


Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Board Meeting 24.10.18

Agenda Item: 7.2

Purpose: For Approval

NHS Western Isles


Department
(Spiritual Care & Diversity)

Policy

Title: Volunteer Policy

DRAFT


Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 1 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Contents

1	Introduction.....	3
2	Policy Statement.....	4
3	Policy.....	4
4	Accountability and Responsibilities	8
5	Implementation, Education, Training, Monitoring and Reviewing	8
5.1	Implementation	8
5.2	Education and Training	9
5.3	Monitoring and Reviewing.....	9
6	References	Error! Bookmark not defined.
7	Appendices/Related Documents	Error! Bookmark not defined.
7.1	Appendix/Related Document 1.....	Error! Bookmark not defined.
7.2	Appendix/Related Document 2.....	Error! Bookmark not defined.
7.3	Appendix/Related Document 3.....	Error! Bookmark not defined.
7.4	Appendix (whatever number) Patient Focus Public Involvement	10
7.5	Appendix (whatever number) Fairness Assessment	12
7.6	Appendix (whatever number) Audit Checklist	18

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 2 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

1 Introduction

In June 1998 the Scottish Office Management Executive circulated guidance to Health Boards on Volunteering in the NHS MEL (1998) 42. This requested Health Boards, in partnership with primary care providers and other relevant agencies, to:

- Draw up a policy statement on NHS volunteering in their area.
- Co-ordinate, monitor and support the development of these services.
- Nominate a Director with responsibility for the oversight and development of volunteering. The nominated Director for NHS Western Isles is the Director of Nursing.

This document updates NHS Western Isles' response to all previous guidance, and has been drawn up in accordance with the requirements of Scottish Government CEL 10 (2008) "Refreshed Strategy for Volunteering in the NHS in Scotland". This has been prepared with assistance from the Local Volunteer Development Agency (Volunteer Centre Western Isles).

CEL10 (2008) required Health Boards to:

- Provide Volunteer Development Scotland (VDS) with a named designated person within their Board area who will lead on volunteering (Director of Nursing).
- Provide VDS with contact details of all Volunteer Service Managers within their area.
- Ensure an Equality Impact Assessment of their volunteering policy is undertaken.
- Ensure a local strategic action plan for volunteering is developed in partnership with key local stakeholders.

1.1 Definition of Volunteering

'Volunteering' is defined for the purpose of this policy as: "The commitment of time and energy for the benefit of society and the community, the environment, or individuals outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain."


A volunteer for the NHS is defined as "A person who gives freely and willingly of their time to help improve the health and wellbeing of patients, users (and their families and carers) of the NHS in Scotland."

The Government is committed to supporting voluntary action as an essential element in the concept of citizenship. Government policy to support and promote volunteering has been developed and built around four key objectives;

- to encourage and enable people to become and remain volunteers
- to maximise the involvement of volunteers and the impact of volunteering
- to improve the organisation and infrastructure of volunteering
- to communicate the importance, effectiveness and value of volunteering

NHS Western Isles recognises the important role that volunteers play in complementing and supporting the work of paid employees within the organisation. For patients, volunteers can offer friendship, time and attention. For volunteers, the experience can provide a very purposeful activity, a sense of belonging, social contact and be good for their own health.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 3 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

For staff, it provides the opportunity to be informed in our activities by Lay Representatives providing a public or patient perspective.

The purpose of this policy is to enable NHS Western Isles to meet the above objectives and at the same time to ensure patient, volunteers, staff and the organisation are protected. This policy relates solely to volunteers and does not extend to incorporate the different arrangements with voluntary agencies.

2 Policy Statement

NHS Western Isles is committed to providing a service that supports and promotes the wellbeing and safety of patients, volunteers and staff.

This policy aims to:

- Acknowledge and promote the importance of volunteering to health services and to the communities of the Western Isles.
- Set out the principles governing the involvement of volunteers and provide a set of procedures to ensure good working practice.
- Encourage greater recognition and appreciation for the contribution of volunteers in society.
- Define the roles, rights and responsibilities of NHS Western Isles and of its volunteers.
- Encourage more people to volunteer across the NHS i.e. in hospitals, in primary care and in community settings.
- Encourage and enable, rather than limit, the involvement of volunteers.
- Apply the principle of equal opportunities to all volunteering activities.

