template can be requested from the VSM
- If conditionally accepted, complete pre-employment checks as directed. If necessary for the role, the checks will include a disclosure and barring service check (DBS)
- Commit to volunteering for a minimum of 3 hours per week for a minimum of 6 months (with the exception of micro-volunteering, which is explained further below)
- Complete a programme of Trust induction and statutory mandatory training, including regular refresher training.
- Once a volunteer is placed, each department should have an identified lead, known as a Volunteer Placement manager/supporter, for supporting the volunteers in their area.

**PLEASE NOTE:** arrangements for Faith Volunteers are different and are addressed in the CNWL [Faith and Spiritual Support Policy](#).

6.2 **Micro-volunteering and episodic volunteering**

Micro-volunteering describes a volunteer, or team of volunteers, completing small tasks that make up a larger project. It differs from traditional volunteering as the tasks can be completed in a few minutes or a few days (less than 5 days) and the volunteer does not make a long-term commitment. These volunteers would **not** need to have clearances including a DBS disclosure; however, a member of staff would be required to supervise their activity/project and ensure they are signed in and out at the end of the session.

Organisations often release employees (individuals and teams) to volunteer as part of their social responsibility. If staff wish to request micro-volunteering, please contact the volunteer service manager.
6.3 Voluntary community organisations

CNWL would prefer volunteers to apply directly to the Trust and services should explore recruiting their own volunteers before using external organisations. However, the Trust appreciates the value and expertise that voluntary groups can bring. If services wish to engage volunteers from a voluntary community group or community centre, they should contact the VSM to discuss this.

The Trust will need to ensure that the voluntary group has carried out the required checks prior to placing the volunteer or the volunteer group.

6.4 Recruitment checks

Recruitment checks are carried out by the recruitment team in HR.

CNWL encourages a diverse volunteer team and the Trust will ensure that the Trust’s Equality, Diversity and Human Rights Policy is followed during the recruitment process of volunteers. The VSM will support the line manager with the recruitment and selection of volunteers. This process must be carefully documented.

Once interviewed, the interview panel will forward the documents to the recruitment team. The volunteer will need to complete the following checks before they are issued with an ID badge and volunteer agreement:

- Provide the names and contact details for references in accordance with the recruitment process
- Provide photo ID
- Provide evidence of right to remain and work in the UK
- Have Disclosure and Barring Service (DBS) clearance if required for their role i.e. regulated/unregulated duties and provide copies of the certificate when issued, if requested. DBS checks are free for volunteers.
- Complete Occupational Health Screening

Volunteers from outside the EU must have a current visa with at least 6 months remaining. With a visa, an individual may work up to 20 hours per week; this includes both paid employment and volunteer duties. Volunteer placement should be terminated on expiration of a visa.

The length of time/hours that the volunteer will complete will be negotiated upon appointment based on the volunteer’s availability, in advance of the start date.

7. Training and support

7.1 It is vital that volunteers are fully aware of their role and that staff working with them also understand what volunteers can and cannot do.
7.2 Training needs of the volunteer will be ascertained from the preparation of the role description and training needs analysis. All training offered to the volunteer will be relevant to their voluntary role and their motivations for volunteering. Statutory and mandatory training and local induction will be monitored by the volunteer service and the area managers will support to coordinate attendance.

7.3 Although not mandatory, volunteers will be encouraged to attend the Trust welcome day.

7.4 All volunteers are expected to complete a planned programme of corporate induction and statutory and mandatory training. Access will be setup for each individual upon completion of recruitment clearances. This includes:

• Health, Safety and Welfare
• Infection Prevention and Control
• Fire Safety
• Moving and Handling
• Information Governance
• Equality, Diversity and Human Rights
• Safeguarding Children
• Safeguarding Adults

7.5 Any additional specialised training specific to particular roles will also be provided, at no cost to the volunteer. This will be provided if it is essential to that particular role.

7.6 Volunteers will be introduced to the department and their voluntary role. The local induction will also include health and safety guidelines, confidentiality, fire regulation, housekeeping and who to contact if they have safeguarding concerns. In line with the Care Act (2014) clause 14.86 requires the Trust to train volunteers to understand signs of abuse and neglect and know who to contact. It will be the responsibility of the manager of the area in which the volunteer is working to carry this out or to ensure it is effectively delegated. A local induction checklist is attached as Appendix 4.

