



Volunteer Cornwall Volunteer Policy 2019

1.0 Introduction

Mission Statement

- 1.1 Volunteer Cornwall is a charity dedicated to developing the wellbeing of individuals and communities through voluntary action.
- 1.2 Volunteer Cornwall passionately believes in the power of volunteering! We recognise the impact volunteering can have on those who give their time and those helped or supported by volunteers. We therefore welcome volunteering across all our projects and services and want to create an environment where volunteering will provide a positive, productive and enjoyable experience. This policy is designed to ensure that all our volunteers get a high-quality volunteer placement and are clear about what we expect of them and what they can expect of us in return.

2.0 Definition of Volunteering

"We define volunteering as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual. This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action. Everyone has the right to volunteer and volunteering can have significant benefits for individuals." (NCVO, 2018)

3.0 Principles

The act of volunteering is at heart an act of giving and Volunteer Cornwall will recognise that through the following principles:

- a) We believe that each act of volunteering should be an act of choice.
- b) We believe that volunteering should be rewarding and a positive experience; we will do our utmost to ensure that your experiences with us reflect that.
- c) We believe that volunteers are entitled to decide how big a part of their life their volunteering is.
- d) We will treat you fairly and be respectful of your status as a volunteer.
- e) We do not believe that someone should be out of pocket as a result of actions taken in the course of their volunteering.
- f) We believe that, where possible, a volunteer's preferences and wishes should be respected as fully as possible in terms of what is asked of them and their interactions with the organisation with whom they volunteer.

4.0 Safer Recruitment of Volunteers

Volunteers will be selected through the following safer recruitment process:

4.1 STEP 1:

Volunteer Cornwall will provide:

- a) A Role Description, outlining the specific tasks, responsibilities and support systems for the volunteer.
- b) Placement arrangements to cover expenses, claims, insurance cover and volunteering hours.
- c) A Specification, outlining the relevant experience, skills, knowledge, abilities and equal opportunity awareness necessary to carry out the role effectively.

To ensure quality and accuracy all relevant placement documents will be checked and signed off by Senior Management.

4.2 STEP 2:

- a) Volunteer Cornwall will provide informal conversations to any interested volunteer to discuss the project and the nature of the volunteering required.
- b) The volunteer will complete an application form.
- c) They will be invited in for an informal interview and given relevant information. At this point we may need the volunteer to explain any inconsistencies in their application form.

4.3 STEP 3:

If accepted for the volunteer opportunity, the volunteer will be required to complete a DBS Disclosure application if the post requires it (for example if you are working unsupervised with children or adults). A positive disclosure does not *automatically* prevent you from volunteering, but it may affect the opportunities we can offer. Volunteer Cornwall will consider prospective volunteers on their merits including any disclosures made in advance of, or from the Disclosure and Barring Service check, and will endeavour to find an appropriate role which corresponds with a prospective volunteer's aspirations.

Two written references will be applied for. We may also need to reconfirm the written information with the referee.

4.4 STEP 4:

On commencing their placement at Volunteer Cornwall, each successful volunteer will receive, from the manager, a planned induction for the placement, to include:

- a) A copy of all relevant policies (including this one), and an explanation of volunteers' rights and their agreement to their obligations under those policies.
- b) A discussion around training requirements for the role.
- c) A named individual to act as their point of contact.
- d) Appropriate equipment to perform the role.

4.5 STEP 5:

As part of ongoing volunteering with Volunteer Cornwall, volunteers will be offered:

- a) Supervision (where appropriate) and support sessions.
- b) Ongoing training and development opportunities.
- c) Information on additional volunteering opportunities.
- d) Positive feedback on their contributions.

5.0 Equal Opportunities

Volunteer Cornwall believes everyone has the right to volunteer. Volunteering is an activity designed to bring people together and should be 'status neutral' (i.e. your social or employment status should not have a bearing on your ability to volunteer). We will always seek to encourage and recruit volunteers from wide and varied backgrounds and where possible, will make suitable adaptations to our processes and procedures to facilitate this.

As our Equal Opportunities Policy makes clear, we are committed to non-discriminatory procedures and practices across all our activities and this includes the recruitment and involvement of volunteers.

We will not tolerate any form of discrimination, bullying or harassment of staff or volunteers on any grounds – including age, sex, race, disability, religion or belief, sexual orientation and pregnancy/maternity.

We recognise that some people may decide to volunteer to support a particular cause or group and respect their right to choose where and how to volunteer but we also ask our volunteers to respect our commitment to providing services to a broad range of users and our legal and moral obligations not to discriminate in service delivery.

Although volunteers are not offered legal protection as employees by the Equalities Act 2010, Volunteer Cornwall will, through its Equal Opportunities Policy, ensure that our volunteers are treated as service users under the act.

6.0 Problem Resolution and Complaints

- 6.1 Volunteer Cornwall has a complaints policy to support volunteers if there is a problem with their volunteer experience. Volunteers need to contact their immediate supervisor in the first instance who will act on the complaint or guide the volunteer to the most appropriate person to speak to. If the volunteer wishes to talk to someone other than their usual contact a written response should be submitted to the Chief Executive.
- 6.2 What happens when things go wrong for the volunteer?
Volunteer Cornwall has a problem-solving process in place to support volunteers, which is fair, consistent and equitable.

Contact is via the immediate supervisor or local contact in the first instance. If the volunteer wishes to talk to someone other than their usual contact a written response should be submitted to the Chief Executive.

6.3 What happens when things go wrong with the volunteering?

Volunteers are not protected by employment law and therefore do not have to undergo formal disciplinary procedures. However, where behaviour equivalent to gross misconduct has occurred the volunteer may be suspended, and permanently removed, from their volunteer role, in line with our policies and processes. In addition, Safeguarding allegations will need to be referred to the local authority as per our Safeguarding process.

7.0 Expenses

We do not expect volunteers to be out of pocket. Volunteers will be entitled to travel and appropriate expenses but will not receive payment for the role. Claim forms must be completed with evidence of spend and travel and sent to Finance and Admin or their line manager at the end of each month.

8.0 Insurance

To protect our volunteers, Volunteer Cornwall has comprehensive insurance policies in place. The term "employee" in Volunteer Cornwall's insurance policy includes our volunteers for insurance purposes, so that they are appropriately covered by our insurance policy. (For the sake of clarity, volunteers placed by Volunteer Cornwall in other organisations are NOT covered by our insurance).

9.0 Health & Safety

We take the health and safety of our volunteers very seriously and want them to be able to go about their volunteering free from the risk of harm. All volunteers placed with Volunteer Cornwall will be subject to and covered by its Health and Safety Policy. Individual Line Managers and Senior Managers are responsible for monitoring volunteers regarding health and safety issues. We undertake relevant risk assessments of our individual projects and premises on an ongoing basis.

All volunteers can help us maintain a healthy and safe environment by reporting any H & S concerns to their named point of contact. Where a risk assessment shows that the risks to volunteers are different from those faced by employees, the preventative and protective measures should reflect the different risks.

10.0 Safeguarding

Volunteer Cornwall believes that everyone has a right to contribute to and receive support from society free from the fear of abuse or harm, and to be able to work or volunteer with children, young people or adults without the risk of good

intentions being misconstrued. We also recognise that, when working with children, young people and adults, it is the individual's welfare that is paramount, and our over-riding aim is to conduct our activities in a way which will keep them safe from harm and exploitation and uphold their rights. All volunteers are required to work within Volunteer Cornwall's code of behaviour designed to safeguard children, young people and adults from harm and follow the procedures in reporting concerns. This means being able to:

- a) Recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns.
- b) Respond appropriately to a disclosure.
- c) Respond appropriately to allegations against staff or volunteers, other adults and against themselves.
- d) Understand and implement safe practice in carrying out their duties.

11.0 Data Security and protection

Volunteers placed by Volunteer Cornwall on projects it operates will frequently be entrusted, with information about service users which is in some way sensitive. Accordingly, Volunteer Cornwall expects volunteers to safeguard that information appropriately by applying the following principles:

- a) Volunteer Cornwall undertakes significant activities within Health and Social Care, Education, and with young people. Where these activities are delivered wholly or in part with the help of volunteers they are acting on behalf of the organisation and subject to the obligations that Volunteer Cornwall comes under.
- b) Volunteers should keep information received during their volunteering confidential, other than in circumstances where sharing that information is appropriate (such as where a volunteer has concerns for someone's wellbeing)
- c) Volunteers should treat any records containing sensitive personal information (including addresses or telephone numbers) responsibly. Volunteers should retain information only as long as it is needed. We would ask that volunteers destroy any notes when they are no longer needed and ensure that any information held electronically is completely removed from any devices prior to their disposal.

Appendix A: Volunteer Privacy Statement

12.0 Recognition/participation

Where a volunteer is based at a Volunteer Cornwall office on a day to day basis she/he may be invited to general staff activities such as office meetings.

Volunteers may also be offered, subject to funding and availability, further learning opportunities, in addition to the training required for the role.

We value the contribution made by all volunteers and give them the opportunity to share those views - in person, in focus groups, via our website blogs, with feedback surveys or via informal meetings.

We welcome volunteer nominations for other volunteers or for host organisations for the annual Cornwall Celebrates Volunteering Awards.

13.0 Monitoring and Review

It is the responsibility of the Chief Executive and the Board of Directors to regularly review the operation of this Volunteer Policy.

14.0 At the end of your Volunteering

We hope that all volunteers enjoy their volunteering with Volunteer Cornwall, however, on occasion the volunteer role may cease due to the end of a programme. The volunteer may be directed to the Do-it website to research new roles and/or have a discussion with their local contact about appropriate volunteering opportunities within Volunteer Cornwall. Volunteer Cornwall will take all possible steps to find an alternative placement for the volunteer if they so wish.

Volunteers are free to leave the volunteering role at any time.

If the volunteering does come to an end the volunteer will be offered an exit interview where they can feedback on their volunteering.

Volunteers will be required to return all name badges, equipment and other Volunteer Cornwall branded materials.

Appendices

Appendix A: Volunteer Privacy Statement

Appendix B: Volunteer Cornwall Confidentiality Template Agreement

Appendix C: Volunteer Role Description - outline

Appendix D: Volunteer Application Form

Appendix E: Volunteer Agreement

Signed.....

Date.....

Ian Jones
Chief Executive
On behalf of Volunteer Cornwall

Review Date.....

Appendix A: Volunteer Privacy Statement

Privacy Notice for the collection and retention of Volunteer Information by Volunteer Cornwall.

What information we collect

- Contact details, dob, age bracket, ethnicity (project specific)
- Emergency contact
- Medical information (where relevant)
- Health & safety, mobility and/or safeguarding concerns
- Communication or support needs
- Information to process your DBS
- Car and insurance documents for drivers
- Case studies: identifiable with consent or anonymised or pseudonimised if no consent
- Photographs, videos, good news stories, feedback which you have consented to sharing

How we get the information and why do we have it

- We collect the information via the volunteer enrolment form that you complete
- We will only process your personal information when we have your explicit consent to do so, which you can withdraw at any time by contacting Volunteer Cornwall

Why we collect and use this information

- To create your personal record on the appropriate secure project database
- To create your personal record on the secure web-based national V-Base database
- To keep in touch with you:
 - to notify you of visits or journeys required etc
 - to invite you to relevant training
 - to update your DBS
- To send you evaluation forms &/or newsletters
- To comply with the 7 key principles of the GDPR:
 - Lawfulness, fairness and transparency
 - Purpose limitation
 - Data minimisation
 - Accuracy
 - Storage limitation
 - Integrity and confidentiality (security)
 - Accountability
- To get hold of emergency contacts if needed

The lawful basis on which we use this information

- Because you have given your explicit consent so that we can use your information to carry out the contract, project or service (*as without it we cannot perform the contract, project or service of which you are a third party*)
- In some cases we will have a legitimate interest to process your information to enable us to carry out certain contracts

We will hold your information

- On our secure project database and on the secure web-based national V-Base database
- For 6 years after you leave the project if you have claimed expenses (for HMRC)
- Until you withdraw your consent

Who we share your information with

- Relevant organisations – but only with your knowledge & consent and in order to carry out the requirements of the project that you are supporting
- Statistical information is shared with relevant funders and commissioners

Your data rights: your personal information belongs to you and you have the right to:

- Request a copy of your information via a “Subject Access Request” process (see our website for details)
- Have it amended if it is incorrect or incomplete
- Withdraw your consent to share your information at any time
- Have it deleted (where we don’t have a legal requirement to retain it)
- Be informed of how we will process it & restrict how we process it
- Object to us using it for research purposes
- Object to us using it in relation to legal tasks or in the exercise of an official duty
- Ask that we transfer the information you gave us from one organisation to another, or give it to you

How to complain:

- By phone or e-mail:
www.volunteercornwall.org.uk
Acorn House
Heron Way
Newham
Truro TR1 2XN
VC Project Manager: HeidiC@volunteercornwall.org.uk 01872 266992
- By phone to the ICO (information Commissions Office): 0303 123 1113
Using their online complaints service: <https://ico.org.uk/make-a-complaint/>

ICO Registration no: Z7520254

Appendix B: Volunteer Cornwall Confidentiality Template Agreement

CONFIDENTIALITY CLAUSE FOR STAFF AND VOLUNTEERS

In the course of your employment or associated work or volunteering with Volunteer Cornwall, you may have access to, see or hear, confidential information concerning the personal affairs of clients, staff or other professionals. Unless acting on the instructions of an authorised officer within Volunteer Cornwall, on no account should such information be divulged or discussed except in the performance of your normal duties.

Breach of confidence as an employee, including the improper passing of registered computer data, will result in disciplinary action, which may lead to your dismissal.

For Volunteers where behaviour equivalent to gross misconduct has occurred the volunteer may be suspended, and permanently removed, from their volunteer role, in line with our policies and processes.

You should also be aware that regardless of any action taken by Volunteer Cornwall, a breach of confidence could result in a civil action against you for damages.

You must ensure that all records, including VDU screens and computer printouts of registered data, are never left in such a manner that unauthorised persons can obtain access to them. VDU screens must always be cleared when left unattended and you must ensure you log out of computer systems, removing your password. All computer passwords must be kept confidential.

No unauthorised use of the internet or email is allowed.

Information concerning clients, volunteers or staff is strictly confidential and must not be disclosed to unauthorised persons. This obligation shall continue in perpetuity.

Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998, and GDPR 2018, or an action for civil damages under the same Act in addition to any disciplinary action taken by Volunteer Cornwall.

The Information Governance Policy has been explained to me and I have understood and agree to the terms and conditions.

Signature.....

Name (printed).....

Date.....



Volunteer Role Description Template

Volunteer Role _____

Brief Introduction to VC and Role

- 1. Role description& Purpose**
- 2. Location**
- 3. Volunteer Tasks and Responsibilities**
- 4. Volunteer Specification**
- 5. Time Commitment**
- 6. Support and Training**
- 7. Main Contact**

Volunteer Application Form

Name: Address:	Date of Birth: Email: Telephone/Mobile: Preferred Method of Contact:
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Which project/s are you interested in: *(Please tick, circle etc)*

STROKE BEFRIENDING	
CIVAS - Barnardos	
COMMUNITY DRIVING	
HOPE Facilitator