HUMAN RESOURCES POLICY
VOLUNTEER POLICY

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Document History

Version	Date	Significant Changes
1.0	April 2017	New Policy

Equality Impact Assessment	
Date	**Issues**
16.06.2017	Policy to be made available in alternative formats, font size adjustment, braille, audio etc

Policy Validity Statement
This policy is due for review on the latest date shown above. After this date, policy and process documents may become invalid. Policy users should ensure they are consulting the currently valid version of the documentation.

Contents

1. Policy Statement

1.1   The CCG recognises the important role which voluntary activity plays in complementing the work of the organisation and therefore supports and encourages the efforts of the voluntary sector.

1.2   The CCG recognises that volunteers add immense value to the services it provides and support the work of employees. The policy sets out how the CCG will recruit and support volunteers to ensure it is a useful opportunity for both parties.

1.3   The Department of Health's definition of a volunteer is:
"Someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for payment of out of pocket expenses".

1.4   Volunteering in the CCG may be undertaken for a wide variety of reasons involving holistic personal development, reflective learning and skills development and to influence the work of the CCG. A range of volunteering opportunities is available and although this is not an exhaustive list, these include:

- Active involvement in specific projects
- Helping the CCG enhance community involvement

1.5   This policy adopts four principles fundamental to volunteering as identified by the Government Code of Practice (1998) which are choice, diversity, reciprocity and recognition.

1.6   This policy sets out the arrangements to be followed for the recruitment, management and support of volunteers and covers all volunteers in the CCG including those recruited through third party volunteer organisations.

2. Principles

2.1   The CCG supports and encourages the work of individual volunteers and voluntary

organisations for the benefit of patients, users of services and their relatives. However, volunteers are not intended to be used to substitute the work of paid staff. Instead they can improve and enhance the level of service provided by the CCG by offering their time, skills and expertise.

2.2   In response to the Saville Inquiry, Kate Lampard QC produced two reports following investigations into the abuse of individuals on NHS premises. The second report makes 14 recommendations, a number of which refer directly to volunteers and safeguards to be considered by NHS organisations. The CCG will take these reports into account.

2.3   Volunteers do not have employee or worker status as defined by employment legislation. However, whilst the CCG has no employment responsibility towards volunteers it is recognised that they need and deserve support via health and safety policies and procedures that safeguard their welfare. They also require feedback and a clear guide to their role.

2.4   Volunteers will be recruited in accordance with HR policies and procedures to ensure a fair and equitable approach. All volunteers will be required to meet employment checks as set out within the NHS Employment Check Standards to ensure normal safeguards are met.

3.   Responsibilities

3.1   Corporate

It is the responsibility of the CCG to co-ordinate a process which includes the following;

- Take general responsibility for volunteer placements within their work areas ensuring that this policy and procedure is adhered to
- Decide whether the volunteer requires any clearances to undertake their placement and if so ensure this takes place
- Undertake a risk assessment for any volunteer placements identified within their department
- Be accountable for the volunteer and ensure that they are supported within the team/by staff. This will include clear management and reporting arrangements for the volunteer which are made known to both the volunteer and line manager
- Ensure that the volunteer is made aware of health and safety policies and CCG procedures and that whilst there is no employment relationship with the volunteer, that their health, safety and welfare at work are dealt with in the same way as for employees
- Ensure that volunteers receive the appropriate training for their role including the completion of the induction checklist – see Appendix 2.

3.2   Other Employees

It is the responsibility of other employees to:

- Understand the role of the volunteer within their work area/team and recognise the benefits of their involvement
- Support the volunteer in their role and explain any areas where the volunteer may be unsure
- Introduce the volunteer to other staff in the CCG
- Give general awareness of first aid and other safety procedures within the area

3.3   Volunteers

It is the responsibility of volunteers to:

- Follow the instructions or guidance given to them by the manager of the work area/team or other manager to whom they report.
- Follow CCG policies and procedures, as appropriate, for their role.
- Ensure that they consider the health, safety and welfare of themselves and others as they undertake their role.
- Undertake any training deemed necessary to their role by their manager.