7.7 Support will be offered to each volunteer by their manager. Regular meetings will be held to ensure that each volunteer is supported and that their activity is supervised and planned. This would normally be monthly and this may increase at the start of a placement and be less frequent once established.

7.8 The regular meetings should be structured sessions where issues, such as the need for further training or discussion regarding the appropriateness of the placement, can be discussed and documented. Where there are Personal Development Plan objectives about training, volunteers may attend the Recovery and Wellbeing College, providing there is a course relevant to these objectives. Volunteers will not have formal appraisals. However, it will be expected that an annual review will be completed to discuss the role and confirm if the volunteering will continue or not.
8. **Sickness absence**

8.1 Any volunteer who is absent due to ill-health for more than a six-week period will need to be referred to the Occupational Health department prior to returning to their placement. The reason for referral must be discussed with the volunteer and their agreement obtained before a referral is made.

8.2 The volunteer should be given the opportunity to read the referral form prior to it being sent to Occupational Health and provided with a copy of the signed referral form for their own record. The volunteer will be sent a copy of any report at the same time as the referrer.

8.3 Please note that whilst the Occupational Health report is based on a degree of specialist expertise and knowledge of relevant legislation, it should be viewed as advisory only. The report should be used as part of a management decision-making process and other factors must also be taken into consideration and discussed with the VSM.

8.4 The VSM may refer a volunteer to Occupational Health for a review in respect to any health and safety concerns. The volunteer may also self-refer to the Occupational Health department.

9 **Travel expenses**

9.1 Volunteers should not have to incur costs to volunteer for an organisation and all CNWL volunteers registered with the Volunteer Service are entitled to claim reasonable out of pocket expenses incurred from their volunteer role.

9.2 Volunteers’ expenses will be paid from the service budget and authorisation will need to be obtained from the manager in their placement area prior to incurring the expense.

9.3 Expenses paid can include:

   o **Travel** to and from home to the volunteering base, if a volunteer does not possess a freedom pass. The cost of taxis can only be reimbursed where there is a specific need which excludes other forms of transport, and where there has been prior agreement and approval from the Volunteer Service and/or the service manager. Receipts must be submitted to allow reimbursement to take place.
   
   o **Refreshments:** any volunteer who is required to attend for 5 hours or more is eligible to be provided with, or claim the cost of a light meal and a drink.

9.4 Expenses can only be paid on production of receipts and a completed claim form. Any travel claims not supported by receipts cannot be reimbursed, with the exception of mileage costs which should be agreed prior and are reimbursed according to the up to date rate per mile. Please check with the VSM if in doubt.

9.5 Expense claims should be made through the standard Trust expenses process using either the expense claim system or reimbursed through petty cash. The line manager should discuss the options with the volunteer and support them to either be registered with the expense claim system or to explain the petty cash process.
9.6 Only actual expenses will be reimbursed. Any monies reimbursed in addition to actual expenses would constitute payment, which could affect the volunteer’s right to claim benefits.

9.7 Volunteers should bear in mind that expenses do not constitute a payment for employment so volunteers can receive reimbursement of out-of-pocket expenses, which have occurred as consequence of volunteering.

9.8 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.
   - Patient and public engagement activities.
   - Individuals attending health programmes as part of their treatment regime.

9.9 The Trust withholds the right to withdraw the offer of reimbursement of travel (or other) expenses to volunteers at its discretion. This includes instances where an individual undertakes a volunteer role for reasons believed to be other than in the spirit of the policy statement.

9.10 Volunteers who are in receipt of state benefits can also claim for travel expenses. There are no restrictions on the amount of time volunteers can undertake voluntary work whilst claiming benefits. However, claimants must declare this to Jobcentre Plus and they will be offered support and guidance as appropriate.

10 **Equal Opportunities and Diversity**

10.1 CNWL operates in a multicultural and diverse community. The Trust is committed to providing services that meet each individual’s needs, treating everyone with the compassion and respect they deserve. CNWL is committed to equality, diversity and inclusion. This commitment is extended to our volunteers.

10.2 We want to encourage our staff, volunteers, patients and visitors to foster an environment that is free from discrimination. The Trust’s vision and values of compassion, respect, empowerment and partnership, act as principles to guide us in our thinking and actions.

