



Cheshire and Wirral  
Partnership  
NHS Foundation Trust

# Volunteer Handbook

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2019/20 edition

Helping people to be **the best they can be**



**Cheshire and Wirral  
Partnership**  
NHS Foundation Trust

# Thank you!

**for choosing to  
volunteer with Cheshire  
and Wirral Partnership.**

**We are so grateful for  
all of our volunteers.**

They give an enormous  
amount of their time  
and energy to us.

Their passion and  
support make a huge  
difference to the people  
who access our  
services, their families,  
carers, and our staff.

Thank you so much for  
being a part of our  
volunteering community  
at CWP!

***Catherine de Zwaan***  
*Volunteering Lead for CWP*

# About us

**We are Cheshire and Wirral Partnership  
NHS Foundation Trust.**

We provide health and care services to a total population of around one million people.

Our services include mental and physical health care, as well as learning disability services.

We operate from over 60 different sites across Cheshire and Merseyside, including Wirral, Chester, Winsford, Crewe, Macclesfield, Sefton, and Trafford.



*“It is a great place to volunteer,  
and the support and supervision is  
excellent.”*

*Quote from a CWP  
volunteer*



# About our volunteers

Our volunteers at CWP play a very valuable role in supporting nearly every area of our work. They help out in a range of different roles in various locations all across Cheshire and Wirral.

We currently have more than 250 amazing people who volunteer with us regularly.

People may get involved in volunteering for a variety of reasons, but all our volunteers generously give their time and energy to make a difference.

## **We currently have nearly 30 different volunteering roles, which include:**

- Lived Experience Connector®
- Meet and Greet Volunteer
- Craft Activity Volunteer
- Volunteer Hairdresser
- Group Co-Facilitator
- Bosom Buddy Volunteer
- Volunteer Gardener
- Peer Support Volunteer
- Cooking & Baking Volunteer
- Admin Volunteer
- Pets as Therapy Volunteer
- Volunteer Yoga Tutor
- Music Activity Volunteer

**When somebody is interested in becoming a volunteer with CWP, we work together with them to find a suitable and available volunteering role that matches their skills and interests.**



# What you can expect from us

## We want you to enjoy volunteering with us!

- We will give you a volunteer role description with clear responsibilities.
- We will tell you who your named supervisor will be while you volunteer.
- We will provide you with any training or information you need to do your voluntary role.
- We will provide you with support through regular conversations about your volunteering.
- We will cover your out-of-pocket travel expenses, in line with our expenses claim policy.
- We will have public liability insurance in place to cover you while you are volunteering with us.
- We will treat you with respect, and uphold the values of Equality, Diversity, and Inclusion.
- We will endeavour to resolve any concerns promptly and fairly.



# What we expect from you

## We want you to get the most out of your role.

- You will perform tasks as outlined in your volunteer role description.
- You will treat other people with kindness, respect, and appreciation. This includes other volunteers, our staff, members of the public, people who access our services and their carers, friends, and family members.
- Your actions and conduct will support our organisation's values of Equality, Diversity, and Inclusion.
- You will respect other people's confidentiality.
- You will keep us updated if your contact details change.
- You will engage with your volunteering role to the best of your ability.
- You will respect the boundaries of our health and safety policies.
- You will embrace our six Trust values of Care, Compassion, Competence, Courage, Communication, and Commitment.
- You will let your volunteering supervisor or a member of staff know right away if you have any problems or concerns, so that we can help you find a solution.
- You will let us know as soon as possible if you are unable to continue volunteering with us.

*“When I volunteer, I feel I am helping patients with their recovery.”*

*Quote from a CWP volunteer*



# How we'll support you

## Induction and welcome

We want all our volunteers to feel welcomed, and well-prepared for their volunteering role. This handbook gives a warm welcome to the CWP volunteer community, and contains lots of helpful information.

Every volunteer will be invited to attend a “Welcome to the Trust” Induction, where you can hear more about the wider work of the organisation. During this induction, there will also be a separate welcome and information session just for volunteers.

Most volunteering roles will also require a ‘local induction’ with your supervisor, where you will learn more about your role and meet the team you will be volunteering with. The local induction will also be an opportunity to ask any questions you may have about your specific volunteering role.