4.   Volunteer Placements

4.1   Managers must consider the content of placements when considering opportunities for volunteers in the CCG, including training and supervision requirements and the management of risk. Managers are encouraged to seek advice from HR, Health and Safety or any other professional that may be relevant to the placement being considered.

4.2   A 'volunteer supervisor' will be identified for the CCG who will be responsible for the recruitment of volunteer(s) to a placement and supporting the volunteer(s).

4.3   A role description for each voluntary role will be drawn up by the CCG. The description will outline the purpose of the role and associated tasks and the necessary skills/attributes required.

4.4   The role description must be risk assessed to identify and where necessary take action to minimise potential risks.

5.   Recruitment

5.1   Advertising for volunteers will be undertaken through a variety of methods as appropriate. The recruitment process will be open, fair and transparent.

5.2   All volunteers are required to complete a Volunteer Application Form and all pre-employment checks in accordance with NHS Employment Check Standards.

5.3   Verification of Identity

5.3.1   Acceptable original documents must be provided as set out in the NHS Employment Check Standards to establish the individual's identity is genuine and relates to them.

5.3.2   The volunteer supervisor must ensure copies of the original documents are taken and these are signed, dated and certified by the person who has had sight of the originals. The copies must be stored on the volunteer's personal file held in the CCG.

5.4   Right to Work

5.4.1   Although volunteers are not employed by the CCG, they are undertaking voluntary work on the CCGs behalf and as such checks do need to be carried out to ensure that they are permitted to work / volunteer within the UK.

5.4.2   As with Right to Work checks for employees, this check should be carried out on all volunteers who are engaged with the CCG.

5.4.3   The volunteer supervisor must ensure copies of the original documents are taken and these are signed, dated and certified by the person who has had sight of the originals. The copies must be stored on the volunteer's personal file held in the CCG.

5.5   References

5.5.1   The volunteer supervisor must ensure references for a volunteer are requested after a placement has been offered.

5.5.2   References are required from individuals who have known the volunteer for at least three years. References may be accepted from employers, but if the volunteer has not recently been employed character references can be provided from other sources, i.e. teacher/tutor, religious/cultural leader, case worker, community or social worker or family doctor. References from

friends/relatives are not acceptable.

5.5.3   References must cover a minimum period of three years, ideally 2 references should be sought, however a minimum of one reference is required.

5.6 Health Assessment

5.6.1   Volunteers are required to undergo a health assessment to ensure that they will not be put at risk by the role they are about to undertake.

5.6.2   After a placement has been offered the volunteer must complete a health assessment form.

5.6.3   Occupational health input must be sought where the volunteer has a health condition or disability that might affect their role. The purpose of this is to explore the type of reasonable adjustments or restrictions that may be necessary and support that may be required.

5.7 Criminal Records

5.7.1   If applicable, the CCG will use the criminal records checking service provided by the Disclosure & Barring Service to assess volunteers' suitability for positions of trust. The organisation complies fully with the DBS Code of Practice and undertakes to treat all volunteers fairly in this respect.

5.7.2   The CCG also undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information received and the Recruiting Ex-Offenders Policy (HR25)

6. Commencement

6.1   The volunteer will be permitted to commence their placement with the CCG once all satisfactory clearances have been obtained.

6.2   Before commencing any volunteer work the volunteer will be asked to sign and comply with:

- A confidentiality statement
- A volunteer agreement

7. Training of Volunteers

7.1   The volunteer supervisor will arrange all appropriate training for volunteers.

7.2   This training will include:

- CCG induction and familiarisation of the area in which they are working
- Information governance/confidentiality
- Fire awareness training
- Manual handling (where appropriate)
- Health and safety, including security
- Further training specific to tasks being undertaken will be arranged for each individual according to need

8. Volunteer Performance

8.1   If there are concerns about the behavior or performance of a volunteer, their volunteer supervisor should investigate. This should include talking with the volunteer concerned.

8.2   If concerns are not resolved, the volunteer should be informed that they will be offered guidance and support for a period of time as an opportunity to encourage improvement.

8.3   The CCG reserves the right to end a volunteer placement at any time.

9. Resolving problems

   9.1 All problems concerning volunteers should be dealt with in line with NHS Employers guidance on volunteer management, specifically around resolving disputes with volunteers. An overview of the processes are provided at Appendix 1 and Appendix 2.

