

Volunteer Policy

DOCUMENT CONTROL SHEET

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Version	Date	Reviewer(s)	Revision Description
V1.0	April 2017	Human Resources Business Partner Team	Adapted for use as the Shared Service Policy.

Implementation Plan:

Development and Consultation	Adapted from the 4 existing Volunteer policies developed in conjunction with, and ratified by, the relevant committees of the Hertfordshire, Bedfordshire and Luton CCGs.
Dissemination	This policy will communicate to staff representatives. It will be communicated electronically to all staff and managers and will be published on the CCG's intranet.
Training	There are no specific training requirements in order to implement this policy. However, managers will be able to access advice from the HR Department on the implementation and interpretation of this policy.
Monitoring and Review	The CCG proactively monitors and reports on the number of volunteers. The data identified from monitoring will be used to update the policy and ensure best practice as necessary.
Equality and Diversity	//2017 - Equality Impact Assessment
Associated Documents	<ul style="list-style-type: none"> ▪ ▪ ▪
References	<ul style="list-style-type: none"> ▪ ▪ ▪

Document Status:

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1.0 Introduction

NHS Bedfordshire, NHS East and North Hertfordshire, NHS Herts Valleys, and NHS Luton Clinical Commissioning Groups (respectively referred to as ‘the CCG’) recognise that volunteers provide a valuable source of support to our organisation. We also recognise that volunteering is a two way exchange of skills that will benefit both the organisation and the volunteer which will ultimately support the provision of an enhanced service.

The CCG is committed to providing good volunteer management to volunteers to enable them to experience a sense of achievement in their role. It is also an opportunity to learn new skills and to take on a challenge.

2.0 Scope

This policy applies to all CCG staff members, including Governing Body Members and Practice Representatives, whether permanent, temporary or contracted-in (either as an individual or through a third party supplier).

Definitions

3.1 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”.

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

- Focus groups on specific topics
- Shadowing a team or individual to gain experience of their work
- Active involvement in specific projects
- Members of committees, panels and groups
- Expert patient programme volunteers

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

3.3 Employees of the CCG who wish to participate in paid voluntary work should follow the guidance within the Special Leave Policy.

- 3.4 Students wishing to apply for Work Experience at the CCG should follow the Work Experience Guidance available from Human Resources.

4 Policy Statement

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. 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 place and support volunteers during their experience to ensure it is useful to both parties.

5 Responsibilities

5.1 Manager

It is the responsibility of the Manager to:

- Take general responsibility for volunteer placements within their department 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 department. 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 procedures of the CCG 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 3;

5.2 Other Employees

It is the responsibility of other employees to:

- Understand the role of the volunteer within their department 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 patient/clients and other employees in the department;
- Give general awareness of first aid and other safety procedures within the area;

5.3 Volunteers

It is the responsibility of volunteer to:

- Follow the instructions or guidance given to them by their manager of the department or other Manager to whom they report;
- Follow the policies and procedures of the CCG, 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

5.4 Human Resources Responsibilities:

- Maintain and update the Volunteer Policy to ensure they are in line with organisational and legislative changes.
- Provide advice and support to line managers on the application of policy and guidance.

6. Procedure

6.1 Recruitment and Selection of Volunteers

- Volunteers are recruited in accordance with NHS Employment Check Standards.
- All volunteers will be asked to complete a Volunteer Application form – see Appendix 1.
- All potential volunteers will be required to supply identity documents to confirm their identity.
- Reasonable adjustments will be considered for potential volunteers with a disability.
- Volunteers will be required to make an Occupational Health declaration. Under the Rehabilitation of Offenders Act (1974) Exemption Order, volunteers are required to declare all previous convictions to the Recruitment Department. This information will be confidential and will not necessary prejudice the volunteer being accepted for voluntary work.
- Once all necessary checks have been undertaken successfully the volunteer will be asked to sign a Volunteer Agreement before undertaking any voluntary work – see Appendix 2.

6.2 Problem Solving Procedure

- Should a problem arise concerning a volunteer, this should be dealt with in line with NHS Employers Guidance on Volunteer Management. The final

decision as to the suitability of a volunteer in any particular area will be that of the Director of the Department.

- Should a volunteer have a complaint or grievance they wish to raise, they should initially refer the matter to their manager. If the problem is not resolved, the issue may progress through the CCG's Grievance Policy.

6.3 Liability and Insurance

The CCG has insurance which covers volunteers as follows:

Employer's Liability Insurance

The CCG has Employers' liability cover with NHS Resolution which covers volunteers in the event of death or injury caused as a result of the CCG's negligence.

Public Liability Insurance

- Public Liability Insurance, also known as third party insurance, protects the organisation from claims by members of the public for death, injury or damage to property caused by negligence of the organisation.
- Public liability insurance generally covers anybody other than employees who come into contact with the organisation. This includes volunteers, covering them against claims for compensation from members of the public.

Professional Indemnity

- Professional indemnity covers errors and omissions or malpractice and covers the organisation against claims arising from loss or injury caused by services provided negligently. Such loss might arise, for example, from incorrect advice or information even if it is given free or via a telephone helpline.
- Professional indemnity also covers defamation, inadvertent breach of copyright, confidentiality and loss of documents.

Motor Vehicle Insurance

- 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.
- 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.
- 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.

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6.4 Reimbursement of Expenses

The engaging manager will agree with individual volunteers whether expenses apply and what the limitations are.

Reasonable expenses may include:

- Travel expenses to and from the place of volunteering during work either at public transport rate or reimbursement of bus fares
- Parking fees (if applicable)

6.5 Training of Volunteers

The Line Manager will arrange all appropriate training for volunteers. The principles for volunteer training will be that any training available to employees will also be available to volunteers if it is appropriate to the tasks they are carrying out.

