



Volunteer Identity Card Procedure

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Return this form to either:

1. The address opposite
2. Scan/email to NeedID@secamb.nhs.uk

Your card will not be activated until this form has been received

ID Card Receipt
SECAmb Kent Regional Office
Heath Road
Coxheath
Kent
ME17 4BG

www.secamb.nhs.uk

Provision of CFR Swipe Access Card

As a Community First Responder (CFR), a signature is required upon provision of a new Trust access card to enable activation, which is issued under the following conditions:

This card remains the property of the Trust and must be returned at any point at which volunteering has been considered to have ceased, e.g. decision of the volunteer, decision of the Trust, or due to extended non-activity as in the Standard Operating Procedure for CFRs.

The safekeeping and appropriate use of the card is the responsibility of the person that it is issued to. It must not, under any circumstances, be given to or used by anyone else.

The card may be treated as proof of identity to respond for the Trust and, where appropriate, as a means for allowing access to reporting and/or holding CFR stores. The card must remain on your person whilst performing your duties on behalf of the Trust and should be kept secure (preferably at home) at all other times. If the card is lost/stolen, it is to be reported immediately via the Trust incident reporting system (IWR-1). Where the card has access control rights, immediate notification must be given to NeedID@secamb.nhs.uk - who will then deactivate the card to avoid it being used by any unauthorised persons.

Please sign below to accept the card and to confirm you have read and agree to the terms above and are aware and will conform with the general principles of the **Trust ID & Access Procedure** and the **Community First Responder Standard Operating Procedure**. Lastly, sign the cardholders strip on the rear of the card and record the eight-digit number on this front of the ID card below, before returning the form to the address above.

This card replaces card No N/a ☐

Reason for new card issue: New request ☒ Lost card ☐ Change in Name Details ☐
Change in Job Role ☐ Card Expired ☐

Print name:

Location/Department:

Card no:

Job title:

Signature:

Date:

Chairman: Richard Foster CBE Chief Executive: Darren Woods QAM



1 Scope

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to providing a high-quality volunteering opportunity to all its volunteers.
- 1.2. The volunteering opportunity includes:
 - 1.2.1. Creating and maintaining channels for effective communication between staff, management and volunteers.
 - 1.2.2. Offering opportunities for volunteers to provide feedback on their experiences to the organisation.
 - 1.2.3. Access to support through clinical supervision, engagement and welfare throughout their tenure with the Trust.
- 1.3. Volunteers are recognised by the trust as a valuable resource and in line with the National Volunteering Strategy will be developing volunteering opportunities for the future.
- 1.4. All volunteers will be issued with swipe access photographic identity cards to enable them access to Trust premises.

2 Background

- 2.1. Volunteers make a significant contribution to the Trust, to their local communities, staff and patients.
- 2.2. Volunteers are required to carry on their person and show identity when volunteering for the Trust. This includes attending patients when dispatched by the Trust.
- 2.3. A local operational management structure has been developed and implemented for volunteers to improve integration with the Trust and with the crew they respond alongside.
- 2.4. As valued members of the Trust volunteers require access to Trust premises to allow for training, access to medicines and replenishments and to meet staff and access welfare support.
- 2.5. The reality of operational frontline work means that it is not always possible to guarantee a member of staff will be on site to allow volunteers access.
- 2.6. This Standard Operating Procedure will:
 - 2.6.1. Set out the principles underpinning the issue of swipe access identity cards to volunteers. .

- 2.6.2. Detail the processes from application, activation, deactivation, loss etc. and management of swipe access identity cards for volunteers,
- 2.6.3. Define the roles, functions and responsibilities of key personnel involved with the issue of swipe access identity cards to volunteers .

3 Benefits

- 3.1. The benefits to volunteers are identified as:
 - 3.1.1. Improved process flow for the collection of consumables from Trust premises.
 - 3.1.2. Improved ability to use Trust premises for clinical and statutory and mandatory training sessions, and meetings where appropriate.
 - 3.1.3. Improved access to welfare and support.
- 3.2. The benefits to the Trust are identified as:
 - 3.2.1. Improved security as individual access can be tracked.
 - 3.2.2. Increased ability for staff and volunteers to engage with each other.

