



Volunteer Policy

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1. INTRODUCTION

1.1 NHS Shropshire, Telford and Wrekin Clinical Commissioning Group is committed to promoting health, reducing inequalities and delivering the best possible care for the population of Shropshire, Telford and Wrekin within its given financial envelope. In doing so it recognises the importance within decision making of the involvement of patients and the public at all levels within the organisation. The CCG sees volunteering as an essential aspect of our patient and public involvement within the healthcare agenda.

1.2 This policy aims to describe the scope of volunteering within the CCG and the approach of the CCG to the management of volunteers that provides them with support to undertake this valuable role.

2. DEFINITIONS

2.1 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”.

3. VOLUNTEERING OPPORTUNITIES IN THE CCG COVERED BY THIS POLICY

3.1 Volunteering is undertaken for a wide variety of reasons often 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:

- Shadowing a team or individual to gain experience of their work
- Active involvement with specific projects
- Members of Committees, Panels and Groups.

3.2 Attendance at focus groups or public events is an important aspect of gaining patient and public feedback to inform and influence commissioning decisions, however attendance at these events is not considered volunteering as defined by this policy.

3.3 Students on clinical placement and work experience students are not covered by this policy.

4. THE GOVERNMENT CODE OF PRACTICE 1998

4.1 This policy adopts four principles fundamental to volunteering as identified by the Code of Practice. These are:

4.1.1 Choice

Volunteering must be a choice freely made by each individual. Any encouragement to become involved in volunteering should not result in any form of coercion or compulsion. Freedom to volunteer implies freedom not to become involved.

4.1.2 Diversity

The opportunity to volunteer should be open to all, no matter what the volunteer's background, age, race, sexual orientation, faith etc. Inclusiveness can build bridges, helping a diversity of people to feel usefully involved. Social exclusion barriers can be overcome by skills, experience, confidence and contacts gained while helping others. Policy makers and practitioners in all sectors can learn much from working with volunteers from different ethnic communities, age groups, and other demographic sectors, who may bring considerable relevant experience from their cultural and other background.

4.1.3 Reciprocity

Volunteers offer their contribution unwaged, but should benefit in other ways in return for their contribution to wider social objectives. Giving voluntary time and skills must be recognised as establishing a reciprocal relationship in which the volunteer also receives. Benefits that volunteers expect to gain include a sense of worthwhile achievement, useful skills experience and contacts, sociability and fun, and inclusion in the life of the organisation.

4.1.4 Recognition

Explicit recognition of the value that volunteers contribute to the organisation, to the community, to the social economy and to wider social objectives, is fundamental to a fair relationship between volunteers, organisations and government policy and practice.

5. PRINCIPLES

- 5.1 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.
- 5.2 Volunteers do not have employee or worker status as defined by legislation. However, whilst the CCG has no employment responsibility towards volunteers it is recognised that they need and deserve support via policies and procedures that safeguard their welfare. They also require feedback and a clear guide to their role.
- 5.3 The CCG will abide by Department of Health Guidelines as detailed in Health and Safety Guidance HSG (92) 15 and the Government Code of Practice 1998.

6. RECRUITMENT AND SELECTION OF VOLUNTEERS

- 6.1 Volunteers may be recruited either by the CCG advertising for individuals to undertake volunteering roles or following contact from individuals wishing to volunteer.
- 6.2 Consideration should be given to the breadth and method of advertising according to the nature of the volunteering opportunity. It may be appropriate to target adverts to specific sectors of the community such as those sharing a particular diagnosis or protected characteristics where the CCG wish to secure representation.
- 6.3 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. This will include a DBS check at the relevant level which would apply if the volunteer were a prospective employee. The DBS decision tree should be followed to assist with this. Not all volunteers will require a DBS check.
- 6.4 If proof of an individual's identity is required, including but not restricted to an individual's right to work in the UK, home address or date of birth, as part of the recruitment checks, then this should be brought in person to CCG headquarters for

checking and photocopies taken. If this is not possible for an exceptional reason the documents should be shared virtually on screen, for example via Microsoft Teams, to be checked visually and scanned copies be sent by email or by recorded delivery to a named individual working within the CCG.

6.5 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?

