



**Doncaster
Clinical Commissioning Group**

VOLUNTEERING POLICY

Last Review Date	Adopted 2 nd April 2013
Approving Body	Remuneration Committee
Date of Approval	27 th February 2014
Date of Implementation	1 st April 2014
Next Review Date	February 2017
Review Responsibility	Human Resources & OD Manager
Version	0.1

REVISIONS/AMENDMENTS SINCE LAST VERSION

Date of Review	Amendment Details
December 2013	The original PCT document has been revised to: <ul style="list-style-type: none"><li data-bbox="501 394 1358 430">• Reflect the Clinical Commissioning Group Establishment<li data-bbox="501 468 1278 504">• Reflect the Clinical Commissioning Group structure<li data-bbox="501 542 1366 651">• Align to the Clinical Commissioning Group Human Resources and Organisational Development Policies and procedures

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DEFINITIONS

Term	Definition
Volunteer	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 actual out of pocket expenses"

SECTION A – POLICY

1. Policy Statement, Aims and Objectives

- 1.1. NHS Doncaster Clinical Commissioning Group (CCG) is committed to Patient and Public involvement, ensuring that patients, carers and the public are involved in decision making processes within the CCG. Volunteering is one way in which people can be involved.
- 1.2. This policy sets out how the CCG will recruit, place and manage volunteers. The involvement of volunteers requires careful planning to ensure a worthwhile experience for the volunteer and CCG. This policy ensures a framework is in place to support this.
- 1.3. The development of this policy will:
 - Ensure that volunteers are given the same respect and care as a directly employed member of staff.
 - Ensure that volunteers are covered by wider policies and procedures that safeguard welfare at work.
 - Ensure volunteers are not used to replace paid employment but to improve and enhance the service provided by the CCG.
 - Ensure all volunteers are provided with a job description that clarifies expectations of them and the support they can expect to receive.

2. Legislation and Guidance

- 2.1. The CCG has a duty of care for volunteers and the following guidance and legislation has been taken into account in the development of this policy:
 - Health and Safety at Work Act 1974
 - Data Protection Act 1998
 - Human Rights Act 1998
 - Disclosure and Barring Service
 - Equality Act 2010

3. Scope

- 3.1 This policy applies to those members of staff that are directly employed by NHS Doncaster CCG and for whom NHS Doncaster CCG has legal responsibility. For those staff covered by a letter of authority / honorary contract or work experience this policy is also applicable whilst undertaking duties on behalf of NHS Doncaster CCG or working on NHS Doncaster CCG premises and forms part of their arrangements with NHS Doncaster CCG. As part of good employment practice, agency workers are also required to abide by NHS Doncaster CCG policies and procedures, as appropriate, to ensure their health, safety and welfare whilst undertaking work for NHS Doncaster CCG.

4. Accountabilities and Responsibilities

4.1 Overall accountability for volunteering lies with the Chief Officer. Responsibility is delegated to the following:

<p>Chief of Corporate Services</p>	<p>Has delegated responsibility for:</p> <ul style="list-style-type: none"> • Maintaining an overview of the corporate ratification and governance process associated with the policy. • Authorising the placement of a volunteer following review of the risk assessment completed prior to the employee commencing duty.
<p>Appointing Officers</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Undertaking risk assessments for volunteer placements which should be approved by the Chief of Corporate Services prior to the volunteer commencing duty. • The recruitment of volunteers, seeking advice from Human Resources where appropriate. • The management of the volunteer including ensuring compliance with mandatory and statutory training, regular one to one meetings and annual performance development review and objective setting.
<p>All Staff</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Understanding and valuing the role of a volunteer undertaking a placement in their area of work.
<p>Human Resources</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Providing advice and guidance in relation to this policy.
<p>Volunteers</p>	<p>Have responsibility for:</p> <ul style="list-style-type: none"> • Ensuring they adhere to relevant CCG policies and procedures. • Undertaking the training and development required for the role. • Ensuring they do not undertake any duties that are not specified on the job description.