4 Principles and Arrangements

4.1. Principles

- 4.1.1. Photographic identification makes patients feel safe and reassures the public and staff. Confirming identity is an essential part of good security.
- 4.1.2. Identity cards will be issued to fully trained and active volunteers only. Each volunteer who receives an identity card and/or swipe access identity card assumes individual responsibility for the security of that card. The card cannot be loaned to any other person, and loss or theft must be reported immediately via the Trust's Incident Reporting process.
- 4.1.3. Volunteers , in addition to following the principles of this SOP, must also comply with the associated principles of the Trust ID & Access Procedure
- 4.1.4. Where stations / Make Ready Centres do not have swipe access, volunteers will continue to use their existing non-swipe identity cards. As more Trust locations are converted to a swipe access system, volunteers in those locations will be required to change over their existing identity card for a replacement one.

4.2. Issue of Identity Cards

- 4.2.1. Profiles will be created for each volunteer on the Trust Access Control System which permits access to their local Make Ready Centre, local station or Ambulance Community Response Post.
- 4.2.2. It is possible that a Community First Responder team will be able to access more than one site, depending on their specific location(s) and routine role. Access will be determined in a similar manner as with employees based on operating area/role. Additional access requests, whether individual or for a group will be determined between management for Security and Community Resilience .
- 4.2.3. CFR Tutors will have access to a wider range of sites to allow them to deliver courses. All CFR Tutors will be assigned access to sites within their region.
- 4.2.4. Swipe access identity cards will be issued once a volunteer has successfully completed all clinical and/or mandatory training.
- 4.2.5. Volunteer team leaders will confirm to the Community Resilience team that a new volunteer has completed all clinical and statutory and mandatory training. This is evidenced on SECamb Discover and the clinical Course paperwork where appropriate.
- 4.2.6. An up to date, professional and passport sized photo along with full name as per Community Resilience records, role title and base location are to be supplied to enable the profile to be created and a card produced.
- 4.2.7. Identity cards and/or swipe access identity cards will be sent to the local operating units. Local CRLs will be responsible for delivering the cards to volunteers within their area. On receiving the identity card the volunteer will complete and sign the ID Card Receipt Form, attached in Appendix C to confirm they are in possession of the card and will adhere to associated statutory and regulatory requirements and return the signed form to NeedID@Secamb.nhs.uk to enable the card to be activated by the Security Management Team.
- 4.2.8. Volunteers may only be in possession of one ID card at any one time. For those who are dual role, efforts will be made to incorporate on one card.
- 4.2.9. Volunteers will keep their ID card or ID access card about their person at all times responding for or when on Trust sites and may be challenged for identification as any employee may be by a patient/relative etc on scene or an employee or another volunteer on site.
- 4.2.10. In turn volunteers should challenge any unknown individuals on Trust sites for identification, again as any employee may, to ensure staff safety and security on sites.
- 4.2.11. Each card will be valid for a period of two years and it is the responsibility of the volunteer to ensure they are aware of the expiry date of their card.

4.3. **Renewal / Replacement**

- 4.3.1. It is the responsibility of each volunteer to notify needid@secamb.nhs.uk that their identity card is expiring. Community First Responders may request a new ID card up to 4 weeks prior to the expiration of their current card. All out of date ID cards must be disposed of in a secure manner.
- 4.3.2. The CRL must ensure that the volunteer's training is up to date, that they are still an active responder and that they require a replacement identify card to be issued.
- 4.3.3. Once this confirmation is received, the issue of a replacement card follows the process outlined above for new identify cards.