10.3 Volunteers are required to abide by the policies and procedures of the Trust and must not discriminate against anyone with whom they come into contact as they carry out their volunteering role. This includes discrimination on the grounds of age, disability (including mental health status), race, ethnicity or nationality, sexual orientation, gender, gender identity, religion/belief, marital/partnership status, pregnancy or maternity or social and employment status.

10.4 Any behaviour that contradicts the spirit of this statement or the Trust’s Equality, Diversity and Inclusion Policy will result in the volunteer’s services being discontinued.

10.5 The Volunteer Service will actively seek to recruit a diverse population of volunteers to match the diversity of the population the Trust serves.
10.6 Equality and Diversity monitoring information will be requested from all volunteers, to support the Trust in fostering an inclusive culture, and to ensure that our HR processes are fair, promote equality of opportunity for all staff, and do not have an adverse impact on any particular group.

10.7 Employees and volunteers’ cooperation in providing accurate data will ensure that the Trust is able to attract and retain a diverse, talented and motivated workforce, and that we meet our legal obligations.

10.8 Any information provided or accessed will be treated as strictly confidential and will be used for statistical purposes only. It will not be seen by anybody directly involved in selection processes, and no information will be published or used in any way which allows any individual to be identified. However, volunteers are able to decline to share this information if they wish.

11 Feedback on CNWL volunteers

11.1 Feedback from local patients, carers and staff on the volunteer and/or their activity needs to be sought from time to time, as this will contribute to the development and learning of the volunteer and their activity.

11.2 If such feedback ever raises concerns in relation to the volunteer, this should be discussed with the manager, who will seek appropriate advice from the Volunteer Service Manager.

11.3 Any complaints arising from volunteer placements will be taken very seriously regardless of whether these are made about volunteers or celebrities or VIPs and complaints should be investigated following the appropriate Trust Policy. Please contact the VSM to seek appropriate support.

12 Monitoring Effectiveness of this Policy

12.1 Volunteer information will be placed on a Service database system so that a record can be kept and monitoring can take place (see Appendix 5).

12.2 The database will gather information on the profile of the people volunteering, including gender, ethnicity, disability, age, etc. in order to ensure as wide a selection as possible and to ascertain if more work is needed to encourage volunteering from as wide a range of people as possible, reflecting the local population.

12.3 The Manager overseeing the volunteer needs to check the suitability of the volunteer at the end of the first month. This will be monitored by the database above.

12.4 The database will include attendance at statutory training; the name of the supervisor/manager is recorded on this.

12.5 The information will be used to demonstrate CNWL’s support for volunteering. Any good practice examples may be shared across Divisions.
13 References and Bibliography

Alan Strickland (Volunteering England) and Nick Ockenden (Institute for Volunteering Research) (22 June 2011). ‘Job substitution or volunteer substitution?’

Department of Health (2010). Volunteering involving people and communities in delivering and developing health and social care services


National Association for Volunteer Service Managers (NAVSM) https://www.navsm.org/


Restall, Mark. What voluntary and community organisations should include in a volunteer handbook.


Volunteering England Information Sheets:
- Insurance for Volunteers (2008)
- Who is allowed to volunteer? (2009)
- Volunteer Expenses (2009)
- Health & Safety for Volunteers (2008)
- Screening Volunteers (2008)
- Reimbursing Volunteer Travel Expenses (2009)
- Volunteer Drivers (2009)
- Volunteer-Friendly Words (2009)
- Making your Student Volunteering Project Sustainable (2009)
- If Things Go Wrong (2009)
- Avoiding Creating Employment Contracts (2009)
- Internships explained Information (2011)
Appendix 1: Volunteer Agreement and Code of Conduct

Volunteers are an important and valued part of Central and North West NHS Foundation Trust (CNWL). We hope that you will enjoy volunteering with us and feel part of the team. This agreement explains what you can expect from the Trust and also what the Trust would expect from you. This agreement is between you and CNWL.

As the Trust we will:

- Provide appropriate information, training and support to you as a volunteer.
- Adhere to all protocol, good practice and policies to ensure the wellbeing and professional treatment of you.
- Recognise the individual achievements of each volunteer.

