

**WORKING WITH VOLUNTEERS POLICY AND PROCEDURE**

**Contents**

<b>Section 1.0</b>	<b>Introduction</b>	<b>Page 2</b>
<b>Section 2.0</b>	<b>Conditions of enrolment of volunteers</b>	<b>Page 2</b>
<b>Section 3.0</b>	<b>Identification and approval of volunteering placements</b>	<b>Page 3</b>
<b>Section 4.0</b>	<b>Advertising for volunteers</b>	<b>Page 3</b>
<b>Section 5.0</b>	<b>Enrolment of volunteers</b>	<b>Page 4</b>
<b>Section 6.0</b>	<b>Enrolment of 'one off' volunteers</b>	<b>Page 5</b>
<b>Section 7.0</b>	<b>Work place students</b>	<b>Page 5</b>
<b>Section 8.0</b>	<b>Expenses</b>	<b>Page 5</b>
<b>Section 9.0</b>	<b>Insurance</b>	<b>Page 5</b>
<b>Section 10.0</b>	<b>Record keeping</b>	<b>Page 5</b>
<b>Section 11.0</b>	<b>Dealing with problems</b>	<b>Page 6</b>
<b>Section 12.0</b>	<b>Review</b>	<b>Page 7</b>
<b>Section 13.0</b>	<b>Ending of volunteer understanding</b>	<b>Page 7</b>
<b>Section 13.0</b>	<b>Equality and diversity</b>	<b>Page 7</b>
<b>Section 14.0</b>	<b>Income Tax and National Insurance Contributions</b>	<b>Page 8</b>

## **WORKING WITH VOLUNTEERS – POLICY AND PROCEDURE**

---

### **1.0 INTRODUCTION**

- 1.1 The Council/Governing Body recognises the contribution that volunteers make to enhance and support the work of the Council/School and the valuable contribution made by volunteers to the local community.
- 1.2 There are many reasons why people volunteer, including the opportunity to form new friendships, build confidence and skills, stay active and healthy and help find new employment.
- 1.3 This policy sets out the procedure to be followed to ensure the safe, fair treatment of volunteers and to preserve the integrity and security of the Council/School.
- 1.4 For the purposes of this policy, volunteers are defined as individuals who freely offer to take part in certain tasks without pay for the Council/School.
- 1.5 This policy reflects the intentions and hopes of the Council/School and the volunteer and does not form any contractual binding obligations in any way on either party.

---

### **2.0 CONDITIONS OF ENROLMENT OF VOLUNTEERS**

- 2.1 Volunteers will be appointed in line with the principles of the [Trades Union Congress \(TUC\) Charter on Volunteering 'Volunteering England and the TUC'](#) in that:
  - volunteers will not be asked to take on tasks formerly undertaken by paid workers whose posts have been made redundant or hours have been reduced, or to work in an area or in a way that contributes to any decrease in paid employment
  - volunteers will not be utilised in times of industrial action to do the work of paid employees. They may continue with their regular tasks, but should not be asked to undertake additional duties
  - the Council / School will ensure that its employees, at all levels, are clear about the role of volunteers and that good relationships are fostered between employees and volunteers
- 2.2 The Council expects Managers/Headteachers and employees to treat volunteers with respect and protect them from exploitation.
- 2.3 The Council's [Health and Safety Policy](#) stipulates that volunteers must be afforded the same level of commitment to health and safety as its employees. The engagement and support of volunteers will therefore be in accordance with the requirements of the Health and Safety Policy.
- 2.4 Volunteers are expected to adhere to the same high standards of conduct as employees when taking part in voluntary work on behalf of the Council/School. Guidance on appropriate standards of behaviour can be found in the Council's [Code of Conduct](#).
- 2.5 The Council/School is committed to safeguarding and promoting the welfare of children, young people and adults and expects all employees and volunteers to share this commitment.
- 2.6 In addition to this policy, Schools should also refer to the Department for Education (DfE) Guidance Document - Safeguarding Children and Safer Recruitment in Education - January 2007.

### 3.0 **IDENTIFICATION AND APPROVAL OF VOLUNTEERING PLACEMENTS**

- 3.1 Managers and employees are asked to identify potential volunteering opportunities that may be available with the Council/School that will complement and add value to the work of the Council/School and the services it delivers.
- 3.2 New volunteering opportunities within the Council/School must be approved by the relevant Assistant Director or, in the case of a School, the appropriate committee of the Governing Body, before volunteers are enrolled. This approval should be in line with the principles of the Trades Union Congress (TUC) Charter on Volunteering 'Volunteering England and the TUC', as outlined in Section 2.1.
- 3.3 The role of the volunteer should be clearly described on the [Volunteer Worker Task Description Form](#) along with the key tasks that the volunteer is to undertake and any knowledge, skills, behaviours and qualifications required. A named person who will be responsible for the Volunteer should also be identified.

---

### 4.0 **ADVERTISING FOR VOLUNTEERS**

- 4.1 The Council is working in partnership with Voluntary Action Barnsley to support the volunteering scheme. A copy of the completed [Volunteer Worker Task Description Form](#) should be forwarded to Voluntary Action Barnsley's Volunteer Centre by email to [volunteer@vabarnsley.org.uk](mailto:volunteer@vabarnsley.org.uk) so that the volunteering opportunity can be placed on their database and advertised on their website.
- 4.2 The Council/School is committed to diversity and equal opportunity in all areas of its work and as such the recruitment of volunteers is subject to the principles of the Council/Schools [Corporate Equality Scheme](#).
- 4.3 To ensure that the capabilities of volunteers match the tasks they are to carry out, the volunteer should be interviewed before taking up the identified tasks.
- 4.4 The Council/School should seek two written character or standing references for the volunteer from named and contactable referees. It is preferable that, where possible, one reference is able to confirm previous employment history and experience and contain verifiable information. In the case of a School leaver who has no previous employment, then a reference should be sought from their former School. If a volunteer is to be undertaking tasks in a regulated activity position relating to children or adults, the references must state why they are suitable to undertake such tasks with them. If not deemed to be suitable, the reference should state the specific reasons why.
- 4.5 Where qualifications are required, these should be checked with due care e.g. drivers would be expected to have a current licence for the appropriate category of vehicle.
- 4.6 Volunteers must complete a [health screening questionnaire](#) to ensure they are fit to undertake identified tasks.
- 4.7 Managers/Headteachers should ensure that appropriate risk assessments are undertaken and suitable and sufficient control measures implemented.
- 4.8 Due to health and safety implications, volunteering opportunities are not available to those aged 15 and under.

- 4.9 Before any voluntary task commences, volunteers whose tasks fall within the scope of regulated activity relating to children or adults must have an Enhanced Disclosure and Barring Service (DBS) check. General information regarding DBS checks can be found at <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>. The Council's own policies and procedures regarding DBS checks can be viewed on the Human Resources Intranet site.
- 4.10 The volunteer and their Manager/Headteacher will complete a [Verification of Identity Form \(DBS1\)](#) and submit it to the Human Resources Safeguarding Team for processing (there is an administration charge for this service). A volunteer is exempt from the Rehabilitation of Offenders Act 1974 and unspent, spent and pending convictions or cautions must be declared. Having a conviction will not necessarily disqualify a volunteer from being enrolled. Please refer to <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>
- 4.11 Volunteers will be required to comply with the [Preventing Illegal Working Policy](#) and establish their entitlement to volunteer in the UK by providing documentation from either List A or B contained within the policy, completing the Declaration of Entitlement to Work in the UK form and registering with the Border and Immigration Agency where necessary. Managers/Headteachers must complete the relevant document checks in order to establish a statutory excuse.
- 4.12 If a volunteer provides documentation from List B the Manager/Headteacher is responsible for recording when 12 monthly checks are due and must write to the employee using letter PIW1 to advise them that the repeat checks are required. The Manager/Headteacher should also complete the form PIW2, attach a copy of the documentation and then place on the volunteer's personal file. Failure to provide these documents or unsatisfactory checks will result in the understanding being terminated.
- 4.13 The Council/School still expects volunteers from outside the European Economic Area (EEA) to present themselves available for work with all the legal documents (e.g. visa) required for the type of work they will be undertaking.
- 4.14 National Minimum Standards for Social Care stipulate that all Care staff are at least 18 years old, and staff who are given sole responsibility for children are at least 21 years old. No person is able to work in a children's home unless they are at least 4 years older than the oldest child accommodated. These principals should apply to volunteers in the Care sector.

