NHS
Kernow
Clinical Commissioning Group

Volunteer policy

Date approved: 20 August 2021

This policy was adopted by NHS Cornwall and Isles of Scilly Integrated Care Board (ICB) on 1 July 2022.

We are working to change the branding on our policies and to make sure they are accessible.

We intend to complete this work by 1 April 2023. While this work is underway, all references to NHS Kernow, the CCG and related structures should be taken to relate to the ICB.

This policy may not be suitable for users of assistive technology. If you use assistive technology (such as a screen reader) and need a version of this document in a more accessible format, please email ciosicb.corporategovernance@nhs.net. Please tell us what format you need. It will help us if you say what assistive technology you use.

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1. Introduction

NHS Kernow Clinical Commissioning Group (NHS Kernow) recognises the important role volunteers play in the organisation. Volunteering enhances the service we provide and has benefits for patients, colleagues, and the wider community. Volunteers can add value to and complement the work of our colleagues.

We know that volunteers give their time for many reasons. Some are members of the community who wish to give something back; others are former staff who have expertise they want to share. For others, it is the first step into a career in health and social care. We want to make sure that we treat volunteers fairly and consistently, and that they receive a high-quality level of support.

The minimum age for volunteering is 16 years there is no upper age limit provided the volunteer can fulfil the duties of the role.

2. Purpose

The purpose of this policy is to set out the general principles and guidelines for volunteering to ensure consistent standards and good practice across the organisation. The policy is also to ensure that volunteers are recruited, managed, developed, and supported in line with both legislative and NHS standards.

3. Definitions

Caldicott Guardian

A Caldicott Guardian is a senior person responsible for protecting the confidentiality of people's health and care information and making sure it is used properly.

DBS

This is a criminal records check carried out by the disclosure and barring service.

Electronic staff record

An integrated HR and payroll system for NHS organisations which enables employers to record information about their colleagues including the date and reference number of an individual's Disclosure and Barring Service (DBS) disclosure.

PAYE

Pay as you earn (PAYE) is a system by which income tax levied on wage and salary earners is paid by employers directly to the government.

Volunteering

NHS employers defines volunteering as an activity which involves spending unpaid time doing something that aims to benefit the environment or individuals or groups.

4. Responsibilities

Managers

Managers are responsible for:

- considering each application for volunteer roles on a case-by-case basis
- interviewing potential volunteers
- ensuring all checks are completed
- completing the local induction checklist
- being the first point of contact for volunteers on a day-to-day basis
- supporting and supervising volunteers
- signing off expenses
- seeking advice from the POD team where necessary

People and organisational development team

The POD team should provide advice and assist with the process where required. They should also:

- assist with the recruitment of volunteers
- apply for references upon receipt of the volunteer application form
- advise which volunteer engagement documents are appropriate in each case
- help to make sure all training and risk assessment records are kept securely

Volunteer

Volunteers are not employees, and most employment rights are not applicable. Nevertheless, volunteers have a responsibility to understand and adhere to our equality and diversity and health and safety policies.

Volunteers are not under any contractual obligation to NHS Kernow. They cannot be used in place of paid staff or to fill temporary, vacant, or discontinued positions.

Volunteers may include students who wish to gain experience and attend regularly, but not those attending to support a professional qualification, to refresh their clinical skills or where ‘placements’ are a requirement of the course they are undertaking for which formal assessment is required.

5. Recruitment of volunteers

NHS Kernow encourages involvement by volunteers from all sections of the community and will not discriminate against anyone in the selection process. In all matters relating to equality and diversity, volunteers will receive the same protection as NHS Kernow employees. Anyone aged 16 or over can apply to become a volunteer. However, Managers may set the minimum age, which they feel best reflects the tasks of the role.

We will seek parental or carer consent for young people aged 16 to 18 who will be volunteering. There is no maximum age limit.

Volunteers have different motives for volunteering, and it is helpful to understand individual volunteers' motives so that their energies and experience can be directed to achieve maximum benefit to all parties.

Volunteering can be occasional or continuing. However, should the volunteer undertake work for less than 2 weeks, a visitors' declaration should be issued, as opposed to a volunteer agreement.

The manager and a POD representative will determine whether a volunteers' agreement, honorary contract or visitors' declaration is appropriate for each case.

Volunteers are not usually actively recruited, nevertheless, where volunteers come forward, they should be directed to the appropriate manager.

Volunteers must register for voluntary work by completing the volunteer application form. They should also take part in an interview to determine suitability. This would usually be carried out by the manager and if successful, the manager would complete a risk assessment and send it, together with a copy of the completed volunteer application form, to the POD administrator.