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, COSHH, infection control etc.
- Further training specific to tasks being undertaken will be arranged for each individual according to need

6.6 Termination of Service

- 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.
- The CCG reserves the right, in exceptional circumstances, to ask a volunteer to withdraw their help and will be open about the reasons for this decision.

Appendix 1: Volunteer Application Form

Personal Details

Surname/Family Name	
First Names	
Title	
Date of Birth	
Address	
Email Address	
Contact telephone Number	
Why do you wish to volunteer?	
Please indicate what type of voluntary work interests you	

Health Declaration

The CCG has a positive approach to the employment of disabled persons and welcomes applications from people with disabilities. It is our policy to provide assistance to disabled persons to ensure that they are given the opportunity to obtain voluntary placements that make best use of their particular skills.

If you have a physical or mental health problem or disability which has lasted or is likely to last for at least a year, you are invited to declare this.

If you have a disability do you require any specific arrangements to enable you to volunteer?

Yes/No

If yes, please supply details:

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References

Please give details of two people (relatives must not be used) who have agreed to supply a reference on your behalf. For all positions you must provide 2 references, one of these should be your most recent employer, a representative from a voluntary organisation you have worked with, or your school or college.

Referee 1 (please include name, address and email contact details)	
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<p>Referee 2 (please include name, address and email contact details)</p>	
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Appendix 2: Volunteer Agreement

Relevant CCG name values the contribution made by volunteers to the CCG's aims and services. This document sets out the responsibilities the CCG bears to support volunteers and the expectations it has of volunteers in respect of their individual placements. The purpose of this document is to safeguard the health and safety of volunteers and others who may be affected by their actions, and to ensure that confidentiality is maintained.

This is not a contract and there is no intention to create any employment relationship between the CCG and the volunteer.

Volunteers will be covered by the CCG's employer's liability insurance and third party liability insurance for the duration of their placement. Volunteers are not covered for personal accident liability.

Please read the following statements and sign the declaration overleaf.

THE ORGANISATION

The CCG agrees to accept your services as a volunteer and to commit to the following:

- To provide adequate information, training and support for you to be able to meet the responsibilities of your volunteer placement
- To ensure satisfactory guidance from staff in your placement area
- To respect your skills, dignity and individual needs, and where possible, to respond flexibly to any individual requirements
- To consider any comment from you regarding ways in which you might better accomplish your tasks
- To treat you as an equal partner with the CCG's staff, jointly responsible for the completion of the CCG's goals and the fulfilment of its aims
- Meet your out of pocket expenses up to our current maximum
- Provide a safe workplace
- Apply our equal opportunities policy
- Apply our problem solving procedure should on arise

THE VOLUNTEER

We ask you to commit to the following:

Attendance

- If you are unable to attend, please inform the relevant person giving as much notice as possible
- Do not attend if you are unwell in any way that might affect the well-being of others e.g. severe cold, diarrhoea / vomiting

Tasks

- To comply with all reasonable directions given by members of staff responsible for you in your placement area
- To adhere to the CCG's policies and procedures with particular regard to health and safety, equal opportunities and data protection/confidentiality

Health and Safety

- Not to engage in any activity without the authorisation and direction of the member of staff responsible for you in your placement area
- To undertake the tasks given to you reliably and to the best of your ability
- To do nothing that might injure any other person or expose them to risk
- To report to the staff any accident or incident caused to you, even where there is no injury
- Not to smoke anywhere on the CCG's premises

Data Protection/Confidentiality

We appreciate that to undertake your role as a volunteer you may have access to information that is confidential. We ask that you do not discuss any confidential matters relating to the CCG.

We also ask you not to discuss any matter concerning the business of the CCG with anyone outside the organisation.

Please remember that the CCG has a legal right to privacy.

I understand that failure to observe confidentiality will be seen as a breach of CCG Policy and could result in litigation.

I offer my services as a volunteer to the CCG and understand that this agreement can be terminated at any time by the CCG, the volunteer or by mutual agreement.

Under the Data Protection Act, we are required to ask your permission to store personal data in relation to the management of you placement. Please sign below to give your permission and to indicate that you have understood this requirement. We will not pass on any information about you without your consent.

I agree to comply with the terms set out above. Whilst I will commit to come in on the days and times I have agreed, both the CCG and I recognise that I am not under any obligation to attend if I choose not to do so.

Signed: **Date:**

Print Name:

Appendix 3: Volunteer Induction Checklist

	Date Completed	Volunteer Signature	Manager Signature
Volunteer Agreement Completed – all necessary ID checks undertaken, motor insurance if required etc.			
ID Badge			
Information Governance training to include data protection and confidentiality			
Health and Safety, including fire training			
Procedure for expenses claims			
Specific training relating to volunteer role with department			
Orientation of building and department			

Appendix 4: Equality Impact Assessment Stage 1 Screening

1. Policy		EIA Completion Details			
Title: <input type="checkbox"/> Proposed <input checked="" type="checkbox"/> Existing Date of Completion: Review Date:		April 2017 April 2020			
2. Details of the Policy. Who is likely to be affected by this policy?					
<input type="checkbox"/> Employees <input type="checkbox"/> Patients <input type="checkbox"/> Public					
3. Impact on Groups with Protected Characteristics					
	Probable impact on group?			High, Medium or Low	Please explain your answer
	Positive	Adverse	None		
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Being married or in a civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Disability (Inc. learning disabilities, physical disabilities sensory impairment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Having just had a baby or being pregnant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Race, (Inc. ethnicity, nationality, language)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Gender (Inc. being a transsexual person)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Which Equality legislative Act applies to the policy?					
X Equality Act 2010					
5. How could the identified adverse effects be minimised or eradicated?					
Potential adverse effects identified are mitigated in the policy					