4.4. **Lost or Stolen Identity Cards**

- 4.4.1. In the event that an identity card is lost or stolen, this must be immediately reported by the volunteer to the on call Community Resilience On Call person on 0330 332 6204
- 4.4.2. The Community Resilience on call person must ensure that:
 - 4.4.2.1. An DIF1 (Datix) is completed
 - 4.4.2.2. The loss or theft is reported to the Security Management team with authority to freeze/deactivate the access rights on the card.
 - 4.4.2.3. Where a theft has occurred, a report must be completed to the Police obtaining a crime reference number (loss does not require this report).
- 4.4.3. Loss or theft must also be reported to the local Operating Unit Manager.

4.5. **Cancellation of access rights for an Identity Card**

- 4.5.1. CRLs and Community Resilience will oversee day-to-day use of ID cards and swipe access ID cards to ensure volunteers are using their card appropriately and in accordance with this SOP and the principles of the Trust ID & Access Procedure.
- 4.5.2. Where a card has not been used for six months the card access will be de-activated by an authorised person in Security Management or Community Resilience as a preventative security measure.
- 4.5.3. The Community Resilience team will then seek clarification on the volunteers status from the CRL before requesting re-activation.
- 4.5.4. Where a card has been de-activated it must be returned to the Trust immediately and it is the responsibility of the local CRL to oversee the return.
- 4.5.5. Where a volunteer fails or refuses to comply with a request for the return of their identity card or swipe access identity card, guidance may be

sought from the Security Management Team who may deem it necessary to inform the police.

4.6. **Termination**

- 4.6.1. Volunteers who leave the network or who are asked to leave by the Trust are required to return their equipment, including their identity card or swipe access identity card.
- 4.6.2. It is the responsibility of the Community Resilience Team to ensure the return of the volunteers identity card or swipe access identity card.
- 4.6.3. The CRL must inform the Security Management team that the identity card should be de-activated.
- 4.6.4. ID cards or swipe access identity cards should be de-activated and returned as close to the volunteer's leaving date as possible.
- 4.6.5. Returned cards must be sent to the Community Resilience
- 4.6.6. Team to enable a cross check against notified volunteer leavers.

4.7. **Complaints, Issues and Concerns**

- 4.7.1. Where there is an allegation of misuse of a volunteers identity card a staff-led investigation will take place following the Volunteer Complaints, Issues and Concerns Procedure.
- 4.7.2. Misuse of an identity card includes allowing another person to use a card, or any other negligent, reckless or intentionally inappropriate behaviour, whether or not a threat to security has occurred as a result.
- 4.7.3. Volunteers will always be given the opportunity to share their version of events.
- 4.7.4. Misuse of an identity card may lead to the temporary suspension or removal of individual swipe access, and potentially any other remedy available through the volunteer Complaints, Issues and Concerns procedure.
- 4.7.5. The Trust reserves the right to choose not to dispatch a volunteer whilst an investigation is ongoing.
- 4.7.6. The Trust reserves the right to request the return of an identity card at any time.

5 **Responsibilities**

- 5.1. The **Trust Board** acknowledges the positive effect on our patients, welfare of our staff and support that is achievable by a well-managed and effectively governed volunteer network and is committed to providing support for all of our volunteers.

- 5.2. The **Chief Executive Officer** has ultimate accountability for volunteers. .
- 5.3. The **Director of Operations** through delegation by the Chief Executive Officer, has overall accountability for the implementation, operation and local assurance of this procedure.
- 5.4. The **Director of Operations** delegates responsibility for the governance and management of volunteers access to premises and identity cards to the Head of Community Engagement .
- 5.5. The **Head of Community Resilience** has overall responsible for the management of risks and suitable and sufficient controls associated with swipe access to premises and identity cards for Community First Responders and ensuring statutory and procedural requirements are complied with by volunteers. .
 - 5.5.1. The **Community Resilience Manager** is responsible for:
 - 5.5.2. Implementation and the day to day management of processes and governance arrangements for access to premises and identity cards for volunteers , to include;
 - 5.5.3. Monitoring and reporting on compliance.
 - 5.5.4. Assessing and evaluating the impact of this standard operating procedure.
 - 5.5.5. Designing improvements based on feedback.
 - 5.5.6. Raising breaches of the Trust ID & Access procedure to the Trust lead on Security.
- 5.6. The Trust Lead on **Security** is responsible for:
 - 5.6.1. Providing guidance and supporting the governance processes for ID & Access.
 - 5.6.2. Supporting security related investigations for breach of statutory and regulatory requirements.
- 5.7. The **Security Coordinator** is responsible for:
 - 5.7.1. Adminstrating access packages on profiles for volunteer swipe access cards.
 - 5.7.2. Activating Swipe access ID cards on return of a signed receipt.
 - 5.7.3. Supporting the process for ID card and ribbon stock orders for card printing.
- 5.8. **CRLs** are responsible for