Voluntary work must not commence until all relevant checks have been carried out. All volunteers will be subject to the standard NHS employment check standards as follows:

- 2 satisfactory references
- occupational health clearance
- DBS check
- identity checks

References

References will be applied for by the POD administrator upon receipt of the volunteer application form. References should be of the same quality as those required for NHS Kernow colleagues. They should be sought from a previous employer, if possible, but not from family members.

Occupational health clearance

Volunteers will be asked to complete a standard declaration of health form which should be sent to the occupational health service by the recruiting manager for evaluation.

DBS disclosure

Volunteers are required to have a satisfactory DBS check. The volunteer and manager should complete the DBS application form and forward to the POD administrator for the disclosure process to be co-ordinated and monitored.

Volunteers must be DBS checked at the level appropriate and relevant to the area of work they are to undertake. The disclosure application should clearly state the role the volunteer is going to undertake in the application, such as, chaplaincy volunteer, speech, and language therapy outreach, listening volunteer.

It is important that the volunteer status is indicated on the DBS disclosure application form as DBS checks are free for volunteers.

DBS disclosures usually take 4 to 6 weeks to be processed by the DBS. Once DBS clearance has been received, the manager will be notified by the POD administrator. If anything is declared on the DBS, then the POD advisor will discuss this with the manager in line with the DBS policy.

All documentation relating to an individual's DBS application will be held for 6 months then destroyed, in accordance with the NHS Kernow DBS policy.

Under the Rehabilitation of Offenders Act 1974 (Exception) Order 1975. volunteers are required to declare all previous convictions. This information will be confidential and will not necessarily prejudice the individual being accepted for voluntary work. The volunteer has a duty to inform the manager of any subsequent convictions.

Once all relevant checks above have been completed, the service manager should complete the necessary documentation to ensure an ID badge is provided to the volunteer either on their first day in the department or at induction.

Volunteer agreement

A volunteer's agreement should be signed by both the volunteer and service manager on the volunteer's first day in the department during the local induction process. The original signed agreement should be placed in the volunteer's personal file, with a copy given to the volunteer and a further copy sent to the POD administrator.

Volunteers should be given a role profile so they and the people they work with understand the expectations of the voluntary work they are undertaking.

Type of work

Volunteers can support the provision of many services with NHS Kernow. Their role is complementary not supplementary to that of paid colleagues and volunteers will not cover vacant positions. However, volunteers will be treated in the same way as colleagues for insurance purposes under NHS Kernow's personal liability insurance.

Voluntary organisations providing help within hospitals are responsible for groups of volunteers working on specific projects or areas of work, which have been agreed with NHS Kernow's management. Such organisations will continue to have the responsibility for the selection, registration, training, and support of their own volunteers. Voluntary organisations are responsible for ensuring volunteers have both DBS and health clearance at a satisfactory level.

The manager will agree on the role of the volunteer, providing a written role description, which should be signed by both parties.

The manager is responsible for volunteers, with daily supervision provided by a nominated senior colleague of the ward or department.

Training and support

The volunteer local induction checklist should be completed by the manager on the first day of voluntary work period. The line manager should discuss the role description and set the work boundaries with the volunteer.

An orientation should be provided, where the volunteer is given a tour of the department and introduced to colleagues. The line manager should inform the volunteer of their responsibilities for such issues as health and safety, reporting of untoward incidents, local fire procedures, issues of confidentiality.

Volunteers are required to attend NHS Kernow's Induction and should complete and repeat all statutory and mandatory training as required.

It is the responsibility of the line manager to decide whether any further internal training is appropriate.

Expenses

Volunteers will be reimbursed for reasonable travel costs incurred in undertaking their role. This does not include the journey from their home to their usual place of voluntary work. Volunteers travelling in a private car will be paid at the maximum rate allowed without incurring a PAYE or national insurance liability as identified by the Inland Revenue fixed profit car scheme. As of February 2022, this is currently:

- 45p per mile for the first 10,000 miles in a tax year and then 25p per mile thereafter for a motor car van
- 24p per mile for all miles for a motorcycle
- 20p per mile for all miles on pedal cycle

- 5p per mile for a passenger in your car

These amounts should be checked at the above website to ensure the correct amount is being reimbursed.

People using public transport will be reimbursed for actual qualifying expenses incurred on submission of the relevant receipt or ticket.

Expenses should be claimed by completing a NHS Kernow's travelling and subsistence claim form, obtaining the signature of an authorised signatory for the appropriate budget and forwarding the form to the finance department. This is in line with the colleague travelling and subsistence expenses guidance.