As the volunteer I will:

- Allow a DBS check to be undertaken if appropriate.
- Provide referencing details as requested
- Complete a medical questionnaire or allow our Occupational Health Department access to my medical details via the Occupational Health Department. I also understand that a medical examination may be necessary on appointment.
- Be clear about the time and commitment I can give.
- Provide adequate notice if unable to attend so that alternative arrangements can be made.
- Adhere to the Trust’s protocols, good practice and policies, especially Confidentiality, Safeguarding, dress code, Uniform policy and Conflict of Interest policy
- Be open to undertaking relevant training
- Accept guidance and supervision from the Volunteer Service and staff
- Return ID badge on my last day of volunteering, either to the Volunteer Service or to the service where I am volunteering.

The appointment and duties

This appointment is without remuneration apart from travel expenses. As you are in a volunteer capacity no employment rights are conferred by this appointment.

The duties relating to the appointment are outlined in your role description.
**Confidentiality**

During the course of your volunteering you may have access to data and information (computerised, written or oral) of a confidential nature. You are expected to maintain confidentiality about information relating to all aspects of your role both during and after your period of volunteering with the Trust.

Disclosures of information, in whatever way it is held, relating to patients e.g. diagnosis, treatment, personal data; staff e.g. personnel records; business sensitive or commercial information e.g. contractual and rental agreements, financial arrangements; or that which you acquire during the course of your volunteer placement e.g. computer software, research projects, inventions and designs; may only be disclosed with the agreement of your manager.

All volunteers have a responsibility for ensuring security of information and to comply with the General Data Protection Regulation (GDPR), Access to Health Records Act and Computer Misuse Act. Disclosure of personal, medical, business sensitive or commercial information, systems passwords or other information of a confidential nature to any unauthorised person or persons will be considered as gross misconduct and may lead to the volunteer opportunity being terminated.

The GDPR also renders an individual liable for prosecution in the event of unauthorised disclosure of information, or an action for civil damages under the same Act. As a volunteer you have a responsibility to ensure you maintain a high quality of data and record management.

No unreasonable restriction is placed on volunteers in talking to the media on general matters relating to clinical or non-clinical issues except matters that are confidential. Disclosures of confidential information to the media should only to taken following authorisation from the Chief Executive or their delegated representative.

**Health and Safety**

You have a joint obligation with the Trust in ensuring a safe environment to volunteer and that health and safety standards are maintained throughout the organisation. You must have regard at all time to your own health and safety and that of your colleagues and visitors to the Trust’s premises. Any hazards or accidents must be reported immediately to your manager (or duty manager out of hours) and this should be documented on the appropriate form.

**Personal Property**

Central and North West London NHS Foundation Trust accepts no liability for loss by theft, fire or other means of personal property. It is therefore recommended that you take out an insurance policy to cover your personal property.
NHS Indemnity

You will be indemnified by the Trust for all NHS activities undertaken as part of services provided to the Trust. You are advised to take out adequate insurance cover for any activities, which does not fall within scope of the indemnity scheme.

You should fully co-operate with the Trust and its legal advisors in the investigation of any patient complaint/incident including but not limited to any allegation of negligence or misconduct. You are required to provide the Trust on request a full written statement concerning any patient complaint/incident. This obligation will continue after this appointment has ceased.

Smoking and Alcohol Consumption

Smoking is not permitted on the premises. Consumption of alcohol is not permitted whilst on duty.

Notification of Actual or Intended Criminal Proceedings

You must immediately notify your Executive Director if you are charged with or convicted of a criminal offence. If in any doubt you must seek the advice of your manager.

Equal Opportunities

You are expected to comply with the Trust’s Equality, diversity and human rights policy and to ensure that no individual (service user, carer, volunteer, member of staff, visitors etc.) receives less favourable treatment on the grounds of their gender, sexual orientation, marital status, disability, religion, creed, colour, race, ethnic, maternity status, paternity status, national origin, HIV status, age, social background, trade union membership or non-membership and is not placed at a disadvantage by requirements or conditions which cannot be shown to be justifiable.

You are expected to comply with Trust standards, in accordance with Trust Policies and Procedures at all times. This includes notifying your manager should you be unable to carry out the duties of your volunteer placement for any reason. Should any of the terms of this agreement be breached your volunteer opportunity with the Trust may be affected and your placement may be terminated.