   9.2 The final decision as to the suitability of a volunteer in any particular area shall be that of the Chief Officer or equivalent.

10. Liability and Insurance

   10.1 Insurance for Volunteering Activities

   10.1.1 The CCG will ensure that it has appropriate cover under its insurance policies which includes volunteers undertaking activities on behalf of the CCG. This may be either under the CCGs employer's liability insurance or the CCGs public liability insurance.

10.2 Motor Vehicle Insurance

   10.2.1 Volunteers who are required to use their car as part of their role must ensure that their car insurance covers them for driving as part of a volunteer scheme.

   10.2.2 Insurance companies do not normally make additional charges for their cover. The CCG, as with paid employees, will not pay if a charge is made.

10.2.3 Prior to using their car, the volunteer will be expected to provide:

- A valid driving licence and insurance document (any changes to either of the aforementioned should be immediately notified to the manager)
- Confirmation from the insurance company that the car can be used for volunteer activities

11. Health & Safety

   11.1 The CCG has a duty to look after the safety and wellbeing of volunteers. The volunteer supervisor must identify any significant risks to the role and make sure appropriate precautions are put in place to control and manage any risks, including having supervision, training and information about any relevant health and safety policies and procedures.
   11.2 Volunteers must take reasonable care and responsibility for their own health and safety and the health and safety of others who may be affected by what they do, or omit to do, while volunteering. Volunteers must also cooperate with the CCG in carrying out any duty or complying with any requirement imposed by relevant health and safety legislation.

12. Reimbursement of Travel Expenses

   12.1 The CCG will reimburse volunteers for reasonable out-of-pocket travel expenses on completion of a claim form and submission of any receipts, providing they are agreed in advance.

   12.2 Mileage will be reimbursed at the Agenda for Change reserve rate (Agenda for Change, Section 17). Public transport costs will be reimbursed at standard fares only. Taxi fares will only be reimbursed where this is the only appropriate method of transport and is agreed in advance by the

CCG.

12.3 These expenses include;

- Travel from home to the place of CCG activity
- Travel while on agreed CCG business

12.4 These expenses do not include;

- Individuals attending meetings or other activities without specific authorisation or request from the CCG
- Representatives of voluntary organisations and community groups whose expenses are paid by that organisation or group
- Any activity where expenses are funded from another source
- Costs that are incurred as a result of an individual's choice or action, and not as a direct result of undertaking a CCG activity

12.5 To make a claim, volunteers should speak to their supervisor who will be able to provide them with a copy of the volunteer expenses claim form.

12.6 Claim forms must be completed by the volunteer and authorised by the CCG in order to be paid.

13. Volunteering & Benefit Claims

13.1 The Department of Work and Pensions (DWP) states that volunteers can volunteer for as many hours as they wish, as long as they still meet the conditions to get their benefit or tax credit. It is the volunteers own responsibility to check the latest information either with their benefits advisor or at www.dwp.gov.uk.

13.2 Benefits claimants are required to notify their benefits adviser of their intention to start volunteering.

14. Termination of Arrangement

14.1 Volunteers who wish to terminate their involvement with the CCG should give their line manager as much notice as possible so that alternative arrangements can be made.

14.2 The CCG reserves the right to end a volunteer placement at any time and will be open about the reasons for such a decision.

15. Equality Statement

15.1 In applying this policy, the CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, Trade Union membership, or any other personal characteristic.

16. Monitoring and Review

16.1 The policy and procedure will be reviewed periodically by Human Resources in conjunction with operational managers and Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.