---

## **5.0 ENROLMENT OF VOLUNTEERS**

- 5.1 Before enrolment, the [Volunteer Understanding Form](#) should be completed and signed by both the volunteer and the Manager/Headteacher.
- 5.2 Volunteers should have a named supervisor who will provide them with a volunteer induction on commencement of the identified tasks. The Council's [Corporate Induction Guide](#) and Corporate Induction Checklist can be used as a guide by managers for the induction, although some of the information may not be relevant to volunteers. However, an overview of appropriate health and safety procedures should always be included.
- 5.3 It is important that there is adequate support and training for the volunteer and supervisors should review this on a regular basis. Volunteers should be provided with the skills and knowledge to safely and effectively contribute to the provision of the service they are volunteering to.
- 5.4 All volunteers should be issued with the Council/School's [Code of Conduct](#) and will be expected to adhere to it.

## **6.0 ENROLMENT OF 'ONE-OFF' VOLUNTEERS**

- 6.1 Where a volunteer's role will be 'one-off', for example accompanying teachers and pupils on a day outing, helping at a concert or school fete, assisting with a jumble sale at a care home, the above procedures are unnecessary provided that the volunteer is not left alone and unsupervised in charge of children or adults in a regulated activity position. However, subsequent volunteering must be in accordance with this procedure

---

## **7.0 WORK PLACE STUDENTS**

- 7.1 This procedure need not be followed in respect of work placement students if they do not have any contact with children or adults in a regulated activity position. However, Section 11 of this policy should be followed to deal with any problems that may arise during the course of a placement.

---

## **8.0 EXPENSES**

- 8.1 The reimbursement of expenses is a matter for the service area concerned to control. However Managers/Headteachers should be aware that reimbursing volunteers' out of pocket expenses ensures that volunteering is accessible to all. Where volunteers are reimbursed for expenses, the Council/School's subsistence and travel rates apply. The current rates are available on the HR Intranet Site in line with financial regulations.
- 8.2 Where volunteers are in receipt of benefits e.g. Job Seekers Allowance, housing benefits, the responsibility for informing the respective agency rests with the individual volunteer. Volunteers should only receive out of pocket expenses as their entitlement to benefits or tax liability may be adversely affected.

---

## **9.0 INSURANCE**

- 9.1 The Authority's insurance arrangements will extend to cover volunteers or persons co-opted to assist the Council whilst they are undertaking tasks directly for the Council and in connection with business activities.
- 9.2 There is no requirement to notify the Insurance Section when volunteers are enrolled by the Council. However, if there is any doubt as to whether a volunteer meets the required criteria, the Insurance Section should be contacted for guidance.
- 9.3 Managers/Headteachers must ensure that volunteers using their own vehicle in the course of their duties are adequately covered by their insurance. In accordance with Council policy, volunteers will sign the [Vehicle Details Form \(VEH1\)](#) to ensure that their documentation is current and lawful prior to travel.

---

## **10.0 RECORD KEEPING**

- 10.1 The Manager/Headteacher should create a personal file for the volunteer and retain this until the volunteer tasks are complete.
- 10.2 On completion of the volunteer understanding, the volunteer's file should be forwarded to Shortwood to be retained in line with the Council's [retention schedule](#).
- 10.3 Copies of all forms, references, notes and correspondence relating to the volunteer should be placed on the volunteer's file.

- 10.4 Where it is necessary to keep a record of volunteer activities, for example for match funding purposes, the information collected should be held as for paid employees. The Manager/Headteacher will be responsible for keeping records of attendance, which should be placed on the volunteer's file.
- 10.5 Where external funding is dependent on volunteer hours, an auditable record of attendance should be kept. This information should only be held with due regard to the provisions of the Data Protection Act.

---

## 11.0 **DEALING WITH PROBLEMS**

### 11.1 **Where the supervisor identifies a problem with the volunteers' capability**

- Any minor concern should be dealt with informally by the supervisor and a reasonable timeframe agreed for improvements to be made
- If the required improvement has not been achieved the volunteer will be informed that their services will no longer be required

A note of the concerns and any actions taken should be placed on the volunteer's file.