Additional considerations

All volunteers will be registered on a central computer database. This will be administered by the POD administrator and will be kept in line with Caldicott principles and meet the requirements of both the data protection and the freedom of information acts.

The Caldicott principles are listed below:

1. Justify the purpose for using confidential information.
2. Do not use personal confidential data unless it is absolutely necessary.
3. Use the minimum necessary personal confidential data.
4. Access to personal confidential data should be on a strictly need-to-know basis.
5. Everyone with access to personal data should be aware of their responsibilities.
6. Understand and comply with the law.
7. Duty to share information as important as the duty to protect patient confidentiality.

The removal of a volunteer from an area of work will be the responsibility of the line manager, in conjunction with the POD department. The final decision as to the suitability of a volunteer in any area will be that of the manager and the POD department.

In the event of industrial action, volunteers will undertake their normal duties only and not those of colleagues.

Should any complaints be received regarding the conduct of a volunteer, an investigation will be carried out by the manager and the POD department. If evidence of misconduct is established, this may result in the volunteer agreement being terminated and the volunteer being removed from NHS Kernow's database. Should fraud or corruption be suspected, the matter should be referred to the local counter fraud department and should, in turn, abide by the principles in accordance with the anti-fraud and bribery policy.

Although volunteers are not subject to our equality and diversity policy, volunteers should expect to be treated with dignity and respect by all NHS Kernow's colleagues and service of the policy in their dealings with others.

All information concerning patients and their relatives must always be treated as strictly confidential, and volunteers may not divulge it to any other person except with the authority of their line manager. The volunteer agreement, which volunteers are required to sign when joining NHS Kernow's contains a clause concerning aspects of confidentiality.

The duration of the volunteer agreement will be determined at the time of issue. Extensions will be at the discretion of the line manager but will be reviewed after a maximum period of 12 months. Should an extension be agreed, the line manager should advise the POD administrator.

6. Implementation plans and monitoring effectiveness

The policy will be reviewed by a subgroup of staff voice and by the unions. Colleagues will then be informed of the new policy.

It will be included in management training where appropriate.

POD will monitor the number of volunteers and the effectiveness of their usage.

