



Charity Number: 1160538
Policy Documentation

VOLUNTEERING POLICY

Policy Reference	14
Status	Approved
Original Author	Advising Communities
Date Written	2016
Date Approved on	12/03/2018

1 Introduction

Eastcott Community Organisation understands that volunteers contribute in many different ways, and that volunteering can benefit users of its services, paid staff, other volunteers and the wider community. It values the contributions made by volunteers and is committed to involving volunteers in appropriate roles, and in ways which are supportive of the volunteers and beneficial to the organisation.

The Organisation sees volunteers as people who, unpaid and of their own free will, contribute their time, energy, skills and experience to benefit the organisation and the wider community. It also acknowledges the unique contribution that volunteers make and the importance of a mutually beneficial relationship where the volunteer also gets something from the volunteering role as well.

This policy sets out the broad principles for volunteering in Eastcott Community Organisation.

2 Definitions

Term	Definition
Centre	The social hall managed by the Committee: Eastcott Community Centre, Savernake Street, Swindon, SN1 3LZ Telephone: 07599256969, e-mail: eastcottcommunity@yahoo.co.uk
Committee	The trustees who manage and run the Centre
Organisation	Eastcott Community Organisation

3 Why the policy exists

This policy provides a framework for establishing volunteering. The aim is to provide overall links to the different values, policies and procedures of the organisation (e.g. recruitment, equal opportunities, payment, health and safety). The policy also defines the role of volunteers and how they can expect to be treated.

4 Scope

All Volunteers including Trustees. Trustees are also subject to a code of conduct (see Appendix 7.2) and as a result some elements of this document are not appropriate and are highlighted as such.

5 Responsibilities

Role	Responsibility
Coordinator	for the management and welfare of the organisations volunteers.



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6 Policy

Eastcott Community Organisation is committed to volunteering and it will:

- not introduce volunteers to replace paid staff. Their role will complement the role of paid staff, be beneficial to the organisation and the volunteers this includes ensuring that volunteers are not used during any times of industrial action to do the work of paid staff;
- ensure volunteers have a defined place in the structure of the organisation;
- take appropriate steps to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers;
- recognise that the volunteer role is a 'gift relationship' – no enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their volunteering role. Likewise, the organisation is not compelled to provide regular work or payment or other benefit for any activity undertaken by the volunteer;
- acknowledge mutual support and reliability – the expectations of volunteers and volunteers' expectations of the organisation.
- acknowledge and value the individual skills, knowledge and experience that each volunteer brings to the organisation;
- provide a photo ID security pass for all trustees, open and close volunteers and staff. This must be worn at all times when representing us.

6.1 Coordination of Volunteering

All volunteers will have a nominated paid member of staff or a volunteer from the Committee to offer guidance and advice to help the volunteer carry out their role effectively. (Not Applicable for Trustees)

As a small organisation we do not have a specific Coordinator but there will be a person nominated to support the volunteer depending on their role.

'Coordination' will be explicitly mentioned in all relevant paid job descriptions within the organisation.

6.2 Recruitment

- The organisation is committed to equal opportunities and seeks to recruit volunteers from a diverse range of backgrounds that reflects the makeup of the local community (see [Equal Opportunities](#) policy).
- Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community.
- Each potential volunteer will be asked to complete a short application form and be invited for an informal interview meeting. (Not Applicable for Trustees)
- Each person who volunteers will be asked for two references that identify their suitability and done in a way that recognises equal opportunity and confidentiality. (See [Confidentiality](#) Policy) (Not Applicable for Trustees)
- Wherever possible we will try and match the need of the organisation and the volunteer and at times this may mean not being able to take on the volunteer but this will only be done on the basis of their suitability to the task(s).



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- Each person who volunteers and who will be involved with regulated activities will need to produce or undergo a DBS check. This check will be carried out before a volunteer begins work. (See [Safeguarding Policy](#)) However, if a volunteer has a criminal record this does not necessarily stop them from volunteering for the organisation.
- Volunteers will have a clear and concise volunteer role description, which will be reviewed every year. The role description will outline the volunteering tasks and will be prepared with the volunteer and the designated person referred to above. See Appendix 7.3
- New volunteers will be supported in their role through an induction process.
- Volunteers will be briefed about the different tasks to be undertaken and will be given the necessary information and equipment to enable them to carry them out efficiently.

