



Volunteering and Work Experience Policy (For Non-Lambeth Staff)

Document Control

Version: Final
Approved By: Divisional Director, HR & Organisational Development
Effective From: 31 January 2013
For Review: 01 November 2013



INVESTOR IN PEOPLE

1 Policy	3
1.1 Aim	3
1.2 Scope	3
1.3 Responsibilities.....	3
2 Outcomes	5
2.1 Benefits to the volunteer	5
2.2 Benefits to the council.....	5
3 Identifying a Placement Opportunity	5
4 Allocating a Volunteer	6
5 Pre-Placement Checks	7
6 Placement Management.....	7
6.1 Induction	7
6.2 Management and Trial Period	8
6.3 Policies.....	8
6.4 Resolving Issues.....	9
7 End of Placement.....	9
8 Approval and Variation Process.....	10
 Appendix 1: Placement Guidelines	 11
Appendix 2: HR Team Contact Details	13

1 Policy

1.1 Aim	<p>The Volunteering and Work Experience Policy sets out the Council's approach to how it will support those who wish to Volunteer for the Council.</p> <p>At the heart of Lambeth's Cooperative Vision is the firm belief that the Council and its residents must work together to co-produce services. This policy supports this vision.</p> <p>This policy provides the opportunity for volunteers to acquire skills and knowledge that can enhance career development or employment prospects and also provides an opportunity for staff to work closely with Lambeth residents.</p>
1.2 Scope	<p>The policy sets out the process for engaging and managing volunteer placements within the Council. For the purpose of this policy the term "volunteer" encompasses those volunteering, on work experience or unpaid work placements. The Council will not use unpaid labour from benefit recipients who would be denied their benefits if they refused unpaid labour.</p> <p>A volunteer is defined as a person who freely gives their time, skills and experience without expectation of financial reward. The work performed will complement and supplement work being undertaken by employees of the Council. At no time will a volunteer be engaged as a substitute for an employee or a temporary worker. The relationship between Lambeth and the volunteer is an entirely a voluntary one and does not imply a contract of employment nor is it legally binding.</p> <p>Volunteering opportunities will be available to all those who are not employees of Lambeth. However, to support our cooperative aim, priority will be given to those who live within the borough of Lambeth.</p>
1.3 Responsibilities	<p>Volunteers are responsible for:</p> <ul style="list-style-type: none">• Agreeing that they can fill the expectations of the role prior to accepting the placement.• Communicating their availability• Providing the required documents for pre-placement checks including a CRB & medical check where necessary.

	<ul style="list-style-type: none"> • Giving as much notice as possible when they wish the placement to come to an end. • All volunteers have a duty to take responsible care for themselves and others and to co-operate with Lambeth staff to enable the Council to comply with its Health & Safety duties. • All volunteers must comply with the Code of Conduct. <p>Placement Managers are responsible for:</p> <ul style="list-style-type: none"> • Producing an outline of the placement duties • Holding an informal discussion with the volunteer to assess suitability for the placement • Conducting a workplace induction • Explaining the councils Code of Conduct and Health & Safety policies to volunteers • Providing appropriate equipment, training and development to perform the agreed duties. • Informing the appropriate HR team of dates of commencement and termination • Discussing any extensions to placements with the appropriate HR team <p>HR are responsible for:</p> <ul style="list-style-type: none"> • Supporting placement managers to specify the duties of the role when identifying a volunteer placement opportunity. • Advising and assisting with advertising the placement opportunity • Conducting appropriate pre-placement checks • Recording volunteers on Oracle, including equalities monitoring data. • Giving advice when there is a conflict between a volunteer and other staff or the council. • Monitoring the application of the procedure, reporting trends and non-compliance.
--	---

2 Outcomes

2.1 Benefits to the Volunteer

- Gaining an insight into how the council operates and understanding the daily challenges the council faces in meeting the needs of its diverse population
- Motivation and a sense of achievement by contributing to the work of the council
- The opportunity to learn and develop a new skill through on the job training
- Developing interpersonal skills by volunteering in a diverse workplace
- Gaining experience working for a public sector organisation