If you wish to accept this volunteer placement on the foregoing terms, please sign the form of acceptance below.
Appendix 2: Volunteer Form of Acceptance

I agree to:

1. Always wear an ID badge whilst on Trust premises and abide by the dress code in ward/clinical areas.

2. Return my ID Badge to Volunteer Placement Supervisor or Volunteer Services Manager when I cease to be a Volunteer.

3. Report to the person in charge or the nominated individual in my placement area on arrival and before leaving placement area.

4. Ask my Placement Supervisor/Line Manager what I should do in the event of Fire and to point out any Health and Safety issues/Infection Control Procedures I need to be aware of.

5. Show all patients, relatives and other staff members respect, confidentiality and dignity when dealing with them.

6. Only perform tasks agreed on the Role Description and to seek further approval from the volunteer supervisor/line manager and the Voluntary Services Manager if in any doubt.

7. Inform the most senior member of staff immediately, of any concerns that I may have regarding a patient, member(s) of staff or task that I am asked to perform.

8. For the safety and wellbeing of myself and service users, not to lift, handle, lower, toilet or bathe service users.

9. Inform my Placement Supervisor and the Voluntary Services Manager of any changes in my Health Status.

10. Attend any volunteer training relevant to my duties.

11. Refuse any gifts, favours or hospitality, which might be interpreted as seeking to exert undue influence to obtain preferential consideration.

12. Contact Occupational Health for advice if I have a long term health condition or a disability that might affect my ability to undertake my duties as a volunteer.

NOT TO BE DETACHED

I have read and understood the above code of conduct.

I hereby accept the voluntary position on the terms and conditions as set out herein. (Please return a signed copy to the Recruitment Administrator)

Name: _________________________
Signed: _________________________
Date: ____________
Appendix 3: Examples of Volunteer Roles

**Hospitals/Inpatient**
- Discharge assistant
- Hospital guides/navigators
- Welcome volunteers
- Governors and trustees
- Ward and department volunteers including specialist roles.
- Neonatal family support volunteers
- Intensive Care, Stroke Ward.
- Bedside buddies, befriending, reading
- Dining companions, mealtime assistance
- Shop or café volunteers
- Library volunteers
- Entertainment/music/arts and crafts/activities
- Buggy service, mobility support
- Pet therapy
- Trolley service
- Administrative support
- Running errands and collecting prescriptions/ test results/paperwork.
- Chaplaincy
- Dementia buddies
- Support with unplanned admissions
- Outpatient and discharge support
- Volunteer mentors supporting other volunteers
- Mobility volunteer/physical activity

**Primary care & general practice**
- GP patient participation group
- Social and activity event organisers
- Interpreters
- Information stand (signposting)
- Expert patients
- Practice health champions

**Community settings**
- First responders
- Befriending/buddying/visiting
- Self-care
- Expert patients
- Dementia friends
- Speech and language support
- Hospital to Home escorts
- Health champion
- Occupational therapy activity volunteers
- Fundraising
- Support with long-term conditions
- Care champions, Care navigators
- Lifestyle coach
- Mentors
- Respite support
- Counselling
- Advocacy
- Information and advice
- Signposting
- Organising and running activities/ social organiser/ community connectors
- Teaching and training roles
- Delivering equipment and supplies
- Transport assistance, Falls prevention
**Appendix 3: End to end process - How to recruit a volunteer**