## Training and development

Training needs will vary depending on your volunteering role, but we will make sure you receive all the training and information that you require to do your volunteering role well.

As a volunteer with CWP, please note that we will only be able to offer you training opportunities that are relevant and appropriate to the role that you will be doing. This is because offering further training to volunteers as a ‘perk’ opens up a risk that a volunteer could then legally be considered an ‘employee’ and this may have an impact on the volunteer’s benefits or legal status.

# How we'll support you

## Catch-ups and supervision

Providing support to our volunteers is very important to us. We will make sure that you have a named supervisor who will be able to provide you with ongoing support during your time with us. Your supervisor, or staff in the Patient and Carer Experience Team, will both be approachable and available if you should have any concerns or needs.

There will also be regular catch-ups with your supervisor, where you can both review your volunteering, and make sure things are going well.

## Recognition and thanks

We want to make sure we recognise the valuable contribution that our volunteers make, and it is important that volunteers regularly feel appreciated for what they do.

Each year, we will also nominate volunteers for the CWP Recognition Awards, in the “Outstanding Contribution to Volunteering” category. All nominees will be invited to attend the award ceremony, and join in with the celebrations.



*“All the staff fully  
appreciate the work I do,  
and I am made to feel a  
part of the team.”*

Quote from a  
CWP volunteer





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# The Essentials

**As a volunteer with CWP,  
you'll need to be aware of  
the following information.**

Please take some time and have a good read through the next few pages, to make sure you are familiar with our policies and procedures.



## Expenses

At CWP we reimburse our volunteers for any out-of-pocket expenses incurred whilst volunteering. People who volunteer for a whole day can also claim up to £5 for lunch. You must provide travel tickets and receipts to claim back your money. We are not able to reimburse any taxi journeys, unless we have already approved the taxi journey with you beforehand.

Expenses will be paid directly into your bank account, as CWP cannot refund any expenses in cash. We will ask for your bank details to set you up on our Finance systems.

## Data Protection

We need to have someone's permission before we can collect, store, or use their contact details or personal information.

Any personal details that you provide us with are stored in line with the latest data protection legislation. We will only use your information in a way that we have agreed with you, and you have the right to ask us to update or remove your information at any time.

## Your ID Badge

You will be provided with an NHS Volunteer ID badge and volunteer lanyard when you attend the "Welcome to the Trust" Induction.

Please make sure you always wear your ID badge & lanyard whenever you are carrying out any CWP volunteering activities.

## Security Checks

Most of our volunteering roles involve working with vulnerable adults and children. In these cases, we will require our volunteers to complete a Disclosure and Barring Service (DBS) check before starting with us. This DBS check is free of charge for volunteers.

If you have any offences listed on your DBS certificate, it does not mean you cannot volunteer. It may mean we will need to have a conversation with you about your volunteering role, just to make sure it is still suitable.

## Health Checks

Before anyone can start volunteering with us, we need to ask them some questions about their health, including their vaccination history.

All volunteers will also be required to attend a 'Health Check' appointment before they start volunteering with us.

During this Health Check appointment, you may need to have a vaccination or a blood test to show your immunity.

This is because all our volunteering roles involve interaction with other people – sometimes in a clinical setting – and we need to make sure we are protecting everyone and looking after their health.

## Your Privacy

We will sometimes take photos of our volunteers to use online, on social media, or in other promotional materials for CWP.

If you would prefer us not to use your image, please make sure you let us know, and we will respect your wishes.

## Confidentiality

To be a volunteer with CWP, we ask all our volunteers to sign a confidentiality agreement as part of the volunteering application process.

As a volunteer, you must maintain confidentiality during your time with us.

This means any confidential information you may see or hear about other people whilst volunteering must not be shared with anyone else. However, if you have a genuine concern that needs to be shared, please do so with a member of staff who is present.



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*“Volunteering gives me a purpose and helps to keep me well, and I love what I do with a passion.”*

*Quote from a CWP volunteer*



## Insurance

As a volunteer, you will be covered by CWP's Employee Liability Insurance.

