

Livewell Southwest

Volunteering Policy & Procedure

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Notice to staff using a paper copy of this guidance

The policies and procedures page of LSW Sharepoint holds the most recent version of this guidance. Staff must ensure they are using the most recent guidance.

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Reader Information

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Policy Author's Manager	Dawn Slater, Director of People and Professionalism
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	Recruitment & Selection Policy Volunteer Handbook Work Experience Placement Protocol Travel and Subsistence Expense Claims Procedure
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Document review history

Version No.	Type of Change	Date	Originator of Change	Description of Change
1	New policy	July 2013		Ratified at JCCN
Please contact the PRG Secretary for full review history is required.				
2	Full review	October 2016	HR	Full review to include handbook
2.1	Minor update	September 2019	HR	Added reference to the Declarations of Interest Policy
2.2	Extended	February 2020	Head of HR & Staff Wellbeing	Extended
2.3	Extended	January 2021	HR Admin	Extended
2.4	Extended	September 2021	Associate Director of HR & Engagement	Extended
3	Reviewed	September 2022	Future Workforce Manager	
4	Reviewed	May 2025	WRAA and AD of Workforce	Checked wording and updated to reflect changes in ESR.

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Volunteering Policy & Procedure

1 Introduction

- 1.1 Livewell Southwest (LSW) is committed to fairness and equity and values diversity in all aspects of its work as a provider of health and social care services and as an employer of people. We constantly strive to build a workforce that is representative of the community it serves.
- 1.2 Livewell Southwest is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy maternity, race, religion or belief, sex and sexual orientation in the provision of our services and in recruitment and employment. This enables an environment that is characterised by dignity and respect which is free from harassment, bullying and victimisation.
- 1.3 The organisation recognises and values the additional support provided by volunteers to the organisation and the people who use our services, carers and visitors. The organisation has been supported by volunteers in many ways and works closely with Volunteer Plymouth and with the local community.
- 1.4 This policy sets out the roles and responsibilities in order to ensure Livewell Southwest's volunteer programme meets both the needs of the organisation and each individual volunteer whilst ensuring a safe environment for all.
- 1.5 The organisation is clear that voluntary positions are complementary and created solely to provide additional support to the organisation to enhance the service provided to people who use our services and should not replace any paid position.

2 Purpose

- 2.1 Provide a framework for the recruitment and placement of volunteers within Livewell Southwest.
- 2.2 Uphold the values and principles of volunteering, providing a consistent approach to ensure that volunteers are fully supported during their volunteering role.

3 Definitions

- 3.1 A **volunteer** is 'a person who gives freely and willingly of their time to help improve the health and wellbeing of people who use our services, patients, and their families and carers'.
- 3.2 A **young person** is defined as someone aged between 16 – 18 years of age.

4 Duties and responsibilities

- 4.1 The **Director of People and Professionalism** has responsibility for all volunteers in LSW and for the adherence to this Policy.
- 4.2 The **Volunteer Supervisor** is a named person that the volunteer is assigned to and who provides day to day supervision to the volunteer.
- 4.3 The **Volunteer** has responsibilities which are set out in the individual role description and the Volunteer Handbook attached as Appendix A which should be read in conjunction with this policy.
- 4.4 All **members of staff** who have contact with Livewell Southwest volunteers should have an understanding of the involvement of volunteers in service delivery and the value they bring.
- 4.5 The **Workforce Retention and Attraction Advisor (WRAA)** is a point of contact for all volunteers and Managers and has responsibility for supporting the recruitment of volunteers across LSW.

5 Eligibility

- 5.1 We recognise that each individual volunteer has their own reason for seeking a voluntary position. In many cases volunteers have been people that have used the service and wish to 'give back' to the organisation. Other reasons may include learning additional skills in order to return to work, gaining experience in a health and social care setting and people who do not work but like to keep busy whilst doing something worthwhile.
- 5.2 We will aim to match people to a suitable position, taking account of their skills, where possible. For example, a volunteer who is looking to keep up their administration skills may prefer a clerical position rather than a role that involves meeting people.
- 5.3 We will only consider applications from people over the age of 16.
- 5.4 Due to the thorough application process and the time and paperwork involved in recruiting volunteers, the organisation will only consider applicants who are looking to provide an ongoing, regular commitment to the Livewell Southwest.
- 5.5 The organisation does offer work experience placements and further details are contained within the Work Experience Guidance.