- 5.8.1. Confirming that an identity card should be issued or replaced.
- 5.8.2. Arrangements for hand delivery of identity cards to volunteers.
- 5.8.3. Carrying out investigations if an identity card is stolen or misplaced.
- 5.8.4. Arrangements for the return of identity cards when a volunteer has left, is terminated or no longer active.
- 5.9. **Volunteers** are responsible for;
 - 5.9.1. The safety and security of their personal issue identity card, as set out in the receipt of the identity card or swipe access identity card form.
 - 5.9.2. Being aware of the expiry date and requesting a new ID card or swipe access ID card within the definitions of this SOP.
 - 5.9.3. Complying with all associated aspects and principles of this SOP and the Trust ID & Access procedure.
 - 5.9.4. Returning their ID card upon ceasing volunteering for the Trust.

6 Audit and Review

- 6.1. Community Resilience will undertake a monthly cross-check of volunteer leavers against returned identity cards
- 6.2. Community Resilience and the Security Management team will liaise on a monthly basis to ensure that identity cards issued to volunteers who have left the network have had their cards deactivated.
- 6.3. The Head of Community Resilience is responsible for reviewing this Standard Operating Procedure.
- 6.4. An annual audit of this Standard Operating Procedure will take place to confirm:
 - 6.4.1. That it is relevant and up to date.
 - 6.4.2. That any changed practices or processes are reflected.
 - 6.4.3. That references to documentation, including policies and procedures and web-based sites are current and up to date.
 - 6.4.4. That any required updates are made in line with significant changes to reflect the principles of the Trust ID & Access Procedure.
- 6.5. Where required, the Head of Community Resilience will re-draft this Standard Operating Procedure and submit the amended document to the Trust's governance process for policy ratification.

- 6.6. All policies have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.
- 6.7. Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).
- 6.8. All changes made to this policy will go through the governance route for development and approval as set out in the

Appendix A: Community First Responder Profile Examples

1. All CFRs will have an ACRP profile and in addition to this individual profiles assigned based on which Make Ready Centres / Ambulance Stations are local to them.
2. This will be defined by the CRL for each team.

Name of volunteer	Station 1	Station 2	MRC 1	MRC 2	ACRP
Aa	X	X			X
Bb		X			X
Cc		X			X
Dd	X		X		X
Ee				X	X

Appendix B: Definitions

CFR – Community First Responder - Volunteer members of their community who are trained by the Trust to respond to emergency calls. They will always be backed up by a Trust resource.

Volunteer – A member of the public who gives up their time to support the Trust in a variety of ways.
CRL – A member of Trust staff with management responsibility for CFRs.

Challenge – to be challenged or to challenge for identification is the process of a polite approach, introducing one's self, offering assistance and asking for confirmation of identity and purpose of being present on a Trust site.

ID card – A photograph card with name and role intended to be used as a means of identification to respond on behalf of the Trust

ID Swipe access card – All aspects as above, and in addition, permits access to appropriate sites to e.g. collect consumables to respond on behalf of the Trust.

Appendix C: Volunteer Swipe Access Card Receipt Form



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This card replaces card No N/a ☐

Reason for new card issue: New request ☒ Lost card ☐ Change in Name Details ☐
Change in Job Role ☐ Card Expired ☐

Print name:

Location/Department:

Card no:

Job title:

Signature:

Date:

Chairman: Richard Foster CBE Chief Executive: Darren Woods QAM