7. RESPONSIBILITIES

7.1 The Senior Manager

This is the individual who is leading on the project, committee or group and has identified the opportunity for volunteering. It is the responsibility of the Senior Manager to:

- Take general responsibility for volunteer placements within his/her service/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.
- Identify and agree a line manager for the volunteer

7.2 The Line Manager

This is the individual whom the volunteer will have day to day contact with. It is the responsibility of the Line Manager to:

- Undertake a risk assessment for any volunteer placements identified within his/her service/department.
- Be accountable for the volunteer and ensure that he/she is supported within the service/department. This will include clear management and reporting arrangements for the volunteer which are made known to both the volunteer and Service 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 his/her 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 completion of the induction checklist.
- Ensure volunteers are aware of national policies that relate to their sphere of work where volunteering is being undertaken.

7.3 Other Employees

It is the responsibility of other employees to:

- Understand the role of the volunteer within their service/department and recognise the benefits of their involvement.
- Support the volunteer in his/her role and explain any areas where the volunteer may be unsure.
- Ensure that the volunteer is not requested to assist in or undertake:
 - Amendments/additions to medical records (volunteers should not have access to patient records).
 - Moving patients or heavy loads.
- Introduce the volunteer to patients/clients and other employees in the service or department.
- Give general awareness of fire and other safety procedures within the area.

7.4 The Volunteers

It is the responsibilities of volunteers to:

- Follow the instructions or guidance given to them by the Line Manager of the service/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 Line Manager

8. LIABILITY AND INSURANCE

8.1 Public Liability Insurance

Public Liability Insurance also known as third party insurance protects the

organisation from claims by members of the public for death, illness, injury or accident caused by negligence of the organisation. The Public liability insurance held by the CCG covers authorized volunteers as “a relevant person”. It also protects for loss or damage to property caused through the negligence of someone acting with the authority of the organisation.

8.2 Car Insurance

Volunteers who are required to use their car as part of their role must ensure that their 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 license 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 will also be required.

9. REIMBURSEMENT OF EXPENSES

9.1 The CCG will with prior agreement on a case by case basis reimburse volunteers for all reasonable out-of-pocket expenses (provided they are not being paid by another organisation) on completion of a claim form and receipts and in line with existing agreed CCG rates.

9.2 Reasonable expenses could include:

- Travel Expenses including payment for use of own car to reflect access issues to venues and disability needs.
- Cover for carers to enable attendance at events either as direct support or to relieve the individual from full time support responsibilities if this is not already met by means of support payments from public funds.

10. TRAINING OF VOLUNTEERS

10.1 The Line Manager will arrange all appropriate training for volunteers. The principle 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 he/she is working
- Vision and values of the organisation
- Fire Awareness Training
- Manual Handling (where appropriate)
- Confidentiality, including signing a confidentiality agreement
- Health and Safety including security, COSHH, Infection Control etc.

10.2 Further training specific to tasks being undertaken will be arranged for each individual according to need.

11. TERMINATION OF SERVICE

11.1 Volunteers who wish to terminate their involvement with the CCG should give their Line Manager and Voluntary Services Manager as much notice as possible before leaving so that alternative arrangements can be made. The CCG reserves the right to terminate voluntary service giving as much notice as possible.

12. REVIEW AND REVISION

12.1 This policy will remain in force until superseded by a replacement agreement or until either side seeks the opportunity to jointly amend or renegotiate the agreement.

12.2 This policy will be jointly reviewed with trade union representatives at least every 3 years or as needed by changes in legislation or good practice.

12.3 Any amendments will then be commented on by the Audit Committee of the CCG prior to approval by the CCG Governance Board.

13. FRAUD BRIBERY AND CORRUPTION

13.1 Unfortunately fraud, bribery and corruption, as well as theft, does occur throughout the NHS, and as such all NHS employees have a duty to ensure that public funds are protected. The CCG is committed to reducing the level of fraud, bribery and corruption (economic crime) within the NHS to an absolute minimum and keeping it at that level, freeing up public resources for better patient care.

13.2 If an employee, manager or volunteer suspects that there has been a potential act of
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fraud, bribery or corruption against the CCG or the wider NHS, or has seen any suspicious acts or events, they must report the matter to the CCG's Counter Fraud Team (contact details can be found on the CCG's public website) or report the matter to the NHS Fraud and Corruption Reporting Line on 0800 028 4060. Alternatively reports can be made through the online reporting tool at <https://cfa.nhs.uk/reportfraud>. Further advice on counter fraud issues is available from the Executive Director of Finance, Deputy Executive Director of Finance/Fraud Champion and the CCG's Counter Fraud Team.