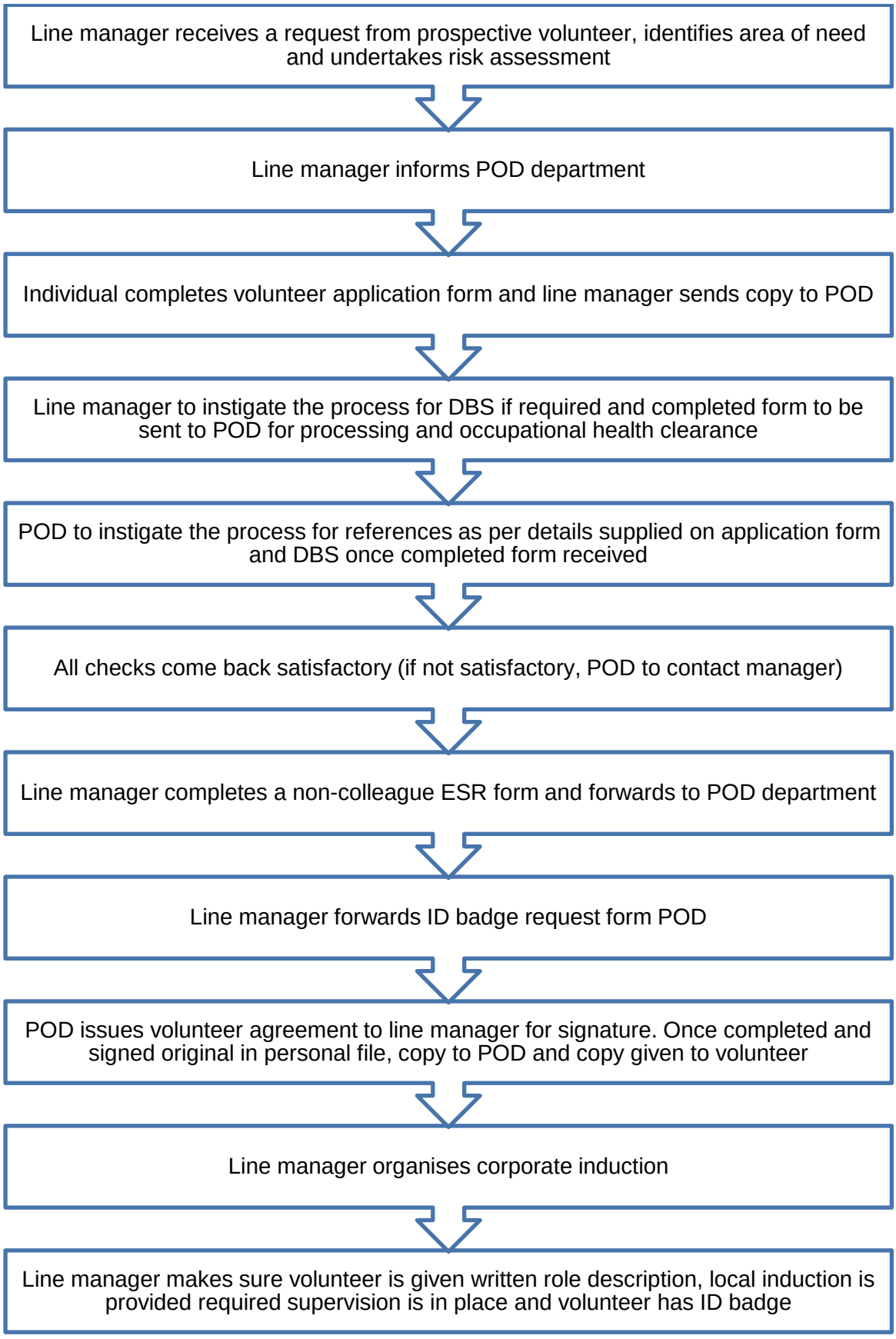
7. Update and review

The policy will be reviewed every 3 years or where there is a major change in legislation or policy.

8. Policies referred to in this document

- Alcohol drug and substance abuse and problem gambling policy
- Anti-fraud and bribery policy
- Data protection policy
- Equality and diversity policy
- Health and safety policy
- Information governance policy
- Information technology security policy
- Records management policy
- Safe haven policy
- Security policy

Appendix 1: Volunteer process flowchart



1. Line manager receives a request from prospective volunteer, identifies area of need and undertakes risk assessment.
2. Line manager informs POD department via email: nhskernowccg.peopleteam@nhs.net
3. Individual completes volunteer application form and line manager sends copy to POD.
4. Line manager to instigate the process for:
    - DBS (if required) completed form to be sent to POD for processing
    - occupational health clearance
5. POD to instigate the process for:
    - references as per details supplied on application form
    - DBS once completed form received
6. All checks come back satisfactory. If not satisfactory, POD to contact manager.
7. Line manager completes a non-colleague ESR form and forwards to POD.
8. Line manager forwards ID badge request form to workforce@kernowccg.nhs.uk
9. POD issues volunteer agreement to line manager for signature. Once completed and signed:
    - original in personal file
    - copy to POD
    - copy given to volunteer
10. Line manager organises corporate induction.
11. Line manager makes sure:
    - volunteer is given written role description
    - local induction is provided
    - required supervision is in place
    - volunteer has ID badge

Appendix 2: Volunteer application form

Please complete this application form clearly in black ink.

Question	Response
Surname	
Title	☐ Mr ☐ Mrs ☐ Miss ☐ Ms
First name(s)	
Date of birth	
Address	
Post code	
Telephone number (optional)	
National insurance number (for identification only)	
Do you hold a current full driving licence?	☐ Yes ☐ No
Do you have transport available?	☐ Yes ☐ No
If unemployed, are you currently seeking employment?	☐ Yes ☐ No

Name and address of 2 referees (not a friend or relative):

Referee 1	Referee 2

Please give your occupation and the name and address of current or previous employer (if applicable):

What experience or skills do you feel you can bring to volunteering?

What sort of volunteering opportunity are you looking for?

Would you prefer to volunteer with a particular client group (for example children, the elderly, able bodied, community projects)? If yes, please specify which group and why.

Please specify any patient group with whom you would prefer not to volunteer:
In which area or hospital would you prefer to be a volunteer?

Please enter in the relevant box the number of hours that you can spare:

Day of the week	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Question	Response
Would you be available for one-off projects?	☐ Yes ☐ No
It is NHS Kernow policy to carry out police checks for certain types of volunteering. Would you object to this?	☐ Yes ☐ No

How did you come to hear about volunteering with NHS Kernow?

The NHS is not protected by the Rehabilitation of Offenders Act 1974. You must, therefore, disclose below all matters relating to any convictions in a court of law, excluding minor road traffic offences, no matter when they occurred. You must also include any police cautions, reprimands, or warnings.

Confidentiality

While volunteering, you may gain knowledge of a personal nature concerning staff, patients or their families. Do you undertake to maintain complete confidentiality regarding anything that you may be told, or otherwise learn, regarding a client, their family, a staff member, or other volunteer?

