

<b>Document Name:</b>		<b>Volunteer Policy</b>
Approved by Board of Trustees on:		06 September 2018
Review Schedule		Every two years
Next review due		September 2020
Owner (Responsibility)		CEO
<b>Document Description:</b>		
<p>Volunteers are essential to Age UK Wiltshire in providing services and opportunities to older people in Wiltshire. This document sets out Age UK Wiltshire’s values, what is expected of volunteers and how we will support them in their role.</p>		
<b>Implementation &amp; Quality Assurance</b>		
<p>Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.</p> <p>The Policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.</p> <p>All aspects of this Policy shall be open to review at any time.</p>		
<b>Revision History</b>		
Revision date	Summary of Changes	Other Comments
August 2019	Update to section 5 re DBS procedure and addition of Appendix	

## 1. Volunteer policy statement

- 1.1. The aim of Age UK Wiltshire is to promote the wellbeing of all older people in Wiltshire and help make later life a fulfilling and enjoyable experience. We do this by providing a range of support and social opportunities for older people in Wiltshire on a regular basis. Volunteers are an essential part of providing these opportunities.
- 1.2. Age UK Wiltshire is committed to involving a diverse range of people in our work through both formal volunteering and other forms of community activity. We do this because we believe that:
  - Volunteers, in their diversity of age, experience, cultural background and their involvement within communities, bring to our work a value which adds to our understanding of, and response to, older people's needs.
  - Through the involvement of volunteers we contribute to the building and support of active and sustainable communities based on social justice and mutual respect.
  - The development and support of vibrant community networks and individuals within them is vital to the wellbeing of older people.
  - We work more effectively with and on behalf of older people by providing opportunities for people to use their skills, knowledge and experience through volunteering.
  - As volunteers who reflect the diversity of their communities, people bring a different perspective to that of professional paid staff, which adds value to our work.
  - People of all ages care about and want the opportunity to contribute to make later life a more fulfilling and enjoyable experience for everyone.
  - Older people with whom we work value the involvement of volunteers.
  - By involving volunteers we can offer opportunities for genuine involvement, learning and development for individuals.
  - Without the contribution of volunteers, we would only be able to achieve a small percentage of our work with and for older people.
- 1.3. A volunteer is anyone who freely chooses to undertake supporting Age UK Wiltshire through the giving of their time, skills and experience without financial remuneration beyond out of pocket expenses. It is support undertaken by choice and is unpaid
- 1.4. Volunteers:
  - help with the delivery of our services
  - are active in projects and community-led activities supported by us
  - help raise funds to support our work.
- 1.5. We believe that our relationship with volunteers is one of mutual responsibility and commitment within which Age UK Wiltshire and volunteers have both rights and responsibilities. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives. Age UK Wiltshire will

devote sufficient personnel, resources and training to support volunteers in their role.

## **2. The scope of this policy**

- 2.1. Unless specifically stated otherwise, the policy applies to all volunteers in all programmes and projects undertaken by or on behalf of Age UK Wiltshire to all its departments and site of operation.

## **3. Purpose of this policy**

- 3.1. Our purpose in adopting this policy is to:
- highlight and acknowledge the value of the contribution made by volunteers
  - reflect the purpose, value, standards and strategies of Age UK Wiltshire in its involvement of volunteers
  - recognise the respective roles, rights and responsibilities of volunteers in Age UK Wiltshire
  - confirm Age UK Wiltshire's commitment to involving volunteers in its work
  - help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers
  - acknowledge the current areas of volunteer involvement in Age UK Wiltshire.
- 3.2. Age UK Wiltshire will appoint a Volunteer Co-ordinator to recruit, and deploy volunteers within the Charity and provide support to Service Co-ordinators and the volunteers for whom they are responsible.

