

**Volunteers: Induction & Training Policy**

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Date of Equality Impact Assessment	22/12/15
Date approved by HWWB Board	07/03/16
Author	Jo Karasinski
Date Implemented	07/03/16
Last revised	
Next revision due	07/03/17
Staff Training delivered	As per Volunteer training timetable
<p>The policy on the HWWB website is the only policy that is updated. Please note that it is the individual HWWB staff, board member or volunteer to ensure that they are reading the most current version of this policy. This can be done by checking the version number shown above against the version number of the policy filed here: <a href="http://www.healthwatchwestberks.org.uk">www.healthwatchwestberks.org.uk</a></p> <p>If required this policy can be supplied in different formats Tel: 01635 886 210 or email: <a href="mailto:contact@healthwatchwestberks.org.uk">contact@healthwatchwestberks.org.uk</a></p>	

## Responsibilities

### HWWB Board

Have overall responsibility for volunteers within HWWB and for ensuring the provision of adequate resources to support the volunteer programme

### HWWB Chief Officer(CO)

HWWB Board have delegated to the HWWB CO the responsibility for overseeing the development of supporting volunteer policies and procedures and associated action plan and ensuring these are implemented effectively

### HWWB Staff and Volunteers

All HWWB Staff and volunteers are required to read and implement and support all policies and procedures.

## Volunteers - Induction and Training Policy

### 1. Introduction

Healthwatch West Berkshire (HWWB) is committed to the induction, training and development of our volunteers. Ensuring that volunteers have the correct training for their particular role is essential for the success of our volunteer programme.

We aim to provide new volunteers, or one facing a new task, with the information required to ensure that they are able to maximise their contribution to HWWB. This will be done via appropriate induction training followed by regular support. All volunteers will have the opportunity to participate in ongoing training and will be briefed on developments relating to their role.

### 2. Induction

Inductions are an important opportunity to introduce volunteers to HWWB, communicate relevant policies and procedures and set out both what is expected of them and what they can expect in their new role.

HWWB offers an induction and training programme for all volunteers. Induction is usually delivered in a group setting as these encourage wide-ranging discussions and can also enable volunteers to start to build relationships and support systems.

Individual induction may also be arranged where required for example to fit in better with the volunteer's other commitments and where there is a need for the training to be adapted for volunteers who require particular support.

#### 2.1 The Induction Training Programme

This will include an introduction to:

- HWWB- overview of the organisation structure and management; current work plan, and different volunteer roles
- overview of HWWB Policies and Procedures and issue of the volunteer policy handbook
- the health and social care structure in West Berkshire

- on-going training - volunteers may also be required to participate in safeguarding and deprivation of liberties (DOLS) training if they are going to conduct Enter and View (visits to health and social care services) and/or gather the views of local people

### **3. Identification of volunteer training needs**

- specific HWWB projects may determine training needs for example enter and view in sensitive environments
- volunteers are often in the best position to put forward suggestions for training courses to the volunteer trainers.

### **4. Ongoing Volunteer Training and Development**

HWWB will provide other training courses as required, specific to particular roles and organisational needs, such as:

- influencing and negotiating
- presentation skills
- media training
- engagement with particular communities

Any training requirements will be subject to discussion with Jo Karasinski, the volunteer lead. All authorised training will be arranged through the HWWB staff team, wherever possible in-house training will be provided.

### **5. Equal Opportunities Consideration**

HWWB will:

- strive to prioritise training opportunities for volunteers who have traditionally missed out on such opportunities.
- seek to facilitate attendance at conferences and training events by volunteers with children or other dependents. This will be achieved by approving expense claims for childcare, crèche provision, and carers and in other ways as necessary.

- continue to promote training that furthers equality of opportunity or helps individuals and voluntary groups challenge oppression and oppressive behaviour.

## 6. If you are unable to attend a training session

HWWB incurs costs in delivering volunteer training e.g. room hire and refreshments. If you cannot attend training that you have agreed to attend please let us know as soon as possible.

## 7. Training Timetable

Training is open to all volunteers but Authorised Representatives need to attend the training, which is marked 🌸

## 8. Monitoring and Review

At the end of every training session trainees are asked to complete an evaluation form. We work through this feedback each time in order to improve future training delivery content and where and how we present it. Please continue to provide us with this either on the training evaluation form given out at each training session or email us at the HWWB office anytime.

	Training	Notes	Timescales
🌸	Healthwatch induction		Quarterly
🌸	Enter and View	with safeguarding and DOLS.	6 Monthly
🌸	Safeguarding of vulnerable adults and Children	To run as part of the Enter and View training	6 Monthly
🌸	Deprivation of liberties safeguard (DOLS)	To be run alongside the Enter and View and Safeguarding training	Annual
	Equality Act & Diversity training	Will include public sector duty and equality impact assessment	6 Monthly
	Dementia awareness	Incorporated with other training	6 Monthly
	The Care Act	To keep abreast of emerging information and details of the act	As new information emerges
	Autism awareness		6 Monthly
	Disability awareness		6 Monthly
🌸	Report writing	2 hr session	To be confirmed

## Equality Impact Assessment Form

Screening determines whether the policy has any relevance for equality, i.e. is there any impact on one or more of the protected characteristics as defined by the Equality Act 2010. These are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief Including lack of belief)
- Sex
- Sexual Orientation

1 Name of policy/procedure being assessed:	Volunteer - Induction and Training Policy
2. Is this a new or existing policy/procedure?	New
3. What is the function of the policy/procedure?	To outline HWWB policy for the training of volunteers.
4. What is it trying to achieve and why?	Our volunteers are key to HWWB's ability to deliver its' organisational strategy. This policy sets out <ul style="list-style-type: none"> <li>➢ HWWB commitment to volunteer training</li> <li>➢ HWWB induction and ongoing training content</li> <li>➢ How training needs will be assessed and how volunteers can contribute</li> <li>➢ Methods by which this policy will be monitored, reviewed</li> </ul>
5. Who is intended to benefit and how?	<ul style="list-style-type: none"> <li>• <b>HWWB as an organisation</b> - volunteers are a key resource and central to HWWB's effective delivery of its organisational strategy</li> <li>2. <b>HWWB Volunteers</b> - provides clarity and structure to training of volunteers</li> </ul>
. Is there any potential for differential impact (negative or positive) on any of the protected characteristics	Yes in ability to access training. Policy details how this will be addressed and defined methods by which HWWB will strive to improve accessibility
7. Is there any possibility of discriminating unlawfully, directly or indirectly, against people from any protected characteristic?	Measures in place to mitigate risk of this
8. Could there be an effect on relations between certain groups?	NO
9. Does the policy explicitly involve or focus on a particular equalities group i.e. because they have particular needs?	Yes where particular needs are identified accessibility measures will be put into place
If the answers are no from 6-9 then there is no need to proceed to a full equality impact assessment and this form should be signed off as appropriate.	
If Yes then a full impact assessment must be completed.	

Signed -  
Signature: Jo Karasinski  
Name: JO KARASINSKI Position: Development Officer  
Date: 22/12/15