

Volunteer Policy

1 Introduction

- 1.1 A volunteer is an individual who gives their time, effort and skill for the benefit of others in the community without financial remuneration. Volunteers bring a wide variety of skills, abilities, knowledge and attributes, from basic to highly specialised, which can be channelled to assist and enhance the services offered by the organisation and so make a contribution to the community as a whole. NHP also recognise the benefits of a group of volunteers coming from the same organisation to give their time to a single project.
- 1.2 Volunteering provides the opportunity for:
 - 1.2.1 Personal development and growth
 - 1.2.2 Individual enjoyment and the sharing of interests
 - 1.2.3 Making an active and positive contribution to the community
 - 1.2.4 The acquisition of skills, abilities and knowledge and can act as a stepping stone towards future employability or training.

2 Statement of principles: use of Volunteers

- 2.1 North Halifax Partnership (NHP)
 - 2.1.1 Welcomes the added value volunteers can bring to its work in local communities; and
 - 2.1.2 Recognises the contribution volunteering can make towards individuals' life chances, particularly in respect to future employment and training, and to mental and physical wellbeing; and
 - 2.1.3 Actively encourages volunteering across all areas of our work and within the wider community.
- 2.2 The role of volunteers should only complement, not supplement or replace the role of paid staff. Volunteers will not be used to replace an existing paid role or member of staff.

NHP recognises that volunteer placements also creates opportunities for staff development in terms of supervisory skills for non – line managers. However, these opportunities can only be provided when a service has capacity and resources to undertake volunteer placements.

2.3 Volunteers have a right to decline a request for their volunteering services.

3 Statement of Principles: support for Volunteers

3.1 NHP seeks to offer a wide range of volunteering opportunities including one-off opportunities such as helping conduct neighbourhood consultations, or helping with a community clean-up. Wherever appropriate, we will encourage informal volunteers to undertake training and registration, which may include DBS checks (see paragraph 4 below).

3.2 The following principles will always apply when registering a volunteer across the NHP services. The volunteer practice guidelines for each part of the organisation should be read in conjunction with this policy.

3.2.1 Volunteers will be given an initial interview during which their future aims and aspirations will be discussed.

3.2.2 Volunteers will be expected to actively demonstrate the behaviours detailed in the NHP expected behaviours document.

3.2.3 Volunteers will be able to expand on their skills and abilities, to ensure that a mutually beneficial placement can be arranged.

3.2.4 Volunteers will receive training and a full induction before being placed service.

3.2.5 Volunteers will be offered a placement which, as far as is practicable, addresses and enhances their personal goals.

3.2.6 Volunteers will receive regular supervision.

3.2.7 The duration of the placement will be determined by the needs of the individual volunteer and the organisation's capacity to support that individual.

4 Vetting checks for volunteers

4.1 All volunteer placements require the individual to undertake a current DBS. Different parts of NHP services require different levels of DBS disclosures. Further information on vetting checks is documented in the Volunteer Working Practice documents.

4.2 There are some occasional activities carried out by the Neighbourhood Team, and where prior risk assessment supports that decision, volunteers will not be required to have had a DBS. For example, adults who join in a neighbourhood walkabout with ward link workers to carry out an environmental survey in their neighbourhood or a neighbourhood litter pick.

4.3 If a placement is terminated because of serious misconduct by the volunteer, this will be reported to the Disclosure and Barring Service and

or/LADO. See <https://www.gov.uk/disclosure-barring-service-check/dbs-barred-lists> for details)

- 4.4 NHP will not engage a volunteer who is currently receiving family support services.
- 4.5 NHP will not engage a volunteer if there are any known safeguarding concerns around that individual.

5 Volunteers and safeguarding

- 5.1 Volunteers who work within an NHP Family hub centre are required to confirm they are not Disqualified from Childcare, as outlined in the relevant legislation.
- 5.2 Volunteers will receive full safeguarding training, where this is a requirement of the setting where they are placed. This safeguarding training will include:
 - 5.2.1 Safeguarding training, including how to identify and report a concern.
 - 5.2.2 Basic level Child Protection/Vulnerable Adult training
 - 5.2.3 Relevant Code of Conduct, or standards of behaviour that are in place at the setting.
 - 5.2.4 Basic housekeeping, such as Fire Evacuation, where First Aid can be found.