6 Recruitment, selection, and placement procedure

- 6.1 See flowchart in Appendix B.
- 6.2 Before joining the organisation, checks will be undertaken in line with Livewell Southwest's Recruitment and Selection Policy & Procedure and NHS Employer Standards with the added caveat: 2 character references will be required and any references to evidence any employment within the last 3 years, and applicants unable to supply an overseas DBS (if required) will be considered via risk assessment on an individual basis. As part of volunteering at Livewell Southwest volunteers may need to undergo a Disclosure and Barring Service UK (DBS) check.
- 6.3 Where it is deemed necessary and beneficial to the role, some volunteers may be given limited access to Livewell Southwest's IT system. Volunteers who are given such access will be required to undertake necessary training.
- 6.4 All volunteers will be registered on the Electronic Staff Record (ESR), it is important that any changes are updated by the manager and recruitment informed.

7 Declarations of Interest

As part of the induction, volunteers must review the Declarations of Interest Policy and complete the self-declaration form (Appendix A of the Dol policy), with a negative or positive declaration. To be filed in the volunteer's personnel file. This must be revisited as part of the 12-month supervision process and a record placed on file. This must be revisited as part of the 12-month supervision process and a record placed on file.

8 Payment of expenses to volunteers

- 8.1 We recognise that some financial circumstances may cause a barrier to volunteers accepting a role. Therefore, it is Livewell Southwest's policy to pay reasonable travelling expenses incurred during the course of volunteering, together with any other expenditure (agreed in advance with their volunteer supervisor).
- 8.2 Volunteers should submit their expense claims for approval to their supervisor on a monthly basis by completing the Reimbursement of Expenses for Services Users, Carers & Volunteers form set out in Appendix C with appropriate receipts, to the Cashier at the Local Care Centre, Glenbourne or Cumberland Centre for reimbursement in cash.
- 8.3 A guide to rates of reimbursement are set out in the [Travel & Subsistence Expense Claims Procedure.docx](#) found on sharepoint [Livewell Staff Hub - Home](#)
- 8.4 It is the volunteer's responsibility to inform HM Revenue & Customs (HMRC) of

any expenses claimed, where required.

9 Training implications

- 9.1 Volunteers will be directed to complete Training via e-learning for health <https://www.e-lfh.org.uk/programmes/volunteer-learning/> with the option to continue learning to complete the National Volunteer Certificate. Local training will be provided by volunteer supervisors, as required, on their duties in relation to this policy.

10 Monitoring compliance

- 10.1 The HR Department will be responsible for monitoring the effectiveness of this Policy in conjunction with managers and Trade Union partners.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Head of Service.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