## **4. Statement of principles of good practice**

- 4.1. In involving volunteers we will be guided by the following principles of good practice:
- Tasks will be clearly defined so that all concerned with volunteers' activities are sure of their respective roles and responsibilities.
  - Volunteer roles will complement the work of paid staff.
  - Service Co-ordinators and the volunteers for whom they are responsible will discuss mutual expectations and review performance on a regular basis.
  - Age UK Wiltshire policies are reviewed bi-annually and consideration will be given as to how any changes will affect volunteers.

## **5. Recruitment and selection**

- 5.1. Volunteer opportunities will be promoted in a manner that ensures there is wide accessibility to the positions we offer. Age UK Wiltshire's equal opportunities statement applies to the recruiting and selecting of volunteers.
- 5.2. Prospective volunteers will be required to complete an application form. If required Age UK Wiltshire will provide help to complete the form.

- 5.3. People who offer to volunteer will hear from Age UK Wiltshire within 10 days of their initial enquiry.
- 5.4. Written role descriptions will explain what is expected of volunteers in relation to time, commitment, necessary skills, experience and specific duties required.
- 5.5. Potential volunteers will be asked to understand and agree the values and principles of Age UK Wiltshire which inform the way in which we work.
- 5.6. Volunteers will be asked to sign a statement saying they understand the specific policies that affect them in their role and will be given help and assistance if needed to be able to do this.
- 5.7. We will ensure that procedures are in place to explain, support and monitor good practice requirements for volunteers selected to work with vulnerable older people.
- 5.8. Volunteers supporting vulnerable older people will be asked to undergo an enhanced Disclosure & Barring Service (DBS) check.
- 5.9. For services where volunteers are not required to support vulnerable older people a DBS check will not be needed. However, registration with the Independent Safeguarding Authority may still be required.
- 5.10. For the DBS process the prospective volunteer must show proof of identity to a member of staff at Age UK Wiltshire. (\* See below Appendix)
- 5.11. Volunteers will be placed in activities which match their skills, talents and interests and, once placed they will be required to comply with Age UK Wiltshire's existing policies and procedures.
- 5.12. We will regularly review the ways in which potential volunteers can make contact with us.

## **6. Support for Volunteers**

- 6.1. Age UK Wiltshire will invest financial and personnel resources in the management of volunteers. This will be laid out in Age UK Wiltshire's development plan and related budget.
- 6.2. We will provide an induction programme and a review session for volunteers to assess the progress of their placements and resolve any problems at an early stage.
- 6.3. We will provide funding for volunteers' out of pocket expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

- 6.4. Appropriate insurance cover for volunteers will be provided.
- 6.5. Volunteers will be given information on legislation and other policies which may affect them e.g. Health and Safety and Equal Opportunities. In these respects volunteers will be treated in the same way as staff for liability purposes.
- 6.6. All volunteers will be offered access to support and supervision on a regular basis, with a named person, and will be informed of who to contact in an emergency.
- 6.7. All volunteers will be offered access to appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role.
- 6.8. Opportunities will be provided for changing/upgrading volunteer responsibilities as desired by the volunteer and appropriate to Age UK Wiltshire's needs.
- 6.9. Volunteers will be made aware of Age UK Wiltshire's complaints procedure and whom to contact if they have a complaint about an aspect of their role with the Charity.
- 6.10. Volunteers will be made aware of Age UK Wiltshire's grievance and disciplinary procedures.
- 6.11. A designated person will be assigned responsibility for ensuring the disciplinary procedure for volunteers is followed in accordance with the general procedures of Age UK Wiltshire and the volunteer will be kept informed of all stages.

## **7. Relationship with paid staff**

- 7.1. We will ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between them and volunteers association will be clearly established.
- 7.2. Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them.
- 7.3. Volunteers will be given clear information about the roles undertaken by paid staff and of their value to Age UK Wiltshire.
- 7.4. In the rare event of industrial action by staff volunteers will not be engaged to do the work of paid staff

## **8. Contracts and Service Level Agreements**

- 8.1. In entering into contracts or service level agreements which involve volunteers, we will ensure that:
  - The role of volunteers is made clear and that satisfactory arrangements are in place for their management.