6 Volunteer Expenses: General Principles

- 6.1 Expenses will be paid only where they have been agreed in advance with the volunteer supervisor. The majority of expenses will be related to travel. Phone calls will not be eligible for expenses.
- 6.2 The expenses paid will be actual costs incurred. All expenses claims should be supported by valid receipts as evidence of expenditure. All claims should be submitted weekly to the volunteer's supervisor and will be paid from petty cash.
- 6.3 The expenses that volunteers are entitled to claim whilst working on placement with NHP are:
 - 6.3.1 Travel to and from the place where volunteering activity takes place.
 - 6.3.2 Travel during the course of volunteering.

7 Volunteer Expenses: Transport claims

- 7.1 Volunteers are encouraged to use public transport or walk / cycle where and when possible and practicable. Claims for public transport should be made on the appropriate expenses form.

- 7.2 Use of car:
- 7.2.1 It is the responsibility of volunteers who use their car for journeys whilst at on placement to keep the vehicle roadworthy and ensure adequate insurance cover is in place.
 - 7.2.2 If a volunteer wants to claim mileage expenses, they must provide evidence of their car insurance and a copy of this should be kept in the volunteer supervision file.
 - 7.2.3 Claims should be made on an expenses claim form and submitted to the volunteer supervisor at the end of every week.
 - 7.2.4 The start and finish point of each journey should be stated in full and exact mileage recorded. The claim should be based on the most practical direct route.
 - 7.2.5 Payments will usually be made from petty cash immediately following the authorisation of the claim.
 - 7.2.6 All parking fines and traffic offences committed during volunteering hours are the driver's responsibility.
 - 7.2.7 It would not be usual to pay mileage for very short journeys which could realistically have been completed on foot – for example from Innovations Family hub to Turner Avenue South.
- 7.3 Other journeys
- 7.3.1 For travel outside Calderdale the standard class rail fare or bus fare will be payable unless prior arrangement has been made with the volunteer supervisor
 - 7.3.2 Where volunteers do not have the use of a car then public transport must be used unless the express consent of their volunteer supervisor has been given.
 - 7.3.3 Costs of using public transport will be reimbursed in the same way as car mileage, and a claim should be submitted weekly.

8 General Principals of the volunteer arrangement

- 8.1 The length of the volunteer arrangement should be discussed at the outset, to ensure that managers and staff have the capacity to support the placement.
- 8.2 Tasks should be clearly defined. This is to protect the volunteer and service users and ensure that volunteers are clear on their role and contribution.
- 8.3 Checking the working practice's role descriptors will help clarify the purpose of the roles.
- 8.4 A nominated member of staff, usually a supervisor or manager, will be responsible for the volunteer.

- 8.5 Most volunteer arrangements will end as agreed at the outset. However, in the event that the volunteering arrangement causes concern Managers are able to end the arrangement. Concerns may include:
- 8.5.1 Lack of suitable skills.
 - 8.5.2 Irregular attendance.
 - 8.5.3 Concerns about behaviour or attitude.
- 8.6 No notice is required to end a volunteer relationship and volunteers are not covered by employment legislation.
- 8.7 Where there are concerns about the volunteer's suitability to work with children or vulnerable adults, these must be raised via a Designated Safeguarding Lead.

9 Other Related NHP Policies and guidance

- 9.1 The provisions of the following NHP policies apply to volunteers as well as to staff; and volunteers will be required to read and demonstrate that they understand these, during their induction:
- 9.1.1 Health and Safety Policy and Procedure
 - 9.1.2 Code of Conduct
 - 9.1.3 Whistleblowing policy
 - 9.1.4 Staff Use of ICT
 - 9.1.5 Safeguarding Children Policy
 - 9.1.6 Safeguarding Adults Policy
 - 9.1.7 Anti-Bribery Policy
 - 9.1.8 NHP expected behaviours document.
 - 9.1.9 Volunteer role descriptors.