This means if something were to happen during the course of your volunteering with CWP, you would be insured in the same way that any member of our staff would be.

Unfortunately we are not able to insure against the loss of any personal property, so when you are volunteering please don't bring any valuables with you, and make sure you take care of your personal possessions at all times.

## No Smoking

Smoking and vaping are not permitted on any CWP property, nor when volunteers are involved with any CWP activities.

## Car Drivers

If you are driving as part of your volunteering role, please make sure that you inform your insurance company, and check that you can use your vehicle whilst volunteering.

Many insurers will not charge any extra for using your vehicle whilst volunteering, but you do need to check this with your own insurance company. Your vehicle will not be covered by the NHS Liability insurance.

Please note that volunteers are not able to give lifts to other volunteers, and cannot claim passenger miles.

## Accidents & Incidents

All accidents and incidents must be reported to your supervisor or to the Patient and Carer Experience Team as soon as possible.

If you feel that there is a real emergency where someone's life is in immediate danger, please contact the emergency services on 999.

## Boundaries

Clear boundaries are very important for our staff, the people who access our services, and our volunteers.

Boundaries help to make sure that everyone receives fair treatment and a high level of care. Boundaries are there to protect you and protect others.

Volunteering with CWP is a position of responsibility, and as such you should remain professional at all times. This means you should never share your personal phone number or home address to others, nor should you feel made to share anything personal with others that you do not wish to.

When you are volunteering, we recognise it is inevitable that you may develop friendships with other people, or have contact with them in a personal capacity.

In this situation, please take care to ensure that no conflicts of interest should develop.

If you ever have any concerns regarding boundaries, then please raise these immediately with your supervisor, or a member of the Patient and Carer Experience Team.

## Safeguarding

Safeguarding is any action taken to promote the welfare of children or adults, to protect them from harm, abuse, or maltreatment.

Safeguarding is everyone's responsibility.

At CWP we have contact with many vulnerable people. It is therefore essential that all of our staff and volunteers receive regular appropriate training in safeguarding.

This training must be kept up-to-date every two years. The Patient and Carer Experience Team will support volunteers in accessing this regular training free of charge.

## Reliability

It's very important to us that our volunteers are reliable. Please make sure that you arrive on time for the hours or days that you have discussed and agreed with your supervisor.

If you are going to be late or, for some reason if you will be unable to attend your agreed volunteering, please let your supervisor or a member of staff know as soon as possible.



*“Since becoming a volunteer with CWP my confidence has grown and I have made a few friends along the way!”*

*Quote from a CWP volunteer*





## Commitment

We ask our volunteers to commit to a minimum of six months with us to begin with. We do also aim to be flexible in how we tailor our volunteering roles, so that we can accommodate each individual person's needs.

We understand that people's circumstances can sometimes unexpectedly change, so if your initial six months commitment is no longer possible, that is not a problem. Please just let us know as soon as possible.

## Discrimination

CWP is committed to treating all people equally and fairly, in line with our policy on Equality, Diversity and Inclusion.

We accept each volunteer based on their suitability for the role alone.

We will not discriminate against any person because of age, disability, ethnicity and race, gender, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion and belief, or sexual orientation.



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## Leaving

We understand that sometimes your availability for volunteering can change. Perhaps after a while you may even feel that it is time for you to move on from your volunteering role.

If you decide that you would like to make any changes to your volunteering commitment, or leave your volunteering role, then please let us know as soon as possible.

You can either inform your supervisor or the Patient and Carer Experience Team of these changes.

As a volunteer, there will be no need to serve a notice period before you leave.



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***“Volunteering allows me to help others and that gives me tremendous inner warmth and satisfaction.”***

**Quote from a CWP  
volunteer**



# Dealing with any difficulties

## Resolving worries or concerns

If you have a worry or concern about any aspect of your volunteering, please speak with your supervisor as soon as possible, so that we can provide you with advice and support.

For any reason, if you do not feel comfortable speaking with your supervisor, you can speak with another team manager, or member of the Patient and Carer Experience Team.