- The terms of the contract or service level agreement provide for the necessary resources to involve volunteers.
- Arrangements are made to set out the roles and commitments of volunteers.
- The impact of volunteering and its benefits are promoted and acknowledged.

## **9. Relationships with other groups and organisations meeting the needs of older people**

- 9.1. In all our relationships with other groups, organisations or partners we will:
- promote volunteering as an important means of contributing to the building and support of active and sustainable communities based on social justice and mutual respect
  - promote good practice in volunteering

## **10. Local volunteering**

- 10.1. We will develop relationships with local organisations which support volunteering on the following principles:
- There is a need for a strategic approach to the development of volunteering locally.
  - There is a need to support the work of local volunteering development agencies

## **11. Responsibility for the policy**

- 11.1. Overall responsibility for the implementation, monitoring and review of policy lies with the Board of Trustees and on a day to day basis with the CEO who will report to the Board on a regular basis.

**\* Appendix****Procedure for Disclosure and Barring Service (DBS) checks.****Background Information**

DBS checks are the means by which organisations can check the suitability of individuals who work with vulnerable people of all ages either in a paid or volunteer capacity. The DBS provides criminal record data and the administrative arrangements for ensuring such checks are reported to the requesting organisation are provided by GB Group Online Disclosures (GBG).

The process for dealing with DBS checks is based on the principle of confidentiality of personal information whilst ensuring that AUKW can and does take all reasonable steps to safeguard those to whom it provides a service and its staff and volunteers.

Access to information obtained for the purpose of conducting essential checks and reviewing the outcome where necessary will be confined to the smallest number of people possible, specifically, the subject of checks, the CEO of AUKW and the Human Resources administrator.

The CEO will take responsibility for advising the Trustee with responsibility for Safeguarding of any issue arising from an individual case –though not identifiable details - which may have more general application for consideration

**Process**

1. Applications for DBS checks are made in the first instance to GBG by AUKW 's Human Resources (HR)
  2. GBG contacts the Applicant named on the application direct by email requesting completion of the DSB form and which documents they will supply for verification.
  3. GBG notifies AUKW when documents are ready to be verified by email.
  4. AUKW email the applicant to request that documents selected on their online DBS application are brought to AUKW Devizes or Salisbury Office to be verified by an authorised member of staff.
  5. When the application and checking is complete GBG advises AUKW providing a DBS number and date of issue, if there is no other information the check can be regarded as 'Clear'
- GBG does not include any information about the outcome of checks to AUKW but may indicate the applicant should be contacted by AUKW to request sight of their certificate.

6. GBG provides information to the applicant in a certificate which identifies any check which was not 'clear'.

7. A request for sight of a certificate is made by AUKW HR - by an email or a phone call to the applicant with a request to produce the certificate either in person or by email or posting direct to HR appropriately marked Private & Confidential information for addressee only.

8. When the applicant gives sight of the certificate to AUKW HR, the certificate will be passed in a sealed envelope marked Strictly Confidential to the AUKW CEO to review the circumstances.

9. The certificate will then be returned in a sealed, confidential envelope to the HR administrator with instructions for next steps including arrangements for any contact which may be required with the applicant. The certificate will be returned to the applicant for their keeping. We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

10. Written Instruction received from AUKW CEO will be recorded/scanned by HR administrator into SharePoint/Confidential/relevant applicant's personal file (which also has restricted access).

Any Information/findings received from GBG will only have been accessed by three people: - The Applicant, AUKW CEO, and HR Admin.

11. If any circumstance should arise in which a Trustee considers it is necessary for them to have detailed information about the outcome of a DBS check the request will be made to the Trustee who has responsibility for Safeguarding issues within AUKW. The Safeguarding Trustee will consider the matter in conjunction with the CEO of Age UK Wiltshire.

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