The Volunteering Policy and accompanying handbooks are intended primarily for use by NHS Western Isles employees and volunteers; VIPs, celebrities and independent contractors, with primary care in the Western Isles.

3 Policy


3.1 Scope

Improving health and wellbeing through volunteering

The scope for volunteer involvement is wide and includes tasks carried out by volunteers both on NHS Western Isles premises and in the community. Volunteering can contribute to raising individual self-esteem and self-confidence as well as the regeneration of local communities and to society as a whole. Wherever they are volunteering, NHS Western Isles will ensure that volunteers are involved in a relevant and appropriate manner.

3.2 The role and value of volunteering

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 4 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

- Staff will be encouraged to identify ways in which the activities of NHS Western Isles can have value added to them by the involvement of volunteers and to ensure that these opportunities complement rather than replace the activities of paid staff.
- Opportunities will be developed for volunteers to represent their views and provide feedback to departmental supervisors, and the Volunteer Services Manager.
- The tasks to be performed by volunteers will be clearly defined so that all concerned with their activities are sure of their respective responsibilities, training and support requirements.
- NHS Western Isles will make reasonable adjustments to meet the specific individual needs which could otherwise impair or limit volunteering opportunities. The Equality & Human Rights Commission publication "Guidance for Volunteer Opportunity providers" is a positive resource to help create barrier –free volunteering opportunities. NHS Western Isles is committed to addressing equality issues and ensuring equality of access with specific reference to Protected Characteristics listed in Equality Act 2010.

3.3 Recruitment and Selection


3.3.1 Departmental Leads with the help of HR Recruitment Officer and Volunteer Services Manager will:

- Ensure that all volunteering opportunities will be advertised widely, in ways that are accessible to all sections of the community, including any of the following; Volunteer Centre Western Isles, public information boards, electronic information boards, Locality Planning Groups, adverts in the local press, poster campaigns, leaflets, contact with partner agencies such as community education, adult learners forum, colleges, churches and community groups, word of mouth; NHS Western Isles website, Facebook and Twitter accounts.
- Acknowledge the importance of social inclusion, the diversity of volunteers and recognise that all prospective volunteers have something of value to offer. All reasonable effort will therefore be made to find placements for everyone who offers their time and energy. Where there is no suitable placement available, the volunteer will be informed of the reasons and referred, where applicable, to another agency such as the Volunteer Centre Western Isles.
- Place volunteers in accordance with appropriate volunteer recruitment and selection procedures. However, volunteer placements will be defined by the needs of NHS Western Isles and its service users.
- Regularly review our process for recruitment and retention of volunteers.

3.3.2 Departmental Leads with the help of HR Recruitment Officer and Volunteer Services Manager will:

- Recruit volunteers from all sections of the community in accordance with legislation, policy and guidance on equality, diversity and social inclusion in line with the Equality Act 2010.
- Provide volunteers with written role descriptions that show time, commitment, necessary skills and actual duties.
- Ensure that all volunteers who offer their services will have their offers dealt with timeously and aim to place volunteers as soon as is practically possible.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 5 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

- Ensure that all people who are unsuccessful in their request for a volunteer placement receive feedback on their application.
- Ensure that references are requested directly from the referee for all successful applications for a volunteer placement.
- Maintain records on each volunteer, in accordance with the electronic Volunteering Information System. These will include the completed application, references, placement details, correspondence and any other relevant information; they will be kept securely, with strictly limited access.
- Secure/identify the necessary resources to support volunteers in their area of responsibility prior to commencing any initiative/involvement, such as volunteer expenses, which should be clearly identified within departmental budgets.
- Ensure that volunteers undertake mandatory and departmental training as suitable to their volunteer role.