### 11.2 **Where the supervisor identifies a problem with the volunteers conduct**

All volunteers are expected to adhere to the Council/Schools Code of Conduct. Where conduct falls short of the standards expected the following procedure should apply:

- Any minor concern should be dealt with informally by the supervisor
- Where the problem is of a more serious nature the Manager/Headteacher should notify the volunteer in writing of the conduct causing concern and that the conduct is of such a nature that the Volunteer Understanding between the Council/School and the volunteer cannot be sustained with immediate effect

A written record should be taken of the meeting and agreed by both parties.

The volunteer has the right to make representations against the supervisors' decision within 5 working days to the appropriate Manager/Headteacher who should be provided with a written account of the conduct that caused concern and respond in writing within 10 working days to the volunteer's representations.

Copies of all notes and correspondence should be placed on the volunteer's file.

### 11.3 **Where a problem is identified relating to the volunteer which has potential implications under Child and Adult Safeguarding Procedures**

If concern is identified that in the workplace a volunteer has:

- Behaved in a way that has or may have harmed a child or vulnerable adult
- Possibly committed a criminal offence against or related to a child or vulnerable adult
- Behaved towards a child or vulnerable adult in a way that indicates she/he is unsuitable to work with children or vulnerable adults

- Or if a concern arises outside of an individual's volunteering role, i.e. if someone is alleged to be abusing their child at home, allegations of this nature will impinge on their volunteering tasks

The procedure as outlined in 11.2 should be followed. The appropriate safeguarding procedures should also be followed in all cases, including referrals to the Local Authority Designated Officer (LADO).

#### 11.4 **Where the volunteer identifies a problem with the Service/School or another member of staff**

In the first instance the problem should be discussed immediately between the volunteer and the supervisor in an attempt to resolve the matter informally. If a solution cannot be reached a written record should be made and kept by both parties.

If the issue has not been resolved within 5 working days, the supervisor can request the Manager/Headteacher receive a copy of the complaint for consideration. The Manager/Headteacher should arrange to meet with the volunteer within 5 working days of receipt of this. The complaint should be duly considered and the volunteer informed within 5 days of the meeting whether the complaint is upheld or not. A written record of both the meeting and the decision made should be taken and agreed by both parties.

A volunteer may also make reference, if appropriate, to the [Whistleblowing Policy](#)

If the complaint relates to the supervisor, the problem should be discussed immediately with the Manager/ Headteacher and further advice sought from Human Resources.

If an employee is the subject of the complaint reference should be made to the appropriate HR procedures.

Copies of all notes and correspondence should be placed on the volunteer's file.

---

#### 12.0 **REVIEW**

- 12.1 The volunteering arrangements should be monitored and reviewed every quarter as a minimum by the Assistant Director or Head of Service to ensure that it continues to meet the requirements of the service.

---

#### 13.0 **ENDING OF VOLUNTEER UNDERSTANDING**

- 13.1 The Council/School and volunteer are free to conclude the Volunteer Understanding at any time without prior notice to either party.

---

#### 14.0 **EQUALITY AND DIVERSITY**

- 14.1 This policy has been impact assessed by Human Resources. If on reading this policy you feel there are any equality and diversity issues, please contact your Directorate Human Resources Advisor who will if necessary ensure the policy is reviewed.
-

---

15.0 **INCOME TAX AND NATIONAL INSURANCE CONTRIBUTIONS**

- 15.1 There are no direct income tax or national insurance implications arising as a result of this procedure. However, if the service area reimburse expenses incurred by volunteers this may give rise to tax and national insurance implications for both the service area and the volunteer. Therefore any service area reimbursing volunteers expenses should refer to the [Expense Claims Procedure](#)
- 

© Barnsley Metropolitan Borough Council.

The right of Barnsley Metropolitan Borough Council to be identified as Author of this Work has been asserted by it in accordance with the Copyright, Designs and Patents Act 1988. No part of this publication may be reproduced in any material form, including photocopying or storing it in any electronic medium without the written permission of the copyright owner except in accordance with the provisions of the Copyright, Designs and Patents Act 1988.

Applications for the copyright owner's permission to reproduce any part of this publication must be addressed to the Director of Human Resources, Performance and Communications, Barnsley Metropolitan Borough Council, Human Resources, PO Box 680, Barnsley, S70 9JF.