6.3 Induction and Training

- Each volunteer will receive information, written and verbal about our organisation: the work it does, the structure and key policies and procedures such as health and safety, equal opportunities, safeguarding, confidentiality and data protection. This will include any personal information held by it relating to the volunteer.
- Each volunteer will receive information about the volunteer's role and the name of their coordinator.
- The named coordinator will discuss with the volunteer any other training needs in supervision.
- Each volunteer will act as a volunteer on a trial basis of three months to ensure that the organisation and each volunteer is happy with the role.
- The Organisation will encourage volunteers to develop and build on existing skills and knowledge through sharing good practice and learning and training opportunities. The coordinator is responsible for ensuring that where possible relevant training is provided. It is the responsibility of the volunteer to attend the identified relevant training.
- Training in the management of volunteers will be provided for those staff with direct responsibility for volunteers as required.

6.4 Support and Supervision

- The coordinator will be the main point of contact to whom volunteers can seek guidance and support and take their concerns to.
- Volunteers will have supervision on a one to one basis if appropriate to the role. This will enable the volunteer and coordinator to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated person mentioned above.
- Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff by being invited to staff/team meetings.
- Formal recognition of the contribution of volunteers will be made in newsletters, annual reports, articles in newspapers or in other ways as appropriate.

6.5 Expenses

- The Organisation recognises that the reimbursement of expenses in travelling to and from the place of volunteering or in the course of volunteering, is important from an equal opportunities point of view.



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- The volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from the organisation and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.
- The Organisation has a consistent approach to the reimbursement of expenses which is the same for volunteers and paid staff and approved by the Inland Revenue.
- It is the responsibility of the designated person mentioned above to make volunteers aware of the procedure for the reimbursement of expenses.

6.6 Insurance

- The Organisations liability insurance policies include the activities of volunteers and liability towards them.
- The Organisation does not insure the volunteer's personal possessions against loss or damage.
- It is the responsibility of the volunteers to inform their motor insurance company that they are using their car in the act of volunteering.

6.7 Problem-solving

- The Organisation aims to treat all volunteers fairly, objectively, and consistently. Service users and other agencies are able to complain about paid staff, volunteers or the service.
- The coordinator mentioned above is responsible for handling volunteer complaints or conduct and any complaints should be referred to her/him. In the event of a complaint all relevant facts should be obtained as quickly as possible and attempts will be made to try to solve any problems informally at the earliest possible stage. If this is not possible then the formal complaints policy and procedures will be referred to. The Organisation will support the volunteer during the complaints process. If volunteers wish to make a complaint about their treatment by the organisation they should speak to their coordinator. If it is about their coordinator, they should speak to the manager of their coordinator. (See complaints procedure)

6.8 Unacceptable Behaviour

Unacceptable behaviour covers not only threatening behaviour but any interaction that makes a trustee/volunteer/ member of staff uncomfortable. Should a situation arise where the Organisation needs further help and support then external agencies will be approached.

- If an incident arises outside the centre but linked to Organisation business, the individual should/can report to the police as an individual. It should however be raised with the committee so a decision can be made if additional action is required.
- If an incident occurs in the centre the committee must be informed and decide whether or not to raise it with the police or write a formal letter to the individual outlining the unacceptable behaviour and next steps to be taken. (In line with other charities) If the individual feels threatened, they must call our Emergency number.

6.9 Rights and Responsibilities

The Organisation recognises the rights of volunteers to:

- Know what is and is not expected of them



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- Have adequate support in their volunteering role
- Know what to do if anything goes wrong
- Be free from discrimination
- Have safe conditions for carrying out their volunteering activities
- Be insured
- Receive relevant out of pocket expenses
- Receive an induction programme and training opportunities

The Organisation expects volunteers to:

- Be reliable and honest
- Respect confidentiality
- Comply with the Organisations policies and procedures
- Make the most of training and support opportunities
- Carry out their volunteering tasks as agreed and in a way that reflects the Organisations values and aims
- Respect the work of the organisation and not bring it into disrepute



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7 APPENDICES

7.1 Volunteer documentation requirements

Name of role	Volunteer form	Two References	Key holder form	Lone working policy	DBS	Trustee Declaration
Trustee appointed at AGM	No	No	Yes if key holder	Yes	Yes Enhanced Adult & Child	Yes
Trustee co-opted	No	Yes	Yes if key holder	Yes	Yes Enhanced Adult & Child	Yes
General volunteer, no 1:1 vulnerable adults/children	Yes	Yes	No	No	No	No
General volunteer, 1:1 with vulnerable adults/children expected	Yes	Yes	No	No	Yes Enhanced Adult & Child or either depending on role	No
Volunteer: Key holder	Yes	Yes	Yes	Yes	Yes Standard	No
Hirer: Key Holder	No	No	Yes	Yes	Yes Standard	No

7.1.1 Rationale for conducting DBS checks.

Rationale for conducting checks is thought through in terms of risk and whether legally permissible.

- **Trustees** - required to have Enhanced DBS checks because they can then all volunteer at community events where they may have 1:1 contact with children (eg lost children point) and afternoon teas (attended by those who may be vulnerable due to age and/or disability)



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- **Keyholders (hirers or volunteers)** - required to have Standard DBS checks as a security measure because they have access to a community facility.

Volunteers opening and closing the community facility are only able to open and close the centre and are not expected to take on any supervisory role.

- **Volunteers** where 1:1 contact with children or vulnerable adults is a part of the role (eg afternoon teas) are required to have an Enhanced DBS check.
- **Volunteers** without 1:1 contact with children or vulnerable adults (eg helpers at events where this contact will not be required, tea & coffee helpers etc) would not normally be required to have a DBS check.

These volunteers must direct any issues involving vulnerable adults/children (eg lost child) towards a trustee/volunteer with Enhanced DBS.

7.1.2 Volunteer forms:

- **If a volunteer leaves the organisation**, the Volunteer form will be retained for as long as considered necessary by Eastcott Community Organisation.
- **For those who have completed the form but never volunteered** or with a volunteering start date, the Volunteer form will be securely destroyed (shredded) after 6 months and no details will be retained either on paper or electronically.
- Equal opportunities/diversity monitoring form

Eastcott Community organisation may request the voluntary completion of this form, which would be detached from the main form and used for anonymous collation of data.

7.2 Trustee Code of Conduct

It is the responsibility of management committee members or trustees to:

- **Act within the governing document and the law** - being aware of the contents of the organisation's governing document and the law as it applies to the organisation.
- **Act in the best interest of the organisation as a whole** - considering what is best for the organisation and its beneficiaries and avoiding bringing the organisation into disrepute.
- **Manage conflicts of interest effectively** - registering, declaring and resolving conflicts of interest. Not gaining materially or financially unless specifically authorised to do so.
- **Respect confidentiality** - understanding what confidentiality means in practice for the organisation, its board and the individuals involved with it.
- **Have a sound and up-to-date knowledge of the organisation and its environment** – understanding how the organisation works and the environment within which it operates.
- **Attend meetings and other appointments or give apologies** - considering other ways of engaging with the organisation if regularly unable to attend trustee meetings.
- **Prepare fully for meetings and all work for the organisation** - reading papers, querying anything you don't understand and thinking through issues in good time before meetings.



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- **Actively engage in discussion, debate and voting in meetings** – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- **Act jointly and accept a majority decision** - making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- **Work considerably and respectfully with all** - respecting diversity, different roles and boundaries, and avoiding giving offence.

Trustees are expected to honour the content and spirit of this code.

7.3 Roles and Responsibilities

7.3.1 Leaflet Distributors

- Deliver within agreed timescale.
- Do not deliver to houses where the house requests no junk mail.
- Take reasonable steps to ensure own safety e.g. don't put fingers all the way through in case of dogs.
- Respect other people's property.

7.3.2 Centre open and close management

- Open / Close at time stated on rota
- Complete open/close checklist
- Take reasonable steps to ensure own safety

The following roles comprise the board of Trustees. The report to the board of Trustees. Whilst it is ideal to have all the roles, only Chair, Treasurer and Treasurer must be filled.

7.3.3 Chair of Trustees

- **Leadership** - Facilitate an environment where everyone has the opportunity to contribute to the strategic direction of the organisation, and bring debate to a conclusion.
- **Aims** - Work in partnership with other Board members and other ECO supporting stakeholders to help achieve the aims of the organisation.
- **Financial Oversight**: Liaise regularly with the Treasurer to maintain a clear grasp of the charity's financial position and to ensure full and timely financial information disclosure to the Board.
- **Funding** - Identify and apply for sources of funding that will supplement the operational cost of running the organisation and its facility and achieve its aims.
- **Partnerships** - Represent the organisation as a spokesperson at appropriate events, meetings or functions, and attend other committees or working groups when appropriate in role as Chair.
- **Meetings** - Facilitate the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- **Governance** - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.



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- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.4 Treasurer Trustee

- Book Keeping - Reconcile funds received against invoices generated, and alert the Trustees when payments are delayed or not able to be processed.
- Banking - Deposit all cash and cheques received by the Organisation in a timely manner.
- Cashflow - Monitor the financial standing of the Organisation and report to the Board regarding cash-flow forecasting, income streams, out-going expenses and the overarching management of the organisation's financial resources.
- Risk Management - Oversee the charity's financial risk-management process and report financial health to the board of trustees at regular intervals.
- Signatory - Acts as a counter signatory on cheques and applications to funders and ensure that annual accounts are submitted to all relevant regulators in a timely fashion.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.5 Secretary Trustee

- Administration - Ensure that Board meetings are properly pre-administered, issuing relevant documentation and agendas before each meeting and confirming attendance.
- Minutes - Write accurate minutes of the Board meeting discussions, ensuring that an accurate record of the conversations and decisions is available for the public record.
- Actions - Assist the Chair by following up on the progress of the actions agreed in meetings, reporting to the Chair in advance of key meetings where progress is not as required.
- Policies - Ensure that there is a process to regularly review policies and that steps are taken to ensure legislative compliance and best practice, and that the policies are made available to all relevant parties.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.



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- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.6 Health & Safety Trustee

- Health & Safety - Act as the nominated health & safety responsible person for the Organisation, and ensure all health & safety policies and procedures are up to date and adhered to, including COSHH & Legionella.
- Maintenance - Coordinate, undertake (where appropriate) and log rectification and maintenance works required within the facility and its surrounding grounds.
- Facilities - Manage the supply of utilities (gas / electric / water) for the facility, including the maintenance of the boiler.
- Efficiencies - Identify opportunities and implement solutions to improve the energy and financial efficiencies in the way the facility is used and equipped.
- Fire - Ensure that the fire equipment, regulations and procedures are compliant with legislation and best practice, and co-ordinate at least 2 fire alarm tests / drills per group, per year.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.7 General Trustee

- Guidance - Provide independent insight into how the Organisation is achieving its aims, and how it could best meet the needs of the community.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.8 Marketing Lead

- Advice & Guidance - Provide the Board with advice and guidance on the key marketing and PR activities that will help them achieve their Organisational aims.



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- Social Media - Maintain the Organisations social media accounts (Facebook and Twitter), ensuring that events are posted and public interactions are responded to in a timely manner.
- Newsletter - Collate content for and construct the monthly newsletter, as well as coordinate volunteers to distribute it door to door.
- Marketing / PR - Manage / oversee the marketing and PR required to help the Organisation achieve its aims, including event related and day to day / business as usual related activities.
- Meetings - Attendance at the (monthly) Trustee Meetings is optional, but if not attending, an update on activity should be provided to the Events Trustee or the Chair directly in advance of each Trustee meeting.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.9 Partnership Trustee

- Volunteers - Be the first point of contact for all Volunteers and Friends of ECO, providing support, guidance, coordination and action where required.
- Recruitment - Actively source new people in the capacity of a Trustee / volunteer / friend / specialist to work with the Organisation to help it achieve its aims.
- Checks - Coordinate the administration of volunteer CRB checks, maintaining appropriate records and raising concerns / issues with the Board in a timely manner.
- Partnerships - Seek to form close partnerships with other relevant organisations that could work alongside the Organisation to help it achieve its aims.
- Sponsorship - Seek to form close relationships with key companies in the local area in order to gain sponsorship / support for the Organisations activities.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

7.3.10 Events Trustee

- Events - Identify & plan opportunities to run events that achieve the Organisations aims.
- Coordination - Be the key person to coordinate big events, liaising with additional stakeholders where necessary.



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- Facilitation - Work with members of the public to provide a value added service to support and facilitate them being able to host their own events in the facility.
- Marketing / PR - Manage / oversee the Marketing Lead, or where the post is vacant, to undertake the marketing and PR activities required to help the Organisation achieve its aims.
- Social Media - Manage / oversee the Marketing Lead, or where the post is vacant, to maintain the Organisations social media accounts (Facebook and Twitter), ensuring that events are posted and public interactions are responded to in a timely manner.
- Meetings - Attend the (monthly) Trustee Meetings to achieve constructive, well-rounded and carefully considered strategic decision-making.
- Governance - Ensure that the Organisation pursues its objects as defined in its governing document, charity law, company law and other relevant legislation/regulations.
- Compliance - Ensuring adherence and compliance around key policies to e.g. Equality of Opportunity, Health & Safety and in all decisions and discussions of the Board.
- Operations - Where necessary, assist with some operational activity such as opening / closing the building, setting up for events and responding to communications.

8 Associated Policies

Policy Name	Policy Ref
Equal Opportunities	12
Complaints	03
Confidentiality	TBC
Safeguarding	11

9 Version Control

Version	2.3	Date created on	22 January 2018
Rational for changes	Transfer to new template and adopt Advising communities policy (2.1 – updated for agreed minutes) Add unacceptable behaviour re 19-06 minute 7.5 9/9/19		
	2.3 updated to Eastcott Community centre, rather than Savernake Hall		
Status	Approved		
Revision Author	Jo Innes		
Date Approved On	12/03/2018	Review Date	
Approved By: Committee			
Name	Role	Date of signature	