☐ Yes ☐ No

I certify that the information provided on this form is true and accurate to the best of my knowledge.

Volunteer signature:
Date:

Please return this form to nhskernowccg.peopleteam@nhs.net.

Appendix 3: Volunteer agreement

DBS or police check necessary yes or no

People and organisational development department
Room 210
Cornwall Council offices
39 Penwinnick Road
St Austell
PL25 5DR
Tel: XXXX

Strictly confidential
Name
Address

Date

Dear

Volunteer agreement

This is a statement of conditions upon which you attend NHS Kernow Clinical Commissioning Group (NHS Kernow) premises for the purposes of undertaking duties as a volunteer. We wish to assure you of our appreciation of your volunteering with us and we will do our best to make your experience with us enjoyable and rewarding.

Please read the following conditions carefully.

Name:
Position:
Address:
Telephone number:
Accountable to:
Commencement date:
Termination date (if appropriate):
Place of work:
Purpose of agreement:
Remuneration:

This volunteer arrangement is without remuneration from NHS Kernow, and you are therefore not deemed to be a colleague of NHS Kernow. This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Professional registration

If the post requires you to undertake professional duties, then continuous registration with the relevant professional body is a condition of this volunteer agreement and evidence of professional registration must be provided.

Indemnity

NHS Kernow agrees to provide full third-party indemnity for any authorised actions properly carried out during this volunteer agreement.

Absence

In the event of any absence, you are required to notify your supervising officer or line manager as soon as possible.

Performance

As a volunteer, you give a commitment to work reliably to the best of your ability and are expected to follow NHS Kernow's rules and procedures, including those covering health and safety, equal opportunities, and confidentiality.

Should concerns arise regarding your performance, such as misconduct, including acts of fraud and corruption, or some other substantial reason, including safeguarding the interests of patient care; these will be dealt with in accordance with the principles of the appropriate NHS Kernow's policy and procedure.

Health and Safety at Work Act 1974

NHS Kernow accepts responsibility, as far as is reasonably practicable for the health, safety, and welfare of its workers.

It is important that you understand your own responsibilities in respect of health and safety while working on NHS Kernow premises. NHS Kernow's health and safety policy may be found in the governance department at NHS Kernow's head office or through your supervising office or line manager.

Incidents or accidents at work

You will be required to make yourself familiar with any accident management and risk management policies that NHS Kernow currently has available.

If you are involved in an accident or incident in the course of your work, you must inform your line manager immediately who will make arrangements for the appropriate records to be made.

Security

You will be required to adhere to NHS Kernow's security policy. This means that on every occasion you attend for work on NHS Kernow premises, you will be required to wear an ID badge, which will be supplied by your line manager, as proof of your identity.

NHS Kernow cannot accept responsibility for articles of personal property, lost, stolen or damaged, including motor vehicles, on its premises. You are therefore advised to cover yourself by insurance as far as you think proper against all risks. Details of NHS Kernow's insurance policy is available from the litigation department at NHS Kernow's head office, Cornwall Council offices, 39 Penwinnick Road, St Austell PL25 5DR.

Confidentiality

All information concerning colleagues, patients and their relatives must be always treated as strictly confidential, and you may not divulge it to any other person except with the authority of your supervising officer. Such authority may only be given when it is in the interest of the person concerned and is a necessary part of treatment. Unauthorised disclosure of confidential information will result in the termination of this agreement and possible prosecution, and you may be required to complete a confidentiality declaration.

Personal information concerning colleagues may be divulged only with their consent, or if the giving of it is a necessary part of official procedure. Unauthorised disclosure of such information will result in the termination of this agreement and possible prosecution.

Under no circumstances may any information be given to representatives of the media on any subject concerning NHS Kernow s facilities, its patients, or colleagues, without the authority of the managing director or accountable officer. Unauthorised disclosure of confidential information will result in the termination of this agreement and possible prosecution.

Data protection

All colleagues and those undertaking work on behalf of NHS Kernow need to be aware that they must meet information governance requirements and breaching these requirements, such as, service user or colleagues confidentiality, is a serious disciplinary offence.

Organisations must comply with all aspects of the law that are concerned with the processing of personal data. This includes legislation (acts of parliament), regulations and common law duties.

It is your responsibility to protect all personal data held manually or electronically. Its management and procedures must conform to the requirements of the Data Protection Act 1998 according to the Data Protection Act 1998 principles. The act sets standards which must be satisfied when obtaining, recording, holding, using, or disposing of personal data.