2.2 Benefits to the Council

- Supporting the cooperative vision by working with volunteers who can provide feedback on service provision
- Improving relations with the community by welcoming co-working and so inspiring trust, confidence and breaking down barriers between the council and its residents
- Benefiting from volunteers' skills when performing work which complements and supplements the work undertaken by employees of the council
- Understanding the experience of residents of Lambeth and using this knowledge to continuously improve services

3 Identifying a Placement Opportunity

- Volunteers should approach the Council via the appropriate HR Teams detailing which areas they are interested in Volunteering. Appendix Two provides contact details for the HR Teams.
- Where a volunteer has approached the HR Team the request should be forwarded to the Business Unit Manager of those areas of particular interest. If a volunteering placement is identified the Business Unit Manager should designate a placement manager to discuss with the potential volunteer ways in which they may be able to help, and where possible and appropriate, an opportunity may be created. If there is not a volunteer placement available the Business Unit Manager should inform the volunteer.

- Service areas that are in a position to welcome volunteers should inform their departmental HR Team by providing a completed Volunteering Form prior to engaging a Volunteer and outline the specific duties of the placement in the same format as a job description.
- Before deciding to engage a volunteer, the placement manager must first ensure that there is a defined piece of work to be undertaken and an expected time of completion.
- There are no defined roles for Volunteers within Lambeth. However, Volunteers will be engaged to assist in carrying short-term discrete duties and provide specific support to on-going projects.
- Volunteers must not be engaged to cover vacant positions or be required to work to agreed job descriptions.
- At no time should a Volunteer be engaged as a substitute for an employee or a temporary worker who would otherwise be engaged on a contract for services, irrespective of the duration of the engagement.

4 Allocating a Volunteer

- Once a placement is defined the appropriate HR Team should be contacted to establish if there is a suitable volunteer who has already expressed an interest and if not, about advertising the placement.
- The potential volunteer must submit an Expression of Interest Form which addresses the competencies required for the volunteering opportunity.
- If more than one person applies for a placement, priority will be given to volunteers who live within the borough of Lambeth.
- Where more than one person wishes to volunteer for the same placement, the placement manager should refer to the expression of interest form to establish who would be more suitable based on their competence or experience relevant to the role. If further selection is required an informal discussion should be held with the volunteers and the placement manager. The role and the competencies that the individual will bring to the placement should be discussed further and a decision made as to who is more suitable for the placement.
- An informal discussion should always be held with a prospective volunteer to discuss the role and the competencies that the individual will bring to the placement. This will ensure that the volunteer is able to carry out the duties of the placement.

- If the Volunteer is unsuccessful the placement manager should provide feedback.

5 Pre-Placement Checks

- Prior to commencing the placement, the following is required:
 - Approved Volunteer Placement/Work Experience Form
 - Expression of Interest Form
 - Two References; to cover a period of two years which clearly states the contact details (address and telephone) of the referees.
 - Satisfactory Medical Fitness Check, where required.
 - Disclosure and Barring Service (DBS) Checks, where required. If the Volunteer currently has one then the relevant risk assessment can be conducted whilst waiting for this check to be completed.
 - Declaration of Interest Form
 - Emergency Contact Details
 - Equalities Monitoring Form
 - Signed Volunteer Agreement
- On completion of pre-placement checks the HR Team should confirm this to the placement manager who should agree a start date and duration with the volunteer. Once this date has been confirmed all documentation should be forwarded to the Staff Support Centre. The Staff Support Centre shall record the placement on Oracle and arrange a date for HR Induction.
- Where reasonably practicable, the placement manager should ensure that reasonable adjustments are in place for the volunteer prior to a placement commencing. For more information about reasonable adjustments please see the [Managers Guidance on Disabilities in Employment](#).

6 Placement Management

6.1 Induction

The Volunteer should undergo an induction which includes:

- HR Induction (not compulsory)
- their role,
- a list of key contacts
- process of claiming expenses
- an introduction to relevant Lambeth's policies, procedures and rules, including the Volunteering Policy, Code of Conduct, and Health and Safety policy
- Standard working practices, i.e. timekeeping, reporting, etc.
- On-the-job training (other training may be offered but NOT at a cost)

- other information as appropriate

6.2 Management & Trial Period

- A review will be carried out by the placement manager two days after the volunteer starts and then at the end of the trial period.
- There will be a trial period of 5 working days, during which both the volunteer and Lambeth will assess the suitability of the role and capability of the volunteer to carry out the specified duties.
- All volunteers will have a placement manager who is responsible for their induction, training, to whom they report, and who will be responsible for any queries about their role.
- The placement manager will be responsible for reviewing the volunteer's work on a regular basis, and carry out a full review at the end of the engagement period.

6.3 Policies

- Although Lambeth is responsible for the volunteer by engaging them, the volunteer is jointly liable for their own actions.
- The [Code of Conduct](#) and [Health and Safety](#) policies apply in all respects to volunteers.
- Other relevant policies, procedures and processes relevant to the role of volunteers must be adhered to whilst they are volunteering or are on the premises or properties of Lambeth Council.
- Volunteers must also take reasonable care of themselves and other persons who might be affected by their actions, including residents and other members of the public.
- Before a Volunteer commences work, the placement manager should ensure that their local risk assessments take into account the inexperience of volunteers and other relevant factors, such as age, disability and language.
- Where required, placement managers should provide the appropriate personal protective equipment for the work activities.
- A Volunteer is **not** an employee of Lambeth. They will not be engaged on a contract of employment or on a contract for services. The engagement will be binding in honour only and there is no legal obligation on either the part of Lambeth or the Volunteer.

- Volunteers are unpaid and have no expectations to be paid except for reimbursement of reasonable travel and subsistence expenses in accordance with the [Travel & Subsistence Policy](#).

6.4 Resolving Issues

- The placement manager will attempt to informally resolve any problems arising from the volunteer's day-to-day work.
- If there are any issues that can not be resolved by the placement manager they should be escalated to the relevant placement manager's line manager.

7 End of Placement

- Lambeth will be under no obligation to offer or to continue to offer the volunteering opportunity to any individual, irrespective of if they are currently carrying out volunteering work or have done so in the past. Similarly, the volunteer is under no obligation to accept a volunteer position offered to them and can withdraw from the agreement at any time.
- At any time, Lambeth may withdraw the offer and the volunteer may withdraw from the agreement. Both parties are encouraged to give the other as much notice as possible where the agreement is to be brought to an end; preferably at least one week's notice.
- Lambeth reserves the right to end the volunteer agreement, if the standard of work, conduct or attendance of the volunteer does not meet the agreed standards.
- A breach of confidentiality of information will result in Lambeth terminating the Volunteer agreement.
- The placement manager should inform HR of the placement end date and HR should ensure that the placement is terminated on Oracle.
- On request, Lambeth will provide a written reference at the end of placement.
- Where possible, the placement manager should meet with the volunteer and encourage them to provide feedback about service provision.

8 Approval and Variation Process

Where the Council wishes to amend this policy or terminate this procedure, it will consult with the relevant trade unions with a view to reaching agreement over the proposed amendment(s) / termination. This procedure may be amended or terminated by agreement with the relevant trade unions at any time. Where agreement has not been reached with the relevant trade unions arising from consultations, the Council reserves the right to implement its proposed amendment(s) / termination by giving one month's notice to employees of its proposal(s).

This policy is approved and signed by:

Nana Amoa-Buahin
Divisional Director Human Resources

Jon Rogers (Branch Secretary – UNISON)
On behalf of Trade Unions

The trade unions have been consulted on, and agreed to, this policy, which is intended to be compliant with the Charter for Strengthening Relations between Paid Staff and Volunteers agreed between Volunteering England and the Trades Union Congress in 2009. Lambeth Council endorses the Charter and agrees to abide by its provisions. Where appropriate this policy should be read and interpreted in the spirit of the Charter.

The Charter can be found at:

<http://www.tuc.org.uk/workplace/tuc-17329-f0.cfm>

Appendix One: Placement Guidelines

Length & Location

- Initial placements and extensions should be agreed for no more than 60 days. For example if a volunteer attends for 2 days a week this will need to be extended or terminated in 30 weeks time. With agreement from appropriate HR Team there may be an extension of the placement period via submission of an approved Volunteer Placement/Work Experience Form. An extension letter should be sent to the volunteer from the Staff Support Centre and they ensure that this extension is reflected on Oracle.
- Volunteers are expected to only work from a placement location.
- Volunteers should not work outside the office unless they are accompanied by a member of staff and this should be on rare occasions.