We want to make sure that volunteering is a positive and meaningful experience, and we take the concerns of our volunteers very seriously. We will seek to resolve all concerns as soon as possible, in line with the CWP Complaints Policy.

## Problems with your volunteering role

If you have any problems with your volunteering role, or if things are not working out as you had hoped, please let us know as soon as possible.

We understand that there will be ups and downs in any role, but if you are really not feeling happy in your volunteering role, please do not see this as a failure. Make sure you speak with your supervisor and with the Patient and Carer Experience Team as soon as possible to let us know how you are feeling.

We will work together with you to make any necessary changes, or to find an alternative role that you feel happier with, which is a better fit for you.



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***“I have learned loads of new skills and this has improved my confidence.”***

***Quote from a CWP volunteer***



# What our volunteers mean to us

## Acknowledging your contribution

We want to celebrate and honour the amazing work that our volunteers do to support CWP.

Every year, we will nominate volunteers for the “Outstanding Contribution to Volunteering” award category of the CWP Recognition Awards.

In addition, each team who has a volunteer will be encouraged and supported by the Patient and Carer Experience Team to thank and celebrate their volunteers locally throughout the year.

## Keeping in touch

We want to make sure that all our volunteers feel included in things that are happening at CWP, and that they feel a part of the wider volunteering community.

We will send all our volunteers a CWP Volunteering Newsletter every three months, to keep everyone updated and informed with the latest goings-on.

Please make sure you let us know if you change your contact details, so that we can still keep in touch with you.





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***“Volunteering has  
aided my recovery.”***

***Quote from a CWP volunteer***



# Other ways to get involved at CWP

We are committed to involving people who access our services, carers and members of the public in the work that we do. By working together, we can improve our services and ensure that the best quality of care and treatment is provided.

## **Become a Member of CWP**

We are a 'membership organisation' and it is to these members that our services are ultimately accountable. The members are people from the local communities that we serve, our staff, and people who access our services.

Members vote to elect representatives, who become Governors. As a Member, you will have the opportunity to get involved in the decisions we make and to influence the way in which we plan and develop our services. Members can work with us to inform us of their needs and of the services our local communities would like us to deliver.

## **Become a Governor**

Governors are elected by our CWP Members, and they form the Council of Governors, which works together with our Board of Directors to agree the future plans of the organisation.

Governors have an important role in making the Trust publicly accountable for the services it provides. No specific qualifications are required to be a governor. However, commitment to the role and a desire to make a difference is key. If you have been a Member of CWP for at least 12 months, you can nominate yourself for election to the Council of Governors.





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***“I volunteer to give something back and make a difference to patients’ lives.”***

***Quote from a  
CWP volunteer***



# Tell us about your experience

## We want to hear from you!

We love to hear about people's experiences of volunteering with CWP.

Receiving your feedback and hearing your good news stories about volunteering helps us to know about the great things that have been happening. It also means we can celebrate these successes with you!

Hearing about any negative experiences is also essential for us, as your feedback gives us a really important opportunity to improve.

## Please get in touch

If you would like to tell us about your experience of volunteering, or share any feedback with us, please speak to a member of the Patient and Carer Experience Team, by calling 01244 397 397. Alternatively, you can speak with a member of staff who you feel most comfortable talking with.



# Useful contacts

## Patient and Carer Experience Team

**Catherine de Zwaan** [catherine.dezwaan@nhs.net](mailto:catherine.dezwaan@nhs.net)

Patient and Carer Experience Team Manager / Voluntary Services Lead

**Darren Dykes** [darren.dykes1@nhs.net](mailto:darren.dykes1@nhs.net)

Patient and Carer Experience Team Administrator

**Susan Walker** [susan.walker6@nhs.net](mailto:susan.walker6@nhs.net)

Patient and Carer Experience Coordinator



**@ExperienceCWP**

You can connect with us on Twitter

## Cheshire and Wirral Partnership Trust

01244 397 397 **CWP Headquarters ('Redesmere')**

0151 488 7250 **Wirral Education for Wellbeing**

01625 505 647 **Involvement, Recovery & Wellness Centre**

01625 505 647 **West Recovery College**



If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff or e-mail [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

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如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

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