You must treat all information in a discreet and confidential manner and particular attention is drawn to the following Fata Protection Act 1998 principles.

Personal data must be:

- processed fairly and lawfully
- processed for specified purposes
- adequate, relevant, and not excessive
- accurate and kept up to date
- not kept for longer than necessary
- processed in accordance with the rights of the data subjects
- protected by appropriate security (practical and organisational)
- not transferred outside the European economic area without adequate protection

Health care professionals must meet the codes of practice of their professional bodies, and each individual colleague, contractor or locum has a personal responsibility to comply not only with the law but also with provisions laid down in their contracts of employment supported by organisational guidelines and documented best practice.

Detailed guidance can be found in NHS Kernow's document library in the form of the information governance policy, data protection policy, records management policy and information technology security policy.

Under the act service users and colleagues have a right of access to their records on application to the data protection officer.

Data protected information regarding service users must not be disclosed either verbally or in writing to unauthorised persons. It is particularly important that you should ensure the authenticity of telephone enquiries in compliance with the safe haven policy.

You have an obligation to ensure that computer systems which you use are protected from inappropriate access within your direct area of practice, for example, by ensuring that personal access codes are kept secure.

If it is necessary to share information to effectively carry out your work, you must ensure that information will be exchanged on a strictly need to know basis, using the minimum that is required and be used only for the purpose for which the information was given.

All transfers of information must take place in a secure manner in compliance with the safe haven policy and records management policy. If unsure seek advice from NHS Kernow's Caldicott guardian, the board secretary, or the information governance manager.

The guardian's key responsibilities are to oversee how colleagues use personal health information and ensure the patient's rights to confidentiality are respected.

The Caldicott principles

1. Justify the purpose of using confidential information.
2. Only use it when absolutely necessary.
3. Use the minimum that is required.
4. Access should be on a strict need to know bases.
5. Everyone must understand his or her responsibilities.
6. Understand and comply with the law.

Conversations relating to confidential matters affecting clients must not take place in situations where they may be overheard by passers by both inside and outside work, such as, in corridors, reception areas, lifts, cloak rooms and car park or other public areas.

The same confidentiality must also be observed in dealing with work related matters pertaining to work colleagues.

Any breach of confidentiality may be regarded as misconduct and may be subject to disciplinary action, including dismissal. A breach of confidentiality may also result in a civil action for damages

Health

This volunteer assignment is subject to a satisfactory medical screening. If there are material changes in your health you should advise your supervising officer or line manager.

NHS Kernow reserves the right to require you to attend for further medical screenings with a medical practitioner of NHS Kernow's choice, should this be deemed necessary.

If, for any reason, you are not deemed fit to carry out your duties, the placement will be terminated.

Rehabilitation of offenders

Under the Rehabilitation of Offenders Act, you are required to declare all previous criminal convictions and to advise your supervising officer or line manager of any subsequent convictions or police cautions.

References and DBS check

This position is subject to references satisfactory to NHS Kernow and completion of a satisfactory DBS check prior to commencement of volunteer activities.

Expenses

If the nature of your voluntary work requires you to travel between NHS Kernow locations during the period of your volunteer agreement, the travel expenses payable to you by NHS Kernow are set out below. You are not eligible for travel expenses for your normal journey from home to your usual place of voluntary work.

- 45p per mile for a motor car for the first 10,000 miles and then 25p per mile
- 24p per mile for a motorcycle
- 20p per mile for a pedal cycle
- 5p per mile for a passenger

Smoking

All NHS Kernow premises are total no smoking areas. You are therefore not permitted to smoke while on NHS Kernow premises. Contravention of this could result in disciplinary action being taken.

Alcohol, drug, and substance abuse

You're expected to comply with NHS Kernow's alcohol drug and substance abuse and problem gambling policy.

You must not attend for work under the influence of alcohol, drug or any other substance and GPs, pharmacists, or the occupational health service for should be consulted for advice on the effects of any legal medication you may be taking on your ability to perform or conduct yourself whilst at work.

You must not consume alcohol, illegal drugs, or any other substances during working hours, to include lunch breaks or rest breaks. Volunteers should, therefore, not return to work following a break having consumed alcohol, illegal drugs, or any other illegal substances.

Early termination of contract

NHS Kernow reserves the right to terminate this volunteer agreement without notice. Enclosed are 2 copies of the volunteer agreement. Please complete, sign, and return 1 copy to your line manager, retaining the other for your records.

I confirm that I have read and accept the terms and conditions of the volunteer agreement detailed above.