CCG COUNTER FRAUD CONTACT

Paul Westwood (Heads CW Audit's Counter Fraud Team and is the CCG's nominated Local Counter Fraud Specialist)

Tel: 07545 502400

Email: paul.westwood@cwaudit.org.uk

Email: pwestwood@nhs.net (secure)

14. COUNTER FRAUD

- 14.1 This policy should be read in conjunction with the CCG's policies covering counter fraud, bribery and corruption which can be found on the CCG's website (www.shropshiretelfordandwrekinccg.nhs.uk) or you can contact a member of the Team who will be able to supply a copy.

Appendix 1

<p>PRE COMMENCEMENT OF VOLUNTEERING CHECKLIST AND RISK ASSESSMENT RECORD</p> <p>Section 1.</p> <p>Organisation Dept.....</p> <p>Task/Process</p> <p>Date..... Author</p>
<p>Section 2. Give a brief description of task/process or machine operation.</p>

Section 3. Checklist	N/A	YES	NO	ACTION REQUIRED? (Yes/No)
FIRE				
1. Do you know what to do in the event of a fire?				
FIRST AID				
2. Do you know where the nearest First Aider and First Aid facilities are based?				
HEALTH, SAFETY & SECURITY				
3. Do you know how to report an accident/incident when working?				
4. Do you know how to make a complaint should the need arise?				
5. Do you know how to handle/carry loads in a manner that will prevent injury to yourself?				

		N/A	YES	NO	ACTION REQUIRED? (Yes/No)
8.	Do you know how to report cases of fraud?				
9.	Do you know how to report any Child Protection issues you may come across?				
10.	Do you know the correct procedure for the disposal of different types of waste?				
11.	Are you required to drive as part of your role within your working hours?				
LOCAL POLICIES & PROCEDURES					
12.	Are you aware of departmental policies & procedures e.g. Equal Opportunities, Harassment, Confidentiality etc.				
13.	Are you aware of the Non-smoking Policy?				

The checklist is not exhaustive, therefore, list any other potential hazards/risks we should know about that may affect your ability to undertake volunteer work below.

Any questions answered 'Yes' under 'Action Required', please list under section 4 & 5 then continue to complete the risk assessment sections 6, 7, 8, 9 & 10.

RISK ASSESSMENT	
Section 4. Assessment of Risk	
Vertical Axis probability of accident	Highly improbable 1. Less than even chance 2. Even chance 3. Probable 4. Almost certain 5. Certain
Horizontal axis most likely outcome	1. Minor injury 2. Over 3 day injury (RIDDOR) 3. temporary incapacity (up to 6 months) 4. Permanent disability 5. Fatality
Assessed Risk: Insignificant – Low – Medium – High – Very High	
<p>(RISK FACTOR)</p> <p>TAKEN ACTION BY (DATE & NAME):</p>	

<p>Very High – Immediate Action from Directors/Senior Managers High – Action from Senior Management Medium – Action by Managers Low – Management by Policies & Procedures at local level/ and or author Insignificant – No actions required.</p>

Appendix 2
VOLUNTEER INDUCTION CHECKLIST

	DATE COMPLETED	VOLUNTEER SIGNATURE	MANAGER SIGNATURE	EVIDENCE
VOLUNTEER AGREEMENT *Policy may change, subject to review, with consultation.				
ROLES AND RESPONSIBILITIES *as above				
CRB CHECK				
OCCUPATIONAL HEALTH CHECK				
INTERVIEW, REGISTRATION WITH SERVICE MANAGER				
INTRODUCTORY TRAINING COURSE				
BASIC CHILD PROTECTION TRAINING				
ID BADGE				
CONFLICT RESOLUTION TRAINING				
DATA PROTECTION/ CONFIDENTIALITY TRAINING				
DIVERSITY/EQUALITY OPPORTUNITIES				
HEALTH AND SAFETY, including FIRE TRAINING				
RISK ASSESSMENT AWARENESS				
ACCIDENT/INCIDENT REPORTING				
WHAT TO DO IN A CRISIS				
COMPLAINTS PROCEDURE				
PROCEDURES FOR EXPENSES CLAIMS				
RECOGNITION OF VOLUNTEERS WITHIN NHS				
SPECIFIC TRAINING RELATING TO VOLUNTEER ROLE WITHIN SERVICE/DEPARTMENT				

Appendix 3 VOLUNTEER AGREEMENT

Shropshire, Telford and Wrekin CCG 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.