17. Associated Documentation

17.1 Policies
HR27 Recruitment and Selection Policy
HR25 Recruiting Ex-Offenders Policy
Health & Safety Policy

17.2 Online Resources

The Savile Inquiry – Lessons Learned
http://www.nhsemployers.org/your-workforce/recruit/managing-official-and-vip-visits-on-nhs-premises/background-to-the-investigations-into-jimmy-savile

NHS Employers – Volunteer Management
http://www.nhsemployers.org/~/media/Employers/Publications/Volunteer_management.pdf

NHS Employment check standards
http://www.nhsemployers.org/your-workforce/recruit/employment-checks

NHS Employers – Volunteering Overview
http://www.nhsemployers.org/~/media/Employers/Publications/Volunteers%20and%20volunteering.pdf

Volunteering England
www.volunteer.org.uk

17.3 Other Documents
A Standard Operating Procedure for CCGs to use as an internal resource is available from NECS HR.

Appendix 1 – Managing Volunteer Complaints

Appendix 2 – Managing Complaints Against Volunteers

Appendix 3 Equality Impact Assessment

What impact will the new policy/system/process have on the following:
Age - Consider and detail age related evidence. This can include safeguarding, consent and welfare issues
Appropriate methods of communication of the Policy have been carefully considered to ensure they reach all ages of the workforce. Email can be accessed by all users.
Disability - Consider and detail disability related evidence. This can include attitudinal, physical and social barriers as well as mental health/ learning disabilities
The disability status of the workforce across the region is unknown therefore relevant tools could be

made available to staff that potentially do have a disability that the organisations are unaware of. For example, a process to access interpretation services such as BSL. The policy should be able to be communicated in alternative methods as required for those with a disability and/or visual impairment such as braille, large font, interpreters etc.

If training is being carried out to promote the Policy, ensure a venue has disabled parking and is wheelchair friendly.

Gender reassignment (including transgender) - Consider and detail evidence on transgenderpeople. This can include issues such as privacy of data and harassment.

The content of this policy does not include vocabulary that should cause offense or discriminate against any staff members that identify as Transgender.

Marriage and civil partnership - Consider and detail evidence on marriage and civil partnership. This can include working arrangements, part-time working, caring responsibilities.

The content of this policy does not include vocabulary that discriminates against staff that may be married or part of a civil partnership.

Pregnancy and Maternity - Consider and detail evidence on pregnancy and maternity. This can include working arrangements, part-time working, caring responsibilities.

The policy does not discriminate against staff that are currently pregnant or on maternity leave. Part-time staff can access the policy whilst at work via the intranet. Processes should be in place for managers to share the Policy with any staff returning from Maternity leave.

Race - Consider and detail race related evidence. This can include information on difference ethnic groups, Roma gypsies, Irish travellers, nationalities, cultures, and language barriers.

A process should be in place for translation services to be made available where required.

Religion or belief - Religion is defined as a particular system of faith and worship but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

The content of this policy and vocabulary used does not discriminate against staff based on their religion or belief.

Sex/Gender - Consider and detail evidence on men and women. This could include access to services and employment.

The Policy does not discriminate between staff that are men or women.

Sexual orientation - Consider and detail evidence on heterosexual people as well as lesbian,gay and bisexual people. This could include access to services and employment, attitudinal and social barriers.

The content of this policy and vocabulary used does not discriminate against staff based on their

sexual orientation.

Carers - Consider and detail evidence on part-time working, shift-patterns, general caring responsibilities.

The content of this policy and vocabulary used does not discriminate against staff based on their caring responsibilities.

Other Identified Groups and Health Inequalities - Consider and detail evidence on groups experiencing disadvantage and barriers to access and outcomes. This can include different socio-economic groups, geographical area inequality, income, resident status (migrants, asylum seekers). What is the potential impact of your work on health inequalities?

Income - traveling expenses for volunteers are reimbursed appropriately in order to support members of the public / local community to engage with the CCG as volunteers regardless of their level of household income.

Resident Status - Home Office guidance states that right to work checks must be carried out on those who are engaged with organisations on a voluntary basis. Providing appropriate status is held and documented formally, volunteer work can be undertaken, this policy proposes a non-discriminatory check of Right to Work on all volunteers.

Action Plan

Ref no.	Potential Challenge/ Negative Impact	Protected Group Impacted (Age, Race etc)	Action(s) required	Expected Outcome	Owner	Timescale/ Completion date
1	Staff unable to access policy due to particular characteristic	Age, disability	Have a process in place for alternative formats provided if required. As part of reasonable adjustments on appointment or during employment any policy should be adapted by the CCG	All staff can access and use the policy. NECS HR or Equality Team can be contacted for any requests.	Jenna McGuines, HR Manager	On receipt individual request