

# Indirect Volunteering in NHS Lothian



Title:

## Indirect Volunteering in NHS Lothian

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<b>Author/s:</b>	Head of Volunteering		
<b>Owner:</b>	Deputy Director of Corporate Nursing		
<b>Executive Lead:</b>	Executive Director Nursing, Midwifery & AHPs		
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## Version Control

Date	Author	Version/Page	Reason for change
July 2020	Head of Volunteering	0.1	New policy under development
Oct 2020	Head of Volunteering	1.0	Approved

## Executive Summary

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Volunteering is transformational: for the volunteer, for the beneficiary and for the community. There is a long history of volunteer involvement in NHS Lothian with volunteers contributing in a wide variety of ways.

NHS Lothian recognises the value of working in partnership to maximise health outcomes for patients. NHS Lothian welcomes the contribution of indirect volunteers who are recruited, trained and managed by our Third Sector Partners.

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## 1.0 Purpose

The purpose of this policy is to;

- Formally acknowledge the contribution of indirect volunteers and the Third Sector organisations that support them
- To recognise the specialist knowledge, skills and lived experience that Third Sector organisations can provide
- Encourage and enable the involvement of Third Sector organisations and indirect volunteers
- Set out NHS Lothian's principles when working with Third Sector Partners who provide indirect volunteers

## 2.0 Policy statement

NHS Lothian will be an exemplar of best practice when working in partnership with Third Sector organisations. NHS Lothian will draw on the specialist skills and knowledge of Third Sector organisations to establish creative and impactful volunteer placements. NHS Lothian will ensure that the volunteer placements of indirect volunteers, add value and complement the support provided by NHS Staff and volunteers avoiding duplication.

Patient safeguarding and safety is paramount and will be a constant consideration when identifying roles and appropriate partners to support them.

## 3.0 Scope

This policy applies to all functions, services and departments where indirect volunteers are placed or could be placed.

The indirect volunteer policy and the associated materials are intended for use by NHS Lothian employees to inform their interactions with Third Sector organisations regarding indirect volunteers. A commitment to the principles contained in it would also be expected from Third Sector organisations whose volunteers perform roles within NHS Lothian. However, the Board respects the independence of these voluntary organisations and recognises that they are responsible for the management of volunteers working on specific projects.

This policy does not apply to NHS Lothian's volunteers, work experience or student placements which have their own specific policies and associated materials.

## 4.0 Definitions

Volunteer – “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”, Strategy for Volunteering in the NHS in Scotland CEL 10 (2008)

Indirect volunteer – “Volunteers are recruited, trained and supported by Third Sector organisations.” Clear Pathway Guidance (2018)

Third Sector organisation – “-is a term used to describe the range of organisations that are neither public sector nor private sector. It includes Voluntary and community organisations (both registered charities and other organisations such as association, self-help groups, and community groups), social enterprises, nuptials and cooperatives.” National Audit Office

## 5.0 Implementation roles and responsibilities

The implementation of the policy will be led by the Voluntary Service Management Team supported by the Volunteering Well Strategic and Operational Groups. Key to the successful implementation of the policy is an awareness campaign to raise the profile of the Voluntary Service Team and the work of volunteers both NHS Lothian volunteers and indirect volunteers.

### 5.1 NHS Lothian Board

NHS Lothian Board is responsible for ensuring the safety of patients who come into contact with indirect volunteers and the safety of all visitors to NHS Lothian sites including indirect volunteers.

### 5.2 Executive Lead – Executive Nurse Director and Deputy Nurse Director, Corporate Nursing

The Executive Lead has responsibility for overall governance of Volunteering in NHS Lothian.

### 5.3 Strategic Lead – Programme Manager Corporate Nursing and Head of Volunteering

The Strategic Lead has responsibility for communication and engagement with the Volunteering in NHS Scotland National Programme contribution to the development of national strategy and local for volunteering in Health and Social Care.

### 5.4 Head of Volunteering

The Head of Volunteering will be responsible for monitoring and reviewing the policy and associated materials and practice to ensure they are fit for purpose and enable active and potential volunteers are placed in roles that add value and maximise impact.

### 5.5 Voluntary Service Managers

Voluntary Service Managers have a responsibility to ensure that they consistently apply this policy and the related procedures.

## 5.6 All NHS Lothian Staff

It is the responsibility of all NHS Lothian staff to be aware of the added value that volunteering brings to patients, families, volunteers and teams. All staff must also be aware of the Voluntary Services Team and involve them in the negotiation or re-negotiation of relationships with Third Sector organisations which will involve a contribution from indirect volunteers.

## 5.7 Third Sector Organisation and Indirect Volunteers

All Third Sector organisations who wish to must be aware of this policy and observe the processes and procedures set out in associated materials and share relevant elements with their volunteers.

## 6.0 Associated materials

- [Indirect Volunteer and Third Sector Procedure](#)

The above procedure has been approved by the Volunteering Well Strategy Implementation Group.

## 7.0 Evidence base

- Clear Pathway Guidance – Scottish Government (April 2018)
- Volunteering for All: a national Framework – Scottish Government (April 2019)
- The contribution of Volunteering to Scotland’s Health and Wellbeing – Volunteer Scotland (Nov 2019)
- Volunteering, health and wellbeing – Volunteer Scotland (Dec 2018)
- The role of volunteers in the NHS. Views from the front line – The Kings Fund (Dec 2018)
- Volunteering in health care; securing a sustainable future – The Kings Fund (March 2013)
- Volunteering in Edinburgh 2017 – Volunteer Edinburgh (Nov 2017)
- Volunteering Well – NHS Lothian Volunteering Strategy 2018-2023 (Aug 2018)
- NHS Lothian volunteer experience survey – NHS Lothian (July 2017)

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## 8.0 Stakeholder consultation

Draft versions of this policy were made available for consultation to the Volunteering Well Strategic Implementation Group, the Volunteering Well Operational Group, the Volunteer Reference Group and Third Sector organisations. This policy was placed on the NHS Lothian Consultation Zone, and an Integrated Impact Assessment was undertaken.

## 9.0 Monitoring and review

This policy will be reviewed every three years unless there are any changes in our processes or in legislation. The Head of Volunteering will ensure that key staff are made aware of the reversion of the policy and the Voluntary Service Team will refer to policy and associated materials when carrying out their roles.