| **FIRST CONTACT** | Candidate hears about volunteering and contacts volunteer services manager or local teams.  
VSM discusses the volunteer roles available with the candidate to ensure that volunteering in CNWL Trust is the right option for the candidate (and advising about other options within or outside of the Trust if appropriate). For example: many students wish to volunteer as they believe they will spend time shadowing doctors when this is rarely the case. If suitable, volunteer is signposted to NHS jobs advert or particular service of interest as appropriate. |
| **ADVERT** | VSM creates role description and advert with the service that requires volunteer  
VSM and service prepare interview questions in advance and set interview date  
VSM advertises the role on NHS jobs and includes interview date  
VSM maintains and manages the advert |
| **APPLY** | Candidate submits application on NHS jobs - this is necessary as it will make the recruitment process more efficient. Speak to the VSM if any problems. |
| **INVITE** | VSM and Service Shortlist  
If shortlisted, candidate is invited to attend an informal interview. |
| **INTERVIEW** | The candidate’s experience, skills, knowledge and suitability for the roles available are discussed in an informal setting. Future goals may also be discussed as well as what roles are available and what they entail to ensure that candidates are clear about the role they are applying for. |
| **OUTCOME** | Applicant is informed of outcome following standard Trust procedure. If successful, forward to recruitment for checks |
| **CHECKS** | Recruitment carries out necessary checks according to the most up to date guidelines for  
Proof of ID, VISA, address checked  
Reference requests sent off to referees  
DBS form completed and sent off (if required)  
Occupational Health Questionnaire submitted (if required) |
| **CLEARANCE NOT RECEIVED** | Candidate informed of any delays or issues with their application and if appropriate informed if their application has been unsuccessful. |
| **CLEARANCE RECEIVED** | Health clearance received  
DBS disclosure received  
References received  
Candidate informed of the progress of their application and contacted once all pre-employment checks are complete |
| **APPLICATION SUCCESSFUL** | The Volunteer will given access to the new starter training  
If they are able to attend, they will be invited to a Trust Welcome event.  
The placement supervisor will be required to carry out a local induction. please see the Local Induction template in the toolkit. |
### Appendix 4: Volunteer Local Induction Checklist

<table>
<thead>
<tr>
<th>Induction and Training</th>
<th>To be arranged by:</th>
<th>Timescale</th>
<th>Date achieved &amp; signatures of (Volunteer and CNWL staff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Familiarisation with layout of placement area</td>
<td>Ward or department</td>
<td>First day of placement</td>
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<tr>
<td>2. Dress Code (as relevant for the service)</td>
<td>Ward/Dept</td>
<td>First day of placement</td>
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<td>3. Confidentiality</td>
<td>Ward/Dept</td>
<td>First day of placement</td>
<td></td>
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<tr>
<td>4. Conduct expected</td>
<td>Volunteer Bureau and/or Ward/Dept</td>
<td>Prior to placement and again on first day of placement</td>
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<tr>
<td>5. Routine reporting for duty</td>
<td>Ward or Department</td>
<td>First day of placement</td>
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<tr>
<td>6. Payment of expenses incurred</td>
<td>Ward/Dept</td>
<td>Prior to placement and again on first day of placement</td>
<td></td>
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<tr>
<td>7. Personal property</td>
<td>Ward or Department</td>
<td>First day of placement</td>
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<tr>
<td>8. Fire Regulations</td>
<td>Ward or Department</td>
<td>First day of placement</td>
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<tr>
<td>9. Health &amp; Safety/Safe working</td>
<td>Ward or Department</td>
<td>First day of placement</td>
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<tr>
<td>10. Safeguarding Adults and Children</td>
<td>Ward or Department</td>
<td>First day of placement</td>
<td></td>
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<tr>
<td>11. Personal Identification</td>
<td>Volunteer Bureau and/or Ward/Dept</td>
<td>Prior to placement and again on first day of placement</td>
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<tr>
<td>12. Training specific to ward/dept e.g. wheelchair pushing</td>
<td>Ward or Department</td>
<td>First week of placement</td>
<td></td>
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<tr>
<td>13. Mental Health/Learning Difficulties Awareness for Volunteers</td>
<td>Ward or Department</td>
<td>First month of placement</td>
<td></td>
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<tr>
<td>14. Statutory training e.g. Infection Prevention &amp; Control</td>
<td>Ward or Department</td>
<td>First month of placement</td>
<td>First month of placement (could be induction)</td>
</tr>
<tr>
<td>15. Familiarisation with relevant policies</td>
<td>Ward or Department</td>
<td>First week of placement</td>
<td></td>
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<tr>
<td>14. To attend a CNWL Recovery &amp; Wellbeing College course appropriate to role and personal development</td>
<td>Ward or department</td>
<td>Subject to R&amp;W College timetable and PDP objectives (see 7.6)</td>
<td></td>
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### Appendix 5: Volunteer Database Template

<table>
<thead>
<tr>
<th>Ref</th>
<th>Borough</th>
<th>Service</th>
<th>Team</th>
<th>Location</th>
<th>Surname (Volunteer)</th>
<th>First Name (Volunteer)</th>
<th>Email</th>
<th>Tel/Mobile Number</th>
<th>D.O.B</th>
<th>Role</th>
<th>Start Date</th>
<th>6 week Review</th>
<th>Annual Review</th>
<th>Statutory Training completed</th>
<th>Name of Supervisor</th>
<th>Leaving Date</th>
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Appendix 6: Guidance on User Employment Programme

This guidance document aims to describe how the User Employment Programme works as a linked initiative with the Volunteering Policy.