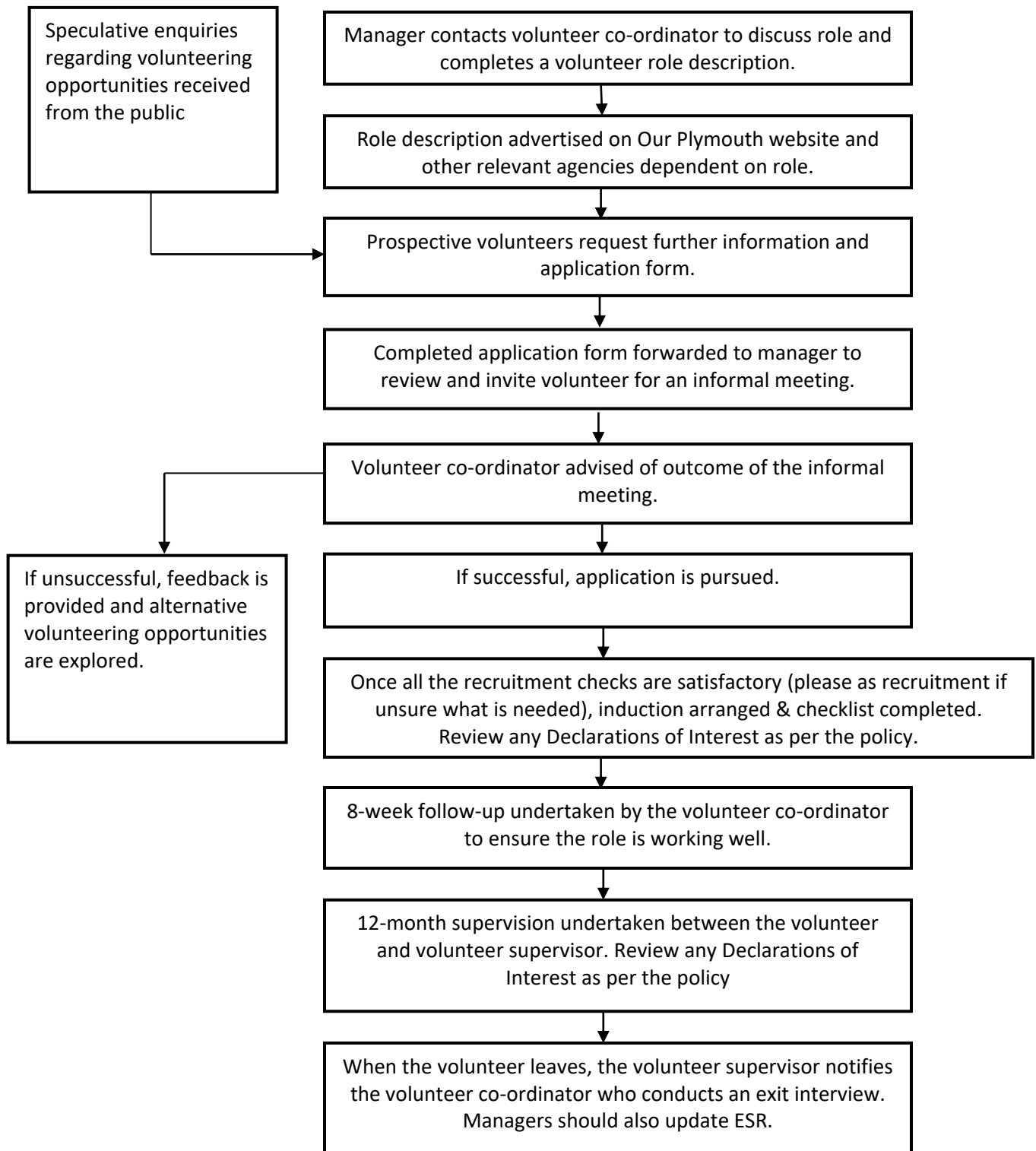
Signed: Director of People and Professionalism

Date: 15th July 2025

Appendix A – Volunteer handbook

[Volunteer Handbook December .2022.pdf](#)

Appendix B - Volunteer recruitment, selection and placement flowchart



Appendix C - Reimbursement of Expenses for Service Users, Carers & Volunteers Form

Reimbursement of Expenses for Service Users, Carers & Volunteers Form

Name: Contact Address:

Month: Home Phone: Mobile:

Date	Meeting Purpose	Venue	Time	Mileage @current rate	Parking	Public Transport	Other agreed costs	Total	Supervisor's Signature

I acknowledge that I am claiming the above monies and confirm that it is my responsibility to declare these monies, when received, to the Benefits Agency/HM Revenue & Customs (if applicable).
 I declare that the information I have given is correct and complete. I understand that if I knowingly provide false information, I may be liable for prosecution and civil recovery proceedings.
 Concerns about fraud and/or corruption can be reported in confidence to the NHS Fraud and Corruption Reporting Line on 0800 028 40 60 or <https://cfa.nhs.uk/reportfraud>

Total Claimed

Budget Holder/Supervisor

Cashier's Office Use

Signature of Claimant:

Approved By:

Date:

Signed:

PC:

Date:

PRINT name:.....

Budget Number:

Date:

