



# VOLUNTEER POLICY

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## **1. Introduction**

The purpose of this document is to define the NHS South Sefton Clinical Commissioning Group (CCG) policy for including volunteers in our work and to set out the general principles and guidelines for volunteering to ensure consistent standards and good practice.

### **1.1 Background**

The CCG is committed to promoting health, reducing health inequalities and delivering the best possible care for our local population within the resources available. In order to achieve this, the CCG encourages and supports the involvement of patients and the public at all levels within the organisation to ensure that patients, carers and the public are involved in decision-making processes that influence CCG services. The CCG sees volunteering as an essential aspect of our patient and public involvement work, which will help to build better links and relationships with our local community.

### **1.2 Scope**

This policy relates to the use of volunteers within the CCG in a range of roles, including supporting the provision of services and membership of committees and working groups.

Given the variety of roles involved, the policy should be applied flexibly, with due regard to the principles.

### **1.3 Purpose**

The purpose of this document is to set out the CCG's approach to the management of volunteers within the organisation and the procedures that should be followed by managers wishing to support a volunteer opportunity.

The principles and procedures support the aim of managing volunteer opportunities in a way that is both supportive and enhances the provision of the highest quality provision of service delivery and patient care.

### **1.4 Principles**

The purpose of this document is:

- To ensure recognition of the important role of volunteers within the CCG and the benefits that volunteering can bring to the general health of the community.
- To offer staff a step-by step guide on how to involve members of the local community in their work and provide positive and worthwhile placements that will be of benefit to the volunteer and also for staff and patients.
- To give a cohesive and consistent set of guidelines to ensure that volunteers are fully supported during their volunteer work.
- To ensure that the CCG follows recognised standards of good practice in recruiting, training, supporting and rewarding volunteers as applicable.
- To ensure that the CCG will adhere to the four fundamental principles to volunteering outlined within the Government's Compact Volunteering Code of Practice (2005):

The Compact recognises four principles fundamental to volunteering. These are Choice, Diversity, Mutual Benefit and Recognition. These inform every aspect of this Code.

**Choice:**

Volunteering must be a choice freely made by each individual. Freedom to volunteer implies freedom not to become involved.

**Diversity:**

Volunteering should be open to all, no matter what their background, race, colour, nationality, religion, ethnic or national origins, age, gender, marital status, sexual orientation or disability.

**Mutual Benefit:**

Volunteers offer their contribution and skills unwaged but should benefit in other ways in return for their contribution. Giving time voluntarily must be recognised as establishing a reciprocal relationship in which the volunteer also benefits and feels that his or her contribution is personally fulfilling.

**Recognition:**

Explicit recognition that valuing the contribution of volunteers is fundamental to a fair relationship between volunteers, voluntary and community organisations, and Government. This includes recognising the contribution to the organisation, the community, the social economy and wider social objectives.

## **2. Definitions**

### **2.1 Volunteer**

For the purpose of this document, a volunteer is a patient, carer or member of the public who spends time, involved in the CCGs work, with the intention to act on behalf of and to the benefit of the local community, without concern for financial gain.

Volunteers are an additional resource within the CCG and are not intended to replace paid staff. They complement and/or enhance the care and support that the CCG provides to our service users.

### **2.3 Student / Work experience Placements**

Work experience and volunteering are treated separately within the CCG. Work experience is a short term relationship with the key objective of introducing people to potential careers within the NHS and the health service as a whole. Please refer to the CCGs Work Experience Policy and Health and Safety Policy which refers to a young persons risk assessment (under 18) for further guidance.

## **3. Roles & Responsibilities**

### **3.1 Responsibilities and Arrangements**

The Chief Officer has delegated responsibility for volunteers within the CCG.

#### **3.1.1 Delegated Responsibilities**

The Head of Corporate Services has the lead responsibility for ensuring that the volunteer policy is implemented and ensuring alignment with the CCGs business plan and long-term strategy.

### **3.1.2 Operational responsibilities:**

The Corporate Services Support Manager will be responsible for:

- the co-ordination of all processes in relation to recruitment, placement and management of volunteers in line with this policy
- provision of a central point of contact for all potential volunteers and manager requests for volunteers within their team
- Oversight of the voluntary input from organisations as applicable

#### **Line Manager / Designated Lead**

Managers / designated leads are responsible for ensuring staff within their area of responsibility are aware of this policy and that staff adhere to the advice and guidance. In addition, managers / designated leads will be responsible for:

- producing a task description with guidance from the Head of Corporate Services
- completing the volunteer risk assessment as required
- facilitating local induction
- daily line management, training, support & supervision as applicable to ensure any issues or concerns are raised within the department
- identifying on-going training needs - the level or type of training and supervision will depend on the task/activity being undertaken and the interests of the volunteer in relation to their role within the CCG which will also be detailed in the risk assessment

#### **Staff**

Staff will be responsible for ensuring that they are familiar with the volunteer policy and are aware of the opportunities and scope of activities for involving volunteers within their area of responsibility.

### **3.1.3 Volunteer Expectations and Responsibilities**

#### **Volunteers can expect:**

- The CCG to try and identify placements that match their availability, skills and abilities, needs and areas of interest
- To be valued and treated as a team member
- Support in their voluntary work from the appropriate line manager / designated lead and department staff
- To receive clear information about the role of volunteers within the CCG via the CCGs role description and local induction in service area
- To receive relevant training to enable them to carry out their task/activity
- To be covered by the CCGs insurance providing that they are working in accordance with their task/activity description

#### **Volunteers are expected:**

- To show commitment to the area of work in which they are involved
- To keep their identified line manager / designated lead aware of their availability
- To make every effort to be available for training. All volunteers within the CCG will be required to completed relevant Statutory and Mandatory training as identified by the CCG
- To treat all service users, staff and other volunteers with dignity and respect

#### **Volunteers are obliged:**

- To comply with all CCG policies and procedures
- To keep any person identifiable information of service users/staff/others,

strictly confidential.

- To bring to the attention of the manager/designated lead any concerns they might have regarding their own health and safety or a change in their own circumstances that might affect their ability to carry out the role
- To highlight any concerns they may have about behaviour, safety, security, or any other matter, in accordance with the CCGs Whistle-blowing (Raising Concerns at Work) policy
- To disclose any conflict of interest they may have in connection with their role in the CCG.

#### **4. Recruitment Procedure**

The following section details the recruitment process which should be applied to recruitment of Volunteers within the CCG, as applicable.

##### **4.1 Equality and Diversity**

The CCG is committed to diversity in all areas of its work and to developing and maintaining an organisation in which different areas; abilities, backgrounds and needs are valued. The same equal opportunities principles, which apply to the recruitment of paid members of staff, apply for volunteers and will not be a barrier to volunteering.

##### **4.2 Role Description and Risk Assessment**

The first step in placing a volunteer is the creation of a role description, clearly setting out the tasks that a volunteer would be agreeing to undertake. A volunteer will then be recruited to this role description. Example role descriptions can be obtained from the Head of Corporate Services

As well as the role description, this will outline managerial / designated lead support, expectations regarding time commitment and whether the placement is time-limited or on-going. The role description is also used by Occupational Health to assess the volunteer's suitability and by Human Resources as part of the Disclosure and Barring Service (DBS) process.

Each placement should be risk assessed using the generic risk assessment template. (The Risk Assessment template is attached at **Appendix 1.**)

##### **4.3 Advertising**

CCG managers may wish to consider a range of alternatives to conventional advertising via NHS Jobs when recruiting volunteers. Options for consideration include the use of local authorities for Voluntary Services, targeted posters or leaflets and direct approaches to groups from whom a volunteer representative is sought.

The CCG uses the NHS Jobs Website to advertise, in the first instance, all of its vacancies including volunteer opportunities. Each position is listed with a unique job reference, closing date and key details relating to the vacancy for candidates to view.

##### **4.4 Application Form**

Anyone interested in volunteering for the CCG will be asked to complete a Volunteer Application Form. (The Volunteer application form is attached at **Appendix 2**). All volunteers must complete this form in whatever format is appropriate to them; assistance will be provided upon request.

Unsuccessful applicants for volunteer roles should be informed at the earliest opportunity and every effort made to signpost the volunteer to other suitable opportunities.

#### **4.5 Informal Interview**

An informal interview will be held to discuss the volunteer's application and cover key requirements associated with volunteering, including health and safety, insurance cover and confidentiality.

Unsuccessful applicants for volunteer roles should be informed at the earliest opportunity and effort made to signpost the volunteer to other suitable opportunities.

#### **4.6 References**

The CCG will take up two references for all volunteers from previous employers or, where people have not been in employment, long term acquaintances.

It will be normal procedure to take up two references for all volunteers (see **Appendix 3**).

#### **4.7 Disclosure & Barring Service (DBS) Check**

A Disclosure and Barring Service (DBS, previously Criminal Records Bureau) check may be applicable where volunteers have any patient contact, work with children, vulnerable adults or young people in line with the CCGs safer recruitment guidance.

If a DBS is not necessary, the volunteer will be asked to produce current identification such as passport or driving licence and proof of address i.e. utility bill or bank statement.

Having previous convictions recorded on a DBS check does not necessarily mean someone will be unable to become a volunteer. Each individual situation will be assessed on a case by case basis depending on the task/role by the Head of Corporate Services in conjunction with the Human Resources department.

#### **4.8 Occupational Health Clearance**

Occupational Health checks are often important in ascertaining whether an individual is able, on health grounds, to carry out a role to which they are being recruited to. Occupational Health Checks also support the CCG to make reasonable adjustments, where appropriate, for an individual in line with the Equality Act (2010). However, in line with the Equality Act it is not permissible to mandatory health check all posts and therefore posts must be assessed in order to ascertain whether an occupational health check is compulsory.

Where a post is deemed as requiring an occupational health check or a prospective volunteer notifies the CCG they require a health check, commencement of the volunteer opportunity cannot be undertaken by any individual with the CCG until the check has been completed in line with the standards set out by NHS Employment Checks Health Checks (Occupational Health) guidance.

Having a long-term health condition or disability will not necessarily prevent someone from becoming a volunteer; each individual will be assessed on a case by case basis.

The CCG will meet the cost of prospective volunteers' Occupational Health screenings.

## **4.9 Volunteer Agreement**

Successful applicants will have their volunteer placement confirmed in writing. The confirmation letter will reiterate that the volunteer appointment is at the sole discretion of the CCG and can be terminated at any time. Volunteers should also be sent a copy of the CCGs Volunteer Policy. Once a volunteer is recruited, a Volunteer Agreement should be issued (see **Appendix 4**).

All volunteers will be required to read and sign up to a confidentiality agreement as part of the recruitment and selection process. This confirms that the individual will hold in strict confidence any information relating to the business of the CCG which may become known to them during their volunteering.

## **4.10 Induction and Training**

Volunteers have the right to receive training, if required, to enable them to carry out their duties. On commencement with the CCG, the Manager responsible for the volunteer must ensure that the volunteer receives local induction training appropriate to their role and that the CCGs local induction checklist is completed.

All volunteers will be offered the opportunity to complete Statutory and Mandatory training as determined by the CCG.

The Manager will also be responsible for the volunteer's ongoing training needs and the level or type of training will depend on the duties being undertaken and interests of the volunteer in relation to their role within the CCG. Managers should discuss with the volunteer any training considered useful for the post.

## 5. On-going Support

Managers / designated leads must ensure volunteers are supervised to an appropriate level and are aware of whom to approach within the Department for appropriate advice and guidance as required. The volunteer's key source of advice, information and support should be the line manager / designated lead or a buddy nominated by that manager. The Head of Corporate Services will also provide support as appropriate.

Every effort will be made to provide both interesting and rewarding voluntary work.

## 6. On-going Review and Termination of Placement

It is suggested that line managers / designated leads will hold a review meeting at 4 weeks with their volunteer, and at least every 8 weeks thereafter or as applicable. This is to confirm that the volunteer is performing and attending at a level that meets the needs of the department. Equally, it is to confirm that the placement is meeting the needs of the volunteer. It provides an opportunity to agree that the placement will continue as before, to make changes, or cease a placement if acceptable changes cannot be implemented.

Review meetings notwithstanding, any concerns about a volunteer's performance or behaviour should be discussed at the earliest opportunity in an informal meeting. These discussions may include the Head of Corporate Services if appropriate. If the issue cannot be resolved to the satisfaction of both parties, following discussion with the individual the line manager / designated lead may in agreement with the Head of Corporate Services terminate the volunteering arrangement. This should be confirmed to the individual in writing.

The volunteer appointment is at the sole discretion of the CCG and can be terminated at any time.

## 7. Expenses

Volunteers will be paid travel and reasonable out of pocket expenses including: bus/train fares, car mileage when appropriate.

<b>Mileage</b>	Car mileage is paid at the current HMRC rate (45pence per mile in 2013/14) up to a maximum of 12 miles round trip per day.  NB It is an individual volunteer's responsibility to ensure that their car insurance covers any volunteering activity that they may undertake whilst working for the CCG
<b>Public transport</b>	Public transport will be reimbursed at the face value of the ticket, up to the cost of an All Zones day ticket.
<b>Taxis</b>	Taxi fares can only be paid following agreement with the Head of Corporate Services in advance of the placement commencing. Due to cost they will only be authorised if absolutely necessary to fulfil the CCGs duties around equality.

receipts, bus tickets etc). Any volunteers receiving more than their actual expenses may lose part of their means tested benefit, and the nature of their volunteering may be called into question.

Expenses may be paid via petty cash or bank transfer (BACS) at the discretion of the CCG. The line manager / designated lead will advise the volunteer of the most appropriate payment route, based on prevailing advice from the Finance Department. The expenses claim form (see **Appendix 5**) should be completed and submitted to the line manager / designated lead for approval.

## **8. Attendance**

If the volunteer is unable to attend on their usual designated day, they should inform their line manager / designated lead accordingly in line with local procedures.

## **9. Health & Safety**

It is the responsibility of the line manager / designated lead to make sure that volunteers have an understanding of the CCGs Health and Safety Policies (through their interview, training and induction process). All agreed mandatory training must be completed within 3 months of commencement.

## **10. Placement Evaluation**

When a volunteer leaves for any reason, they should be given an opportunity to review and discuss their experiences during the placement. A placement evaluation questionnaire (see **Appendix 6**) should be completed and a copy returned to the Head of Corporate Services.

## **11 Monitoring and Review**

This policy is intended to be non-discriminatory, promote fairness and equity in the treatment of individuals and good employee relations. Use and compliance of this policy will therefore be monitored by the HR Department on an annual basis.

The policy and procedure will be reviewed periodically by Human Resources in conjunction with operational managers and Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.

Human Resources will make recommendations to the Governing Body, via the Human Resources & Organisational Development Committee.

## **12. Equality Statement**

In applying this policy, the CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

An Equality Analysis has been carried out on this policy

## **13. Related Documents**

- Capability Policy
- Travel and Expenses Policy
- NHS Terms & Conditions Handbook
- Recruitment and Selection Policy
- Equality & Diversity Policy
- Work Experience Policy
- Health and Safety Policy
- Integrated Governance and Risk Management Strategy

**Appendix 1**

**CCG Volunteer Risk Assessment Template**



**Appendix 2  
Volunteer Placement Application Form**

**Position Title:**

Surname	First name:
Title:	Date of Birth:
Address:	
Telephone Number:	Email:

Do you require any specific requirements / support to enable you to attend an interview?  
Please specify:

.....

Please detail your present / previous occupations, including a brief summary of roles and responsibilities:

.....

Have you undertaken voluntary work before? Yes  No   
If yes please state where and when:

.....

Please detail any special skills or interests?

.....

**Availability**

Please indicate on what days and at what times you are available to volunteer					
Days Available	Monday	Tuesday	Wednesday	Thursday	Friday
Please tick					
Times Available					

.....

Do you have any relatives working at NHS South Sefton CCG? Yes  No   
If yes please state who they are, where they work and their relationship to you:

.....

**References**

Please give details of two people (relatives must not be used) who have agreed to supply a reference on your behalf. For all positions you must provide 2 references. If you are, or have been employed, one of these should be your most recent employer, a representative from a voluntary organisation you have worked with, or your school or college.

**Please Complete in Full:**

**Referee 1**

Title / Name:
Address:
Contact Details Telephone: Email:

**Referee 2**

Title / Name:
Address:
Contact Details Telephone: Email:

**Rehabilitation of Offenders Act (1974)**

Because of the nature of the work for which you are applying, this post is exempt from the provisions of section 4 (2) of the Rehabilitation of Offenders Act (1974). Applicants are therefore not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act. Disclosure of an offence will not necessarily be a barrier to becoming a volunteer. All information given below will be completely confidential.

**Please disclose details:** OFFENCE (S) AND DATE (S):

.....  
.....

## MONITORING INFORMATION

This section of the application form will be detached from your application form and will be used for monitoring purposes only. The CCG recognises and actively promote the benefits of a diverse workforce and are committed to treating all employees with dignity and respect regardless of race, gender, disability, age, sexual orientation, religion or belief. We therefore welcome applications from all sections of the community.

Gender	Male	Female	I do not wish to disclose this
--------	------	--------	--------------------------------

## Race relations (Amendment) Act 2000

* I would describe my ethnic origin as:		
<b>Asian or Asian British</b> Bangladeshi Indian Pakistani Any other Asian background  <b>Black or Black British</b> African Caribbean Any other Black background	<b>Mixed</b> White & Asian White & Black African White & Black Caribbean Any other mixed background  <b>White</b> British Irish Any other White background	<b>Other Ethnic Group</b> Chinese Any other ethnic group  I do not wish to disclose this

## Employment Equality Regulations 2003

* Please select the option which best describes your sexuality		
Lesbian Gay Bisexual	Heterosexual I do not wish to disclose this	
* Please indicate your religion or belief		
Atheism Buddhism Christianity Islam	Jainism Sikhism Other	Judaism Hinduism I do not wish to disclose this

## The Equality Act

The Equality Act protects disabled people. This includes people with long-term health conditions. If you tell us that you have a disability we can make reasonable adjustments to where you work and your work arrangements and at interview.

* Do you consider yourself to have a disability?	Yes	I do not wish to disclose this information
	No	
Please state the type of impairment, which applies to you. People may experience more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'other'.		
Physical Impairment	Learning Disability/Difficulty	
Sensory Impairment	Long-standing illness	
Mental Health Condition	Other	

### Name of Emergency Contact / Next of Kin

Title / Name:
Address:
Contact Details Telephone: Email:

### DECLARATION

The information in this form is true and complete. I agree that any deliberate omissions, falsification or misrepresentation in the application form will be grounds for rejecting this application by the organisation. This applies equally to any medical questionnaire/forms I may complete.

I agree to the above declaration			
Signature			
Name		Date	

Thank you for taking the time to complete this Volunteer Application Form. Please return to:

Lisa Gilbert, Corporate Governance Manager, NHS South Sefton Clinical  
Commissioning Group

### Appendix 3

## VOLUNTEER REFERENCE REQUEST FORM

### CONFIDENTIAL

\_\_\_\_\_ has expressed an interest in becoming a volunteer for NHS South Sefton CCG and has given your name as a referee.

If you are happy to complete this reference, all the information contained on the form will remain absolutely confidential and will only be shared with the applicant's immediate line manager/designated lead should they be offered a volunteer position.

1. How long have you known the applicant?

---

---

---

2. What attributes does this person have that would make them a suitable volunteer?

---

---

---

3. Please rate this person on the following areas (please circle the appropriate answer).

<b>General Conduct:</b>	Excellent	Good	Poor	Very Poor
<b>Time Keeping:</b>	Excellent	Good	Poor	Very Poor
<b>Communication Skills:</b>	Excellent	Good	Poor	Very Poor
<b>Work Quality</b>	Excellent	Good	Poor	Very Poor
<b>Relationship with other colleagues:</b>	Excellent	Good	Poor	Very Poor

4. Please comment on the applicants suitability for the role applied for including appropriate skills where applicable – with reference to the enclosed Role Description

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5. Any further comments?

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Signature			
Name		Date	

Name of organisation (if applicable):

Designation:

**Please return to:**

Lisa Gilbert  
Corporate Governance  
Manager  
South Sefton CCG  
3<sup>rd</sup> Floor Merton House  
Stanley Road  
Bootle  
Liverpool  
L20 3DL

## Appendix 4

### Volunteer Agreement

Dear

### Volunteer Agreement

Volunteers are an important and valued part of the work of NHS South Sefton CCG and we hope that you enjoy volunteering with us and feel part of our team.

This agreement tells you what you can expect from us, and what we hope from you. This agreement is not a contract and there is no intention to create a contractual relationship between the CCG and the volunteer signatory. This agreement may be terminated at any time by the volunteer or the CCG.

The CCG agrees to accept the services of [name] as a volunteer with effect from [date] and to commit to the following:-

1. To provide relevant information, training and support for the volunteer to be able to meet the responsibilities of his/her volunteer placement.
2. To ensure satisfactory supervision to the volunteer and to provide feedback on performance.
3. To respect the skills, availability and individual needs and areas of interest of the volunteer and, where possible, to respond flexibly to his/her individual requirements.
4. To treat the volunteer as a team member.

### The Volunteer

Agrees to serve as a volunteer and commit to the following:-

1. To perform my volunteer duties to the best of my ability
2. To adhere to the CCGs policies and procedures, in particular with regard to Equal Opportunities, Health & Safety and Confidentiality.
3. To meet time and duty commitments, except in exceptional circumstances or to provide adequate notice so that alternative arrangements can be made

Signed:.....(On behalf of NHS South Sefton CCG)

Date:.....

## Appendix 5

### Volunteer Expenses Claim Form

Name	
Home Address	
Department	

Date of Visit / Meeting	Mileage (see note 1)	Public Transport (see note 2)	Car Parking (see Note 3)	Total (£)

***NB Please sign below and ask your Responsible Line Manager / Designated Lead to counter-sign the form, as a signature is necessary for payment to be made. Please enclose bus/train receipts if using public transport.***

- The travelling expenses claimed have been incurred during the course of my voluntary duties in the post detailed overleaf.
- CAR DRIVERS ONLY. The motor vehicle for which I have claimed mileage expenses above is covered, while the vehicle is used for voluntary duties, for full third party risk, including injury to, or death of, passengers and damage to property and the policy is maintained at the date of the claim. I hold a valid driving licence.

Volunteer Signature:

Date:

#### Approved by

Signed:

Date:

Name:

Job title:

#### Notes:

- Car mileage is paid at the current HMRC rate (45p per mile in 2013/14) up to a maximum of 12 miles round trip per day. It is an individual volunteer's responsibility to ensure that their car insurance covers any volunteering activity that they may undertake whilst working for the CCG.
- Public transport will be reimbursed at the face value of the ticket. Public transport costs will be paid up to the cost of an All Zones day ticket.
- Car parking costs will be reimbursed at the face value of the ticket. Volunteers are expected to reduce car parking costs wherever possible.
- All claims should be submitted on a monthly basis to your line manager/designated lead and up to a maximum of 3 months claims may be submitted.

## Appendix 6

### Volunteer Placement Evaluation Form

To enable us to assess how useful you found your volunteer placement it would be extremely helpful if you would answer the following questions. This information may be used to develop programmes for future candidates.

**1. What did you hope to learn from your placement?**

**2. Has this been achieved?** (please circle)

Yes

No

**3. Do you feel your placement has given you a better understanding of the work that is undertaken in a CCG?** (please circle)

Yes

No

If no, please give details

**4. Do you feel your placement has given you further skills and experience? If yes, please describe**

**5. Do you feel the structure of the volunteer placement was** (please circle)

Excellent

Very Good

Average

Poor

Very Poor

**6. Which areas of work did you find most interesting?**

**7. Which areas of work did you find least interesting?**

***Please return this completed form to  
NHS South Sefton CCG,  
3<sup>rd</sup> Floor, Merton House, Stanley Road, Bootle, L20 3DL***