Signed by volunteer:
Please print name:
Date:

Signed by line manager:
Date:

Appendix 4: Local induction checklist for volunteers

The induction checklist for volunteers must be completed for each new temporary assignment.

This checklist must be used for the local induction of volunteers into NHS Kernow. The line manager should tick each box and initial when the volunteer has been informed to their satisfaction about each subject. Not all the following subjects are applicable to all departments. If this is the case record not applicable (N/A).

The completed checklists should be signed by the line manager conducting the local induction and the volunteer and retained on their personal file.

The following lists identify the minimum requirements for local induction.

Administration

Minimum requirements	Comments
☐ Check and verify identity	
☐ Issue and sign volunteer agreement. File original in personal file, hand copy to volunteer and send copy to the POD department	
☐ Issue identity badge	
☐ Travel expenses: care insurance and/or expenses claims	

Orientation

Minimum requirements	Comments
☐ Tour of department and unit. To include fire and emergency procedures such as, firefighting apparatus, emergency exits, alarms, assembly points and the individual's responsibilities in the case of fire and emergencies	
☐ Local security arrangements and keys	
☐ Local facilities; meals and beverages, changing rooms and toilets	
☐ Car parking and permit if required	
☐ Useful numbers and emergency numbers	
☐ Introduction to the work area and colleagues: • lines of reporting • office or ward layout • who to ask for advice • storage areas	

Minimum requirements	Comments
☐ Who's who in the department for example trade union representative, first aider, manual handling link and health and safety representative.	
☐ Identify and introduce supervisor	

The job

Minimum requirements	Comments
☐ Equality, dignity and respect for patients, visitors, and colleagues	
☐ Customer care: attitude to visitors, patients, colleagues, and gratuities	
☐ Work systems: confirm working hours	
☐ Confirm worker is clear about job role and responsibilities	

Declaration by volunteer completing local induction

I confirm that I have been informed about and understand all the above items relevant to my voluntary work with NHS Kernow at (insert work base here).

Signature:

Name	Job title	Department	Date

Declaration by line manager conduction induction

I confirm that the above induction programme at (insert work base here) has been completed for the above volunteer

Signature:

Name	Job title	Department	Directorate	Date

Please place the original form on the volunteer's individual personal file by sending a copy to the POD team, NHS Kernow, Room 210, Cornwall Council offices, 39 Penwinnick Road, St Austell PL25 5DR or email nhskernowccg.peopleteam@nhs.net.

Appendix 5: Equality impact assessment

Name of policy or service to be assessed: Volunteer policy
Department or section: POD
Date of assessment: 3 February 2021
Person(s) responsible for the assessment: Tricia Phillips
Is this a new or existing policy? Existing

Aims, objectives and purpose of the policy

Describe the aims, objectives, and purpose of the policy
The purpose of this policy is to clarify the role of volunteers and to enable colleagues to understand the processes involved in relation to involving volunteers in the delivery of services.

Who is intended to benefit from this policy, and in what way?
The policy provides clarity for volunteers in NHS Kernow and aims to supplement services where appropriate.

What outcomes are wanted from this policy?
A clear understanding of the role volunteers can play in supplementing NHS Kernow's services and the process by which they can be engaged.

What factors or forces could contribute or detract from the outcomes?
Communication issues. The degree of awareness by line managers of the appropriate process to follow.

Who are the main stakeholders in relation to the policy?
Patients, volunteers, managers, and other colleagues.

Who implements the policy, and who is responsible for the policy?
All managers and supervisors with advice from the POD department.

Differential impacts

Perspective of race, nationality and/or ethnic origin

Does this have a positive or negative impact on black, Asian and minority ethnic (BAME)?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
The existence of this policy should ensure that NHS Kernow, through its managers, adopts a consistent approach to dealing with volunteers, including individuals covered by protected characteristics. NHS Kernow respects colleagues from all racial backgrounds as evidenced in its equality, diversity, and human rights policy

Perspective of sex

Does this have a positive or negative impact on people who identify as male, female or intersex?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
An objective of this policy is to ensure all requests to volunteer are dealt with consistently and fairly, regardless of the characteristics of the volunteer concerned. NHS Kernow has a commitment to ensure that no person is discriminated against on the grounds of their gender (as above).

Perspective of disability

What is the positive or negative differential impact on people from the perspective of disability?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
As above. An objective of this policy is to ensure all requests to volunteer are dealt with consistently and fairly, regardless of the characteristics of the volunteer concerned. NHS Kernow has a commitment to ensure that no person is discriminated against on the grounds of disability.