1. INTRODUCTION

- 1.1 A volunteer agreement helps both the organisation and its volunteers by making expectations clear. The volunteer agreement is part of a set of documents, which includes a volunteer policy and voluntary work task outlines (like a job description).
- 1.2 This volunteer Agreement describes the arrangement between the CCG and you. We wish to assure you of the CCG's appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

2. PART 1:

2.1 The Role

Your role is

.....

The CCG commits to the following:

2.1.1 Induction and Training

- To provide thorough induction information on the work of the CCG, its staff, your volunteering role and the training you will need to meet the responsibilities of this role.

2.1.2 Supervision, Support and Flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems.
- To do our best to help you develop your volunteering role with us.

2.1.3 **Expenses**

To pay expenses which will be paid in accordance with the CCG's Policy on Volunteers. The CCG will with prior agreement on a case by case basis reimburse volunteers for all reasonable out-of-pocket expenses (provided they are not being paid by another organisation) on completion of a claim form and receipts and in line with existing agreed CCG rates.

2.1.4 **Health and Safety**

To provide adequate training and feedback in relation to the CCG's health and safety policy.

2.1.5 **Insurance**

To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by the CCG.

2.1.6 **Equal Opportunities**

To ensure that all volunteers are dealt with in accordance with the CCG's equal opportunities policy.

2.1.7 **Confidentiality**

Volunteers will not, either during their engagement or at any time thereafter, for whatever reason, divulge, communicate to any person or persons any confidential information disclosed to them or which may otherwise have come to their attention including any confirmation information of the CCG.

2.1.8 **Information Governance**

You will be expected to comply with all CCG Policy requirements in relation to Information Governance including the Freedom of Information Act 2000, Data Protection Act 1998(and any Acts replacing these as advised by line manager and local CCG Standards and guidance.

As a volunteer, you may gain privileged knowledge of a highly confidential nature relating to private affairs, diagnosis and treatment of patients, information affecting members of the public, personal matters and commercial confidences of their parties. Such information should not be divulged or passed to any unauthorized person or persons.

2.1.9 **Policies and Procedures**

As a volunteer you will be required to abide by all CCG policies and procedures including Standing Orders, Standing Financial Instructions and Counter Fraud.

2.1.10 **Health and Safety**

You will take personal responsibility for any Health and Safety issues and obligations under the Health and Safety at Work Act and should also be aware of and comply with relevant legislation and policies e.g. Fire Procedure.

2.1.11 **Problems**

To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with the CCG.

2.1.12 In the event of an unresolved problem, to offer an opportunity to discuss

the issues in accordance with the procedures set out in the Policy on Volunteers.

3. PART 2: THE VOLUNTEER

I agree:

- To help the service fulfil its objectives.
- To perform my volunteering role to the best of my ability.
- To follow the organisations procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and customers.
- To maintain the confidential information of the organisation and of its patients/customers.
- To meet time commitments and standards agreed to, except in exceptional circumstances, and to give reasonable notice so other arrangements can be made.
- To provide referees, as agreed, who may be contacted, and to agree to a Disclosure Barring Service (DBS) check being carried out where necessary.

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

For and on behalf of the CCG:

Name:	
Signed:	
Date:	

The volunteer:

Name:	
Signed:	
Date:	

Volunteers Travelling Expenses Claim Form

Name:

Vehicle: Make:

Address:

Model: Engine:

Reg. No:

Date	Journey		Group attended and time	No of pax.	Mileage	Taxi/Bus Fare	Auth. by	Office Use Only	
	From	To						Rate	Claim
Total Claim									

I declare that the information I have given on this form is correct and that I have not claimed elsewhere for the hours detailed on this form. I understand that if I knowingly provide false information this may result in termination of my role, and I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of information from this form to and by the CCG and Local Counter Fraud Specialist for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud.

I certify that the insurance policy current throughout the period of this claim provided, whilst the vehicle was used on official business, full third party insurance cover against risk or injury to, or death of passengers and damage to property. I undertake to indemnify the Authority in respect of any claim made against me for which my insurance policy does not provide cover

Signed: _____

Date:

Name in capital letters:

Signature of team leader: _____

Date:

Name in capital letters:

Appendix 4

Equality Analysis Initial Assessment