5. Dissemination, Training and Review

5.1. Dissemination

5.1.1. The effective implementation of this procedural document will support openness and transparency. NHS Doncaster CCG will:

- Ensure all staff and stakeholders have access to a copy of this procedural document via the organisation's website.
- Communicate to staff any relevant action to be taken via staff briefings/email.

5.1.2. This procedural document is located in the Employment Policy Manual. A set of hard copy Procedural Document Manuals are held by the Governance Team for business continuity purposes. Staff are notified by email of new or updated procedural documents. Key linked documents are the Recruitment and Selection Policy, Induction, Mandatory and Statutory Training Policy, Equal Opportunities Policy, Expenses Policy and Disciplinary Policy.

5.2. Training

5.2.1. All staff will be offered relevant training commensurate with their duties and responsibilities. Staff requiring support should speak to their line manager in the first instance. Support may also be obtained through their HR Department.

5.3. Review

5.3.1. As part of its development, this procedural document and its impact on staff, patients and the public has been reviewed in line with NHS Doncaster CCG's Equality Duties. The purpose of the assessment (refer to Appendix 2) is to identify and if possible remove any disproportionate adverse impact on employees, patients and the public on the grounds of the protected characteristics under the Equality Act.

5.3.2. The procedural document will be reviewed every three years, and in accordance with the following on an as and when required basis:

- Legislatives changes
- Good practice guidelines
- Case Law
- Significant incidents reported
- New vulnerabilities identified
- Changes to organisational infrastructure
- Changes in practice

5.3.3. Procedural document management will be performance monitored to ensure that procedural documents are in-date and relevant to the core business of the CCG. The results will be published in the regular Governance Reports.

SECTION B – PROCEDURE

1. Recruitment and Selection of Volunteers

- 1.1. Whilst there is no employment relationship between a volunteer and the CCG, the recruitment and selection process will be undertaken in accordance with the Recruitment and Selection Policy thus ensuring compliance with the NHS Employment Check Standards.
- 1.2. In circumstances where the role of the volunteer will be for an isolated event, for example participating in a meeting or attending a focus group, the procedures outlined in the Recruitment and Selection Policy may not apply provided the volunteer is fully supervised. Advice should be sought from Human Resources prior to the placement of a volunteer in these circumstances.
- 1.3. Before a volunteer may be recruited consideration should be given to the following:
 - Can adequate support and supervision be provided to the volunteer
 - What level of mandatory and statutory training will be applicable and how will this be facilitated
 - Is funding available to reimburse the volunteer for out of pocket expenses
 - Is the role suitable for a volunteer rather than a paid employee
 - Are facilities such as a desk, laptop etc. available/required for the role.

2. Liability and Insurance

- 2.1. The CCG holds corporate indemnity which is applicable to volunteers.
- 2.2. Volunteers who are required to use a vehicle as part of their role must ensure that they have the appropriate level of insurance. If an additional charge is made to provide cover for volunteer business use, this will be payable by the volunteer.
- 2.3. Prior to the commencement of the volunteer placement the volunteer's driving licence and insurance documentation must be verified by Human Resources.

3. Reimbursement of Expenses

- 3.1. Volunteers will be reimbursed for all reasonable out of pocket expenses. The CCG operates an electronic expenses system and volunteers will be provided with access to the system. Any receipts to support claims must be submitted separately to Human Resources.
- 3.2. Further information regarding expenses that may be payable and the rate of reimbursement is contained in the Expenses Policy.

4. Termination of Service

- 4.1. Volunteers who wish to terminate their service should provide at least 4 weeks' notice to enable alternative arrangements to be made, however, this is not binding on the part of the employee.
- 4.2. The CCG reserves the right to cease the placement of a volunteer for organisational reasons or where there are concerns regarding the conduct or capability of the volunteer.

VOLUNTEER AGREEMENT
BETWEEN (NAME OF VOLUNTEER)
AND
NHS DONCASTER CLINICAL COMMISSIONING GROUP

This is confirmation of volunteer placement and does not constitute a contract of employment and confers no employment rights. It is subject to your adherence with NHS Doncaster Clinical Commissioning Group's Policies and Procedures including maintaining the strictest confidentiality of the information which you come into contact with. Failure to abide by these provisions will result in this placement being withdrawn.