Hours of Work & Breaks

- Hours of work and amount/length of rest periods should be agreed between the volunteer and the placement manager and must comply with Working Time Regulations.

Building Access

- The placement manager will confirm which buildings are accessible to volunteers and how they will access these buildings
- Volunteers who are working for the council and work experience persons are covered under Lambeth's Employer's Liability Policy.

IT Access

- Volunteers will not be provided with a Lambeth email address
- Any access to IT will be arranged and monitored by the placement manager
- The placement manager will be responsible for ensuring the volunteer maintains confidentiality of all information that they access.
- Under the Data Protection Act 1998, an individual has a legal obligation to protect the information that they access. Volunteers may be liable to prosecution in the event of unauthorised disclosure of information and action can be taken for civil damages under the same act.
- A volunteer is not an employee of Lambeth and therefore cannot apply for roles advertised internally only.

Expenses

- Lambeth will reimburse reasonable travel and subsistence expenses incurred by volunteers in relation to duties performed in accordance with the [Travel and Subsistence Policy](#).
- The process for reimbursement is:
 - A [Non-Commercial Payment Request Form](#) should be completed by the placement manager in arrears and submitted with relevant receipts to the Business Unit

Manager for approval before the form is sent to the Financial Shared Service.

- The volunteer must write and sign a letter which states that they give permission for their bank details to be used to make a payment of reasonable claimable expenses. Account name, number, and sort code must be included for a BACS payment. This should be submitted to the Financial Shared Service in PDF format with the Non-Commercial Payment Request Form.
- Placement managers must ensure that Volunteers make their expense claims in a timely manner. Any expense claims and receipts submitted after a 3 month period; i.e. dated 3 months before the submission date, will not be processed unless there are exceptional circumstances.

Appendix Two: HR Team Contact Details and Description of the Departmental Function

<p>Adults & Community Services</p>	<p>acsrecruitment@lambeth.gov.uk</p>	<p><u>Adult Social Care</u> Adult Social Care provides and arranges community care services for vulnerable adults aged 18 and over who need advice, support or care because of their particular needs.</p> <p>This division covers all aspects of Adult Social Care, including Older People, Mental Health, Learning Disabilities, Physical and Sensory Disabilities, Substance Misuse, Brokerage and Safeguarding. In addition, the division includes responsibility for Sheltered Housing. Community Safety services are also in this division.</p> <p><u>Culture and Communities</u> ACS has created a new Division - Culture and Communities bringing together Cultural Services, Active Communities and Community Safety.</p> <p><u>Resources</u> The Resources division supports the Adults' and Community Services Department (ACS) to improve the outcomes for the citizens in Lambeth.</p> <p>This includes Finance, Performance, Workforce Development, Human Resources, Information Support and Secretarial Support, Business Continuity, Compliance and Audit and Risk.</p> <p><u>Strategy and Commissioning</u> The Strategy and Commissioning division ensure the availability and provision of high quality, cost effective services are available to meet the needs of the citizens of Lambeth.</p> <p>This division includes Active Communities, Health Partnerships, Strategic</p>
---	---	--

		Commissioning - Social Inclusion, Strategic Commissioning – Health and Wellbeing, Contracts and Procurement, and Policy, Research and Customer Relations.
Children and Young Peoples Services	mcurrie@lambeth.gov.uk or MPhillips2@lambeth.gov.uk	<p><u>Early Intervention and Targeted Services</u> The Early Intervention and Targeted Services Division provides a mix of universal and targeted services for children, young people and families, targeting and maintaining our early help, preventative and early intervention services.</p> <p><u>Education Estates and Capital Projects</u> The Education Estates and Capital Projects division manages the schools capital programmes for all of Lambeth's schools as well as many community facilities and play facilities.</p> <p><u>Resources and Strategy</u> Resources and Strategy division provides comprehensive financial management, performance, policy, planning, procurement and human resources support services to CYPS. Schools This area of the intranet aims to enable those working in schools to have quick access to a range of key information.</p> <p><u>Schools and Education Improvement</u> The service provides a range of services to support and challenge schools to improve their performance for Lambeth's residents.</p> <p><u>Specialist Services and Commissioning</u> The over-riding purpose of this division is to ensure all children are</p>

		safeguarded, and that vulnerable children and young people's needs are addressed early and effectively.
Finance & Resources	fin-recruitment@lambeth.gov.uk	<p><u>Corporate Finance</u> The Corporate Finance division is responsible for the strategic and operational management of our corporate finances.</p> <p><u>Corporate Procurement</u> Corporate Procurement provides a corporate focus for our contracting and commissioning activity from giving advice, support and information to co-ordinating or managing specific strategic or corporate contracts.</p> <p><u>Governance and Democracy</u> The Governance and Democracy division consists of the Legal Services, Democratic Services and Improvement, Risk and Insurance teams. ICT Services</p> <p>ICT Services division aims to deliver a low-cost, high-value service to the council and partners.</p> <p><u>Internal Audit and Counter Fraud</u> The Internal Audit and Counter Fraud service provide independent assurance on risk and control and combat avoidable losses arising from error, mismanagement and dishonesty.</p> <p><u>Revenue, Benefits and Customer Services</u> Revenues and Benefits have been merged with Customer Services and Financial Shared Services to form Revenue, Benefits and Customer Services.</p>

Housing, Regeneration and Enterprise	HRErecruitment@lambeth.gov.uk	<p><u>Housing</u> The Housing division is responsible for:</p> <ul style="list-style-type: none"> • The delivery of the council's strategic housing functions • Providing statutory housing advice • Tackling homelessness • Managing temporary accommodation • Private sector housing services • Clienting the Housing Management Services • Managing the relationship with other social housing providers and developers <p><u>Planning, Regeneration and Enterprise</u> The PRE division is responsible for:</p> <ul style="list-style-type: none"> • Development of statutory planning policy and the determination of planning applications • Building Control • Planning Enforcement • Conservation and design • Business growth and enterprise • Adult employment, learning and skills • Neighbourhood regeneration, Town centre management and community engagement <p><u>Public Realm</u> The Public Realm division is responsible for designing, maintaining and managing public spaces and all activities that take place including:</p> <ul style="list-style-type: none"> • Refuse collection • Recycling • Street cleansing • Parking • Sustainability • Environmental health
---	--------------------------------------	---

		<ul style="list-style-type: none"> • Transport and highways <p><u>Resources</u> The Resources division is responsible for providing business support to the department in relation to:</p> <ul style="list-style-type: none"> • Finance and accounting • People Management • Performance and Service Improvement • Procurement • Departmental cooperative council implementation lead <p><u>Valuation and Asset Management Services</u> The VAMS service is responsible for the management of the council's property portfolio. This includes:</p> <ul style="list-style-type: none"> • Strategic asset management • Building related health and safety compliance • Property acquisition and disposal • Property maintenance and property asset management valuations
Office of the Chief Executive	fin-recruitment@lambeth.gov.uk	<p><u>Campaigns and Communications</u> The campaigns and communications division aims to effectively inform local citizens about improving council services and to support the council's vision and corporate plan, so that satisfaction with the council improves. The team also aims to create or maintain excellent internal communications so that staff are fully informed about the council, contributing to organisational development.</p> <p><u>Human Resources (HR)</u> Human Resources (HR) aims to provide the organisation with strategic policies that include a comprehensive recruitment service coupled with a first rate payroll and pensions function.</p>

		<p><u>Policy, Equalities and Performance</u></p> <p>The Policy, Equalities and Performance (PEP) team are situated at the corporate core of the council, providing high-quality support to the Chief Executive and the Local Strategic Partnership (LSP), and leading and coordinating a wide range of cross-departmental activity that ensures we improve the services the council and partnership deliver. At a strategic level this includes shaping the strategic direction and vision for the council through the Corporate Plan, and leading on transformative programmes such as the cooperative council. At an operational level PEP provides expertise in areas such as policy development, research and consultation, performance, programme and change management and equalities.</p>
--	--	---