

Volunteering Policy

1.0 SCOPE

Purpose

- 1.1 The purpose of this Policy is to provide a sound framework for the placement of volunteers whilst meeting the requirements of the Equality Act 2010.

Legal and regulatory framework

- 1.2 We must comply with the requirements of the Equality Act 2010 and General Data Protection Regulation (GDPR) in relation to volunteers' data.
- 1.3 In accordance with the Health and Safety at Work Act 1974, whg has a duty of care to safeguard and protect volunteers whilst placed in the organisation.
- 1.4 We will adhere to Disclosure and Barring Service (DBS) regulations where necessary.

2.0 POLICY STATEMENT

General

- 2.1 Good quality volunteering opportunities make a significant contribution to improving the prospects and wellbeing of our customers and communities, provide a benefit to existing colleagues and teams and, where applicable, can support recruitment and selection.
- 2.2 We expect colleagues to engage positively with volunteers to support their development and utilise their skills and experience.
- 2.3 We recognise that volunteers have different experiences and strengths. Through the provision of diverse volunteering opportunities, we aim to recognise the varied developmental and personal needs of each volunteer.
- 2.4 A volunteer is defined as an individual who undertakes or supports whg's work on an unpaid basis through one of the following routes:
 - Volunteering Works (via the Employment and Training Team)
 - A voluntary placement
 - Customer involvement ie. Customer Scrutiny Panel and the Customer Network.

To support managers and colleagues, specific processes and responsibilities for each of these areas are identified and explained in the attached guidelines.

- 2.5 Volunteers are entitled and encouraged to apply for any advertised vacancies within whg. However, they will not be entitled to apply for any vacancies which are only advertised to internal colleagues.
- 2.6 Anyone previously dismissed by whg for misconduct will not be permitted to volunteer with the organisation.
- 2.7 All documentation relating to volunteers will be treated confidentially in accordance with the General Data Protection Regulations (GDPR). Applicants will have the right to access any documentation held on them in accordance with GDPR. Any data we process relating to volunteer placements will be retained for 12 months after completion and then destroyed.

Values and Behaviours

- 2.8 We expect volunteers to conduct themselves in a professional manner and to represent whg positively. Volunteers are expected to demonstrate whg's Corporate Values and adhere to the principles of the Colleague Code of Conduct.
- 2.9 If a volunteer's behaviour falls below expectations, appropriate action will be taken to support an improvement. Where there is insufficient improvement or a volunteer's behaviour is deemed serious enough, the placement will be terminated.

Volunteer Agreement and Duties

- 2.10 A volunteer does not have a contract of employment, so they do not have the same rights as a colleague. However, they will be provided with an agreement setting out what the volunteer can expect from whg which will include who their contact person is, the responsibilities of that contact person and what training they will receive. It will also set out the expectations of the volunteer during the placement
- 2.11 Whilst managers are encouraged to identify volunteering opportunities within their own team or functional areas, they should not engage in any voluntary placements without prior consent of the HR Team.
- 2.12 The duties a volunteer will perform will be provided purely on a voluntary basis, they will not receive remuneration or payment for work. Therefore, managers should not ask or expect a volunteer to provide cover for a vacant post or during busy periods when workload increases. Volunteers will only be reimbursed for out of pocket expenses via the process detailed in the Expenses and Car Mileage Policy and will not be paid in advance of any potential expenses. Volunteers are not expected to accrue any expenses on behalf of whg, and therefore claims

should only be made in exceptional circumstances.

- 2.13 All volunteers will be asked to complete a Volunteer Agreement. The agreement will establish the type of placement, the duration of the placement and the named colleague responsible for supporting the volunteer.
- 2.14 All volunteers will be assigned a named contact person. Volunteers are encouraged to discuss any concerns with their named contact person in the first instance. If this is not possible, volunteers should contact a member of the HR Team.
- 2.15 The HR Team will confirm the placement by making an offer to the volunteer. Volunteers are required to complete the necessary documentation including a Declaration of Interest Form. Details will be held and retained on the HR System (CIPHR) in accordance with GDPR.

3.0 PERFORMANCE MEASURES

- 3.1 Individual teams will measure and report the success of volunteer placements. Data pertaining to the number of volunteer placements relevant to each volunteering area will be produced annually. Any data produced within reports will be anonymised.
- 3.2 In particular, the Project Officer – Volunteering will report on the performance of the Volunteering Works programme.

4.0 TRAINING AND DISSEMINATION

- 4.1 The Policy will be uploaded on whoogle for managers to access when required.

5.0 MONITOR AND REVIEW

- 5.1 This Policy will be reviewed every three years or immediately in the event of any significant and relative legislative and regulatory change.

6.0 ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES

6.1 Documents, policies and procedures associated with this Policy are:

- Volunteering Works Programme guidelines
- Voluntary Placement guidelines
- Customer Involvement guidelines
- Volunteer Agreement
- Colleague Code of Conduct
- Board Succession Planning, Recruitment and Retention Policy
- Expenses and Car Mileage Policy

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Corporate Plan aim	Be an exceptional place to work that attracts, develops and retains talent.
Equality analysis	N/A
Key changes made	Revised overall policy and new guideline documents.