3.4 Support and Supervision for Volunteers

Volunteers will be provided with support to carry out their role, and:

- Be assigned a named contact person for supervision and support, and will be given clearly specified lines of accountability. Other staff in the area where the volunteer is located will be expected to provide support as appropriate.
- Process to be developed with HR along the lines of Work Placement Inductions. Induction Policy refers.
- Supervision sessions will be carried out by the line manager to assess the progress of the placement and to resolve any problems at an early stage.
- Regular support and supervision will be available to each volunteer through their line manager. The type and level of support will depend upon the needs of the volunteer and their area of volunteering activity. Opportunities will also be provided, through meetings, training and social events, to meet other volunteers for mutual support and to discuss issues of common interest.
- CEL 23 (2011) provides guideline regarding expenses which can be paid to volunteers. Volunteers will be given clear information about what expenses how to claim them.
- Volunteers will be given training on appropriate legislation or policies, e.g. Health and Safety, which may affect them, and will be treated in the same way as paid staff for liability purposes.

Departmental Lead or the designated Line Manager is responsible for:


- Advising the Volunteer Services Manager of all volunteers to ensure that an up to date register is maintained.
- Following the requirements of this policy and the support in the Volunteers Handbook.
- Providing support and guidance to volunteers.
- Monitoring and evaluating volunteer performance.

3.5 Volunteers' Roles, Responsibilities & Rights

NHS Western Isles acknowledges the roles, responsibilities and rights of volunteers to:

- Know what is expected of them and to be given clear information and induction.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 6 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

- Have clearly specified lines of support and supervision.
- Have safe working conditions.
- Be issued with a role description.
- Be valued and respected.
- Have their confidentiality protected and respected.
- Have access to the complaints system.
- Be trained and receive ongoing opportunities for appropriate and agreed learning and development.
- Be free from discrimination.
- Be paid out of pocket expenses in line with CEL 23 (2011) and detailed in the volunteer handbook.
- Be insured.
- When volunteering, volunteers can use subsidised facilities, at staff rates where available.
- Have access to a reference and awards for volunteering.
- Undertake appropriate Mandatory and Departmental Training.
- Be provided with volunteer uniform where appropriate and identification and access badges.
- Have a safe working knowledge of English.
- Comply with all NHS Western Isles policies and procedures, particularly in relation to hand hygiene, infection control, equality and diversity, confidentiality, media policy, accident reporting, health and safety and criminal record.
- Undertake volunteering at mutually agreed times.
- Inform their named contact person if they are unable to attend, and if possible in advance.
- Give a week notice if unable to continue volunteering.
- Raise any issues, concerns or suggestions relating to their volunteering with their named contact person.
- Provide equalities monitoring information as appropriately required by NHS Western Isles.
- Maintain confidentiality

3.6 Volunteers working with Vulnerable/At Risk People


NHS Western Isles will ensure that should a volunteer activity involve contact with vulnerable or at risk people that there are procedures in place to provide compliance with the following:

- NHS Western Isles Child Protection Guidelines
- NHS Western Isles Child Protection Unborn Child Policy
- 'Protecting Vulnerable Adults in the Western Isles' procedures
- Western Isles Child Protection Committee Inter-Agency Procedures and Guidelines
- Protection of Vulnerable Groups (Scotland) Act 2007.

3.7 Other Services Involving Volunteers

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

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 7 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

In relation to the third party volunteers, the departmental heads will ensure that all the checks have been done before the volunteers from other organisations undertake any roles within NHS premises

3.8 Employer-supported Volunteering

NHS Western Isles will support its employees who are involved in volunteering and will:

- Increase employees' awareness of the opportunities for volunteering through advertising in The Slàinte newsletter and on NHS Western Isles intranet pages, notice boards, pre retirement courses, etc.
- Acknowledge the value of employees' volunteering activity and the development opportunity it represents for the individuals as well as NHS Western Isles.
- Consider offering access to help in kind, for example premises, use of appropriate equipment, for employee volunteers, where considered safe and appropriate.

4 Accountability and Responsibilities

NHS Western Isles is responsible for providing adequate resources in relation to staff support, training and line with CEL 8 (2009) to enable this policy to be implemented, and in relation to reimbursement of 'Out of Pocket' expenses this is in line with CEL23 (2011).

Departmental Heads are responsible to recruit, manage and supervise volunteers with the help of Volunteer Services manager and HR Recruitment Officer

5 Implementation, Education, Training, Monitoring and Reviewing

5.1 Implementation


Departmental Leads will ensure that:

- Named contact persons are trained in the use of the policy and procedures in the Volunteers handbook.
- Produce a volunteer role descriptor in line with the needs of the department.
- Provide a reference for volunteers upon request.

Named contact persons will ensure that:

- Volunteers/lay representatives are provided with clear, jargon-free documentation.
- Technical terms are explained in sufficient detail and that meeting papers are circulated in time for mature reflection before discussion.
- Training and support appropriate to the role is provided.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 8 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

5.2 Education and Training

Departmental Heads with the help of HR Department and Volunteer Services Manager:

- Ensure that volunteers receive full information about the area in which they will be placed and their responsibilities to NHS Western Isles. This will include information about issue resolution procedure and grievance procedures for volunteers and about their rights and responsibilities.
- NHS Western Isles will maintain effective communication of information to and from volunteers. These will include appropriate standard documentation and the maintenance of necessary records. Communication will be carried out in line with the outlined support provision.


5.3 Monitoring and Reviewing

The policy and related procedures and induction processes will be reviewed every 2 years. Additionally, reimbursement for expenses will be revised in line with any changes to rates that are made in line with national guidance.

6 References

- CEL 10 (2008) Guidelines for Volunteering in Scotland
- CEL 23 (2011) Reimbursement of Out of Pocket Expenses
- Investing in Volunteers Standards
- Participation Standard
- Guidance on Informing, Engaging and Consulting People
- Volunteer Opportunity Providers (Disability Rights Commission) Guidance
- Confidentiality Policy
- Accident reporting Policy
- Infection Control Policy
- Hand Hygiene Policy
- Accident Reporting Policy
- Health and Safety Policy
- Fire Safety Policy
- Dignity at Work Policy
- Criminal Records Checks Policy
- Equal Opportunities Policy
- Protection of Vulnerable Groups (Scotland) Act 2007
- Moving and Handling Policy
- Complaints Procedure
- Volunteering Development Scotland
- NHS Western Isles Social Media Policy

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 9 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

6.1 Appendix (whatever number) Patient Focus Public Involvement

Patient focus means treating individuals with dignity and respect and providing services in partnership with patients that are responsive to individual need and enables them to give their views or make a comment or complaint.

Public involvement means the supported and effective involvement of people in planning and service improvement and is very important part of improving the quality of service provided and helps strengthen public confidence in the NHS.

The three sections below represent the three ways in which NHS Western Isles involves people, this is based upon the three sections contained within the Scottish Health Councils Participation Standard. They outline the overarching actions that will be taken by NHS Western Isles to ensure that involving people is effective meaningful and outcome focused. Each of these sections is shown separately but they do not operate in isolation.

Further information about the Participation Standard can be found at the Scottish Health Council website on the link below:

<http://www.scottishhealthcouncil.org/idoc.ashx?docid=a263bf55-4d7f-4540-b771-1f113248e5b9&version=-1>

Section 1 – Patient Focus

Provide Person Centred Care delivered in partnership with patients and carers, treating individuals with dignity and respect.

Examples include:

- Patients carers involved in decisions about their own care
- In patient experience surveys
- Person Centred Walkrounds

Q1) Please show how this policy will address the area of patient focus and how you will deliver against the national programme for Person Centred Health and Care and how this will be monitored.

A1)

Section 2 – Public Involvement

Involve people effectively and meaningfully in service planning, improvement and delivery.


Examples include:

- Involve people in developing patient information
- Involve people in service improvement, development and redesign
- Involve people in strategy and policy development and implementation

Q2) Please outline what steps have been or will be taken to involve the public in the development of this policy.

A2)

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 10 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Section 3 - Corporate Governance of Participation

NHS Western Isles has systems and processes in place to support involving people (founded on mutuality, equality, diversity and human rights principles)


Examples include:

- Support for public membership of NHS Western Isles groups and committees where appropriate
- Workshops and seminars to inform any service change or redesign
- Ongoing engagement and feedback mechanisms

Q3) Please outline what mechanism is most appropriate to ensure good governance re participation that relates to this policy.

A3)

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 11 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

6.2 Appendix (whatever number) Fairness Assessment

Fairness Assessment Toolkit


This toolkit is designed to be used by those:

1. Writing Policies, Procedures & Protocols from scratch
2. Reviewing existing Policies, Procedures, Protocols and services
3. Planning new services or redesigning existing ones.

IT IS IMPORTANT THAT AT THE BEGINNING OF THE POLICY DESIGN PROCESS YOU CONSIDER THE REQUIREMENTS OF THIS TOOL. IT IS DESIGNED TO ASK THE QUESTIONS THAT WE SHOULD BE ASKING AT THE START OF PRODUCING OR REVIEWING POLICIES, PROTOCOLS, STRATEGIES AND SERVICES.

Author/Reviewer Name	Volunteer Operational Group
Name of policy, protocol, procedure, strategy or service	Volunteer Policy
Line Manager responsible for signing Off	Director of Nursing
Date Started	June 2018
Date Completed	September 2018


Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 12 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Key steps for conducting a Fairness Assessment

1. Identify the key aims & outcomes of the policy.
2. Gather information & evidence around protected characteristics & identify the gaps.
3. Assess the impact - consider alternatives & mitigate negative impacts.
4. Involve & consult on impact assessment - internally & externally.
5. Make a decision; develop an Action Plan based on evidence.
6. Sign off; send to Strategic Diversity Lead for sign off.
7. Final Fairness Assessed policy to be published on NHS WI Show website.
8. Monitor & review the final assessment.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 13 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Section 1 About your project

Please answer the following questions:

1. Is this a new policy?

☐
☐

No

If yes, please explain why it is being done and what the effects of it will be

2. Have you checked if there are any other current guidance on this topic in the Health Board?

Yes

☐

No

☐

If the answer is No, please stop and check now.


3. Please list who is likely to be affected by this project and how they will be affected

Who?	How?
Patients, staff & carers	Volunteers will be working along side other staff for the wellbeing of patients

4. Please tell us how you are going to involve these people in the project

Wide range people were consulted in the process of the development of this policy

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 14 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

Section 2 Protected Characteristics

Read the following, as these are about the people or groups of people whose rights are specifically protected under the 2010 Equalities Act. This page gives you information on each of the nine protected characteristics.

1. Age

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18-30 year olds, 65-80 year olds)

How will these groups be affected?

No age group will be affected because everyone will be treated fairly

2. Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day to day activities.

How will this group be affected?

Potentially some of this group might be affected. However, the reasonable adjustments will be made to address this

3. Gender Reassignment

The process of transitioning from one gender to another.


How will this group be affected?

There won't be any negative impacts on this people

4. Marriage and Civil Partnership

Marriage is defined as a 'union between a man and a woman'. Same sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters.

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 15 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

How will this group be affected?

No negative impacts

5. Pregnancy and Maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavorably because she is breastfeeding.

How will this group be affected?

No adverse impacts

6. Race

Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

How will this group be affected?

No adverse impacts


7. Religion and Belief

Religion is the term given to a collection of cultural belief systems based on narratives, traditions and symbols that give meaning to life and instill a moral framework of conduct. Belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices for it to be included in the definition.

Does your proposal discriminate or disadvantage any religious or non religious group?

No adverse impacts

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 16 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

8. Sex (Gender)

A man or a woman. (Male or female)

Does your proposal discriminate between men and women, if so how and why?

No adverse impacts

9. Sexual Orientation

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

How will this group be affected?


No adverse impacts

10. Negative Findings

If you have found negatives in the above assessments, how do you intend to deal with these, and why?

Nil

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 17 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group

Department: Spiritual Care & Diversity	Title: Volunteer Policy	
Refer to Other Documents:	Supersedes: Volunteer Policy Version 1 & 2	
Warning -Uncontrolled When Printed The Current Version is Held in The Document Management System		

6.3 Appendix (whatever number) Audit Checklist

AUDIT CRITERIA	C	N/C	O	COMMENTS
The Policy document is present in all locations required, and is the current version				
Staff know where the policy is located and can access it				
Staff can demonstrate a working knowledge of the policy				
Add audit criteria as required				

KEY:

C Compliance N/C Non-compliance O Opportunity for improvement

Auditor's Signature: _____ Date Completed: _____

Auditor's Name: _____

Date Approved:	Review Date: (max 2 yrs)	Version: 3 Draft:	Author: Volunteer Operational Group
Content Approval By & Date: Insert Group/Committee & Date		Page 18 of 18	Owner: Director of Nursing
Approval for Use within NHS Western Isles: Insert Group/Committee			Reviewers: Volunteer Operational Group