Your role as volunteer is (job title) and will commence on (date). A copy of the job description is enclosed. You are required to undertake an induction programme and you should contact your line manager (insert name) to arrange this.

Please refer to the Expenses policy for guidance on how you will be reimbursed for any reasonable expenses incurred as part of your placement.

This agreement is not legally binding and may be cancelled at any time at the discretion of either party.

Signed..... **Date**

Line Manager

Acceptance

I have read this letter of volunteer placement and I accept the terms therein.

Signed **Date**

Volunteer

Equality Impact Assessment

Title of policy or service contract:	Volunteer Policy	
Name and role of officer/s completing the assessment:	Andrea Richards – HR Manager	
Date of assessment:	1/2/ 2018	
Type of EIA completed:	Initial EIA ‘Screening’ <input checked="" type="checkbox"/> or ‘Full’ EIA process <input type="checkbox"/>	<i>(select one option - see page 4 for guidance)</i>

1. Outline	
Give a brief summary of your policy or service <ul style="list-style-type: none"> • Aims • Objectives • Links to other policies, including partners, national or regional 	<p>The Volunteer Policy outlines the process that the organisation will undertake when supporting applications for Volunteer positions within the CCG.</p> <p>The policy is applicable to all employees and adheres to NHSLA Standards, statutory requirements and best practice and makes all reasonable provision to ensure equity of process for all employees</p>

Identifying impact:

- **Positive Impact:** will actively promote or improve equality of opportunity;

- **Neutral Impact:** where there are no notable consequences for any group;
- **Negative Impact:** negative or adverse impact causes disadvantage or exclusion. If such an impact is identified, the EIA should ensure, that as far as possible, it is either justified, eliminated, minimised or counter balanced by other measures. This may result in a 'full' EIA process.

2. Gathering of Information					
This is the core of the analysis; what information do you have that might <i>impact on protected groups, with consideration of the General Equality Duty.</i>					
(Please complete each area)	What key impact have you identified?			For impact identified (either positive or negative) give details below:	
	Positive Impact	Neutral impact	Negative impact	How does this impact and what action, if any, do you need to take to address these issues?	What difference will this make?
Human rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Positive impact.	Promotes equality within the workplace and the reputation of the organisation within the local community, supports social inclusion and patient engagement.
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact	
Carers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Doncaster CCG holds a 'two ticks' accreditation and operates a guaranteed interview scheme for applicants who declare they have a disability when they meet the minimum essential criteria for a role.	Promotes equality in the workplace and the reputation of the organisation.
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensures that all applicants are	Promotes equality in the workplace

				treated equally regardless of their sex.	and the reputation of the organisation.
Race	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ensures that all applicants are treated equally regardless of their race.	Promotes equality in the workplace and the reputation of the organisation.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensures that all applicants are treated equally regardless of their religion or belief.	Promotes equality in the workplace and the reputation of the organisation.
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensures that all applicants are treated equally regardless of their sexual orientation.	Promotes equality in the workplace and the reputation of the organisation.
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	
Marriage and civil partnership (only eliminating discrimination)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	
Other relevant groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	
HR Policies only: Part or Fixed term staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neutral impact.	

IMPORTANT NOTE: If any of the above results in '**negative**' impact, a 'full' EIA which covers a more in depth analysis on areas/groups impacted must be considered and may need to be carried out.

Having detailed the actions you need to take please transfer them to onto the action plan below.

3. Action plan				
Issues/impact identified	Actions required	How will you measure impact/progress	Timescale	Officer responsible
No anticipated detrimental impact has been identified.	There are no statements, conditions or requirements that disadvantage any particular group of people with a protected characteristic – therefore there is no required action identified	Policy will be monitored in line with changes in legislation and amended as necessary	In line with CCG Policy Review timetable.	HR Manager

4. Monitoring, Review and Publication				
When will the proposal be reviewed and by whom?	Lead / Reviewing Officer:	Human Resources	Date of next Review:	In line with Policy Review .

Once completed, this form **must** be emailed to Gareth Jones Equality Officer for sign off via

Gareth.jones22@nhs.net