Aims of the User Employment Programme (UEP)

CNWL made a commitment to becoming an exemplary employer for people recovering from mental health difficulties/addictions in 2004. This has involved working closely with Human Resources (HR), Occupational Health (OH) and services/departments across the Trust. The aim of the programme is to:

Increase access to posts within the Trust for people with lived experience of mental health/addictions by offering:

- A Supported Employment Service – support with applying for jobs within the Trust and managing the transition into paid employment.
- A work experience programme to enable service users to gain skills, make career decisions and gain a recent work reference with the aim of moving into paid work.

Why offer a work experience placement?

Service users consistently feedback how much they value having support to access both paid posts and non-paid work placements within the Trust. By offering a placement you will gain a willing and motivated worker who can bring added value to your service/department. In addition your workplace will have an opportunity to play a key role in the individual's recovery journey. Over 250 placements have been offered across the Trust since the programme started in September 2004 with a high success rate of people moving into paid employment. The following includes some quotes from service users who have accessed the programme:

“It felt like a real job not just a placement.”

“Eight months later, after my placement, I now work 30 hours in a paid job which I enjoy and I am happy. I never thought it would be possible. My heartfelt thanks to my Employment Specialist, the UEP and the Drug and Alcohol Team. I will never forget the enormous help and support from you all”.

“If felt like an important step for me. The placement has helped me get my confidence back.”
How can I make a referral, to the programme, for an individual I am working with?

Contact the UEP team to discuss the referral. A letter will be sent, within 5 working days, to the client and an email sent to the referrer informing them of any waiting list or a date for an initial interview.

Please make sure your client has a clear vocational goal (based on a job role which exists within the Trust), and is motivated to return to paid employment. The emphasis of the programme is very much around accessing paid work rather than volunteering.

What if my client is using drugs and/or alcohol?

To be eligible to access the UEP, service users must have been abstinent or stable on replacement medication, without using any illicit substances on top of their prescription, for a minimum of 3 months, and have support from their treating professionals.

What types of placements might an individual be offered?

Placements can be offered in a wide range of roles which already exist within the Trust. These could be within a corporate department, in a clinical setting or more administrative/office based.

How long does it take to set up a placement?

We aim to set up a placement as quickly as possible but sometimes it can take up to 4-6 weeks. We would ensure we keep all parties informed throughout this time.

How long does a placement last?

The length of a placement varies according to the needs of the client and the placement provider but in general our placements are set up for a minimum of 6 weeks and a maximum of 4 months. Our aim is to support clients into paid employment and therefore do not encourage long term ‘volunteering’ after the placement is completed. All placements are reviewed regularly and we aim to support both the client and placement provider to get the most out of the placement, address any challenges that may occur; as well as support the individual to job seek for paid employment during the placement.
**How many hours per week will an individual on placement work?**

We suggest that clients commit to a minimum of 8 hours per week and a maximum of 25 hours a week. This gives the placement provider time to prepare work for the client, and the client has time to actively look for paid employment. Sometimes clients decide to start on 8 hours, and increase their hours as they become confident and build their stamina.

**What paperwork needs to be completed before somebody can start?**

We ensure that all relevant paperwork is completed as soon as possible to avoid any delays. The UEP will be responsible for completing a Disclosure & Barring Service (DBS) disclosure for placements involving patient contact. All individuals are required to complete the occupational health clearance before a placement can start. Support from the UEP will be available throughout the process.

Once the above is in place, a “Work Agreement Plan” will be completed and sent to all parties. The client will be given a job description and an “In Work Support Plan” will be completed.

The UEP team will also liaise with Human Resources to arrange an ID badge.

**What training can somebody on the UEP expect?**

Individuals will be required to complete mandatory e-learning available on Learning & Development Zone (LDZ). Any additional training would need to be discussed and approved by the placement manager. We encourage individuals to attend recovery college courses where appropriate.

**What to expect when hosting a work placement within your team**

**What can I expect from somebody on a placement with our service?**

All our clients are committed and hard working. They see the work placement as an important opportunity to increase their competitiveness for paid employment. Clients will be asked to commit to attending regularly on the days and times agreed; and comply with the terms and conditions outlined in their work agreement plan. They will carry out the tasks expected and will use their supervision to raise any issues. Clients are expected to actively seek paid employment throughout their placement.

**What would I need to do to support individual on placement with us?**

It will be helpful to plan how the placement will work, and ensure that the individual has a desk and IT account set up, and any training is booked.

Please plan what the individual will be doing on the set day/times agreed and how they will be introduced to the team and inducted into their role. It’s helpful to set aside time on the first day to go through housekeeping and complete a local induction etc. It may also be helpful for the individual to have a ‘buddy’ to help them settle.

You will need to schedule in regular meetings to discuss the individual’s work performance, give feedback, deal with any issues that arise, and give them an opportunity to bring any concerns or issues to your attention. 1 hour each fortnight should be sufficient.
**What support will the UEP provide whilst an individual is on placement with us?**

We will be available to provide support and problem solving to the candidate and their line manager. It will be helpful to keep in touch via email and telephone, as frequently as possible, to ensure any issues that might arise are dealt with promptly.

We will review the placement regularly; including a 3 way meeting at the end of the first 2 weeks, and then every 6 weeks. The aim being to ensure that all parties are getting the most out of the placement, and the client is moving closer to their employment goal.

We will meet with the client regularly to support them to manage any difficulties at work, and set ongoing objectives. We will also encourage each service user to complete the ‘Surviving and Thriving at Work Booklet’, which supports individuals to identify how they can self manage at work, and get the right support from their local supervisor.

**Do we have to pay travel expenses or reimburse lunch for individuals on placement?**

Most clients have a freedom pass so do not incur additional travel expenses but in the event that somebody does not, it would be at the discretion of the placement manager whether they are able to reimburse the individual. The same would apply for lunch expenses. The UEP team will encourage clients to think about what they will take for lunch and how they will manage their money.

**What happens if somebody is absent from their placement?**

Candidates are aware they need to attend the placements on all the days they have agreed to, and to treat the placement with the same degree of seriousness as a paid job. They will also be made aware that this has an effect on any future reference request. However we must recognize that on occasions individuals may need to take time off due to health or personal reasons. The individual should be informed by the person providing the placement, during induction, what steps they must take to report any unplanned absences.

If you feel the amount of time off the person is taking is having a significant impact on your workplace and the success of the placement, you need to discuss this with the UEP team, and agree a way forward. This may mean terminating the placement early.

**What about confidentiality?**

Candidates on the programme are honorary employees of CNWL and therefore adhere to NHS codes of conduct and polices. Confidentially is part of each person’s placement Work Agreement Plan which they sign to say that anything they hear or have sight of, within their workplace, will not be communicated externally. We will explain the Trust’s policy around confidentiality to each individual prior to commencement of their placement.

Sometime clients may have concerns that the team or department they are placed in might have access to their personal clinical records. A system can be set up to ensure that SystmOne records can only be accessed by the individual’s care team, for the duration of the placement. This will be discussed with each individual and their placement provider/care team.

**What happens if service users have concerns about a person on a UEP placement?**

If a service user has concerns about a person on the UEP they would need to discuss their
concerns they have with the service manager.

**How much personal information about the Individual will the service know about?**

Each individual accessing the programme will have a ‘Personal Information Plan’ outlining what information they are happy to share with their placement provider about their mental health and other health or personal issues. This will be discussed when the placement is being planned, to ensure the local supervisor is clear about what the individual would like them to say to co-workers.

When individuals are referred to the UEP we ask their care team to provide us with information relating to any risks that are relevant to their placement/job goal, and how they can be managed. This will be discussed with the client, HR and the person providing the placement where appropriate.

*If you have further questions which this document has not answered, do not hesitate to contact the User Employment Programme Team - via 07771 434331*