Perspective of sexual orientation

Does this have a positive or negative impact on people who identify as heterosexual, lesbian, gay, bisexual, pansexual or asexual?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
NHS Kernow is committed to ensuring that no person is discriminated against on the grounds of their sexual orientation and welcomes volunteers from across the community.

Perspective of age

What is the positive or negative differential impact on people from the perspective of age?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
An objective of this policy is to ensure all volunteers are treated consistently and fairly, regardless of the characteristics of the volunteer. The policy makes clear NHS Kernow's commitment to ensure that no person is discriminated against on the grounds of their age when applying to become a volunteer.

Perspective of religion or belief

What is the positive or negative differential impact on people from the perspective of religion or belief?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
An objective of this policy is to ensure all volunteers are treated consistently and fairly, regardless of the characteristics of the volunteer. The policy makes clear NHS Kernow's commitment to ensure that no person is discriminated against on the grounds of their religious belief when applying to become a volunteer.

Perspective of marriage and civil partnership

What is the positive or negative differential impact on people from the perspective of marriage and civil partnership? This is particularly relevant for employment policies.
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
An objective of this policy is to ensure all volunteers are treated consistently and fairly, regardless of the characteristics of the volunteer. The policy makes clear NHS Kernow's commitment to ensure that no person is discriminated against on the grounds of their marital status when applying to become a volunteer.

Perspective of gender re-assignment

Does this have a positive or negative impact on people who identify as trans/ transgender, non-binary or gender fluid?
This provides a consistent approach to recruitment of volunteers.

How will any negative impact be mitigated?
An objective of this policy is to ensure all volunteers are treated consistently and fairly, regardless of the characteristics of the volunteer. The policy makes clear NHS Kernow's commitment to ensure that no person is discriminated against on the grounds of gender reassignment when applying to become a volunteer.

Perspective of pregnancy and maternity

Does this have a positive or negative impact on people who are pregnant, breast-feeding mothers, or those on maternity leave?
This provides a consistent approach to recruitment of volunteers.

Other identified groups

This provides a consistent approach to recruitment of volunteers.

Human rights values

How have the core human rights values of fairness, respect, equality, dignity, and autonomy been considered in the formulation of this policy, service, or strategy?
The core human rights values underpin this policy, which has been formulated with these underlying principles in mind and in line with NHS Kernow commitment to equality, diversity, and human rights as set out in its equality and diversity policy and the equality, Diversity and Human Rights Scheme 2009 to 2012.

Volunteers will have their individual needs considered and will be treated with dignity and respect.

Which of the human rights articles does this document impact?

☐ To life
☐ Not to be tortured or treated in an inhuman or degrading way
☐ To liberty and security
☐ To a fair trial
☐ To respect for home and family life, and correspondence
☐ To freedom of thought, conscience, and religion
☐ To freedom of expression
☐ To freedom of assembly and association
☐ To marry and found a family
☒ Not to be discriminated against in relation to the enjoyment of any of the rights contained in the European Convention
☐ To peaceful enjoyment of possessions

What existing evidence (either presumed or otherwise) do you have for this?
The policy is underpinned by a commitment to protect the rights of individuals who volunteer for NHS Kernow.

How will you ensure that those responsible for implementing the policy are aware of the human rights implications and equipped to deal with them?
Not applicable.

Public Services (Social Value) Act 2012

NHS Kernow is committed and obliged to fulfil the requirements of the Public Services (Social Value) 2012. This Act requires the organisations to consider how services commissioned or procured might improve the economic, social, and environmental wellbeing of an area.

Please describe how this will support and contribute to the local system, wider system, and community.
The policy will support and contribute to the local system, wider system, and community by recognising the important role volunteers play in the organisation and the value they can add to complement the work of colleagues. Volunteering can help to support the community by promoting skills and tackling worklessness.

Describe how the policy contributes towards eliminating discrimination, harassment, and victimisation.
This provides a consistent approach to recruitment of volunteers.

Describe how the policy contributes towards advancing equality of opportunity.
This provides a consistent approach to recruitment of volunteers.

Describe how the policy contributes towards promoting good relations between people with protected characteristics.
This provides a consistent approach to recruitment of volunteers.

If the differential impacts identified are positive, explain how this policy is legitimate positive action and will improve outcomes, services and/or the working environment for that group of people.
Not applicable.

Explain what amendments have been made to the policy or mitigating actions have been taken, and when they were made.
Not applicable.

Signed (completing officer): Tricia Phillips

Date: 22 March 2021

Signed (head of department or section): Emma Goodge

Date: 22 March 2021

Please ensure that a signed copy of this form is sent to both the corporate governance team with the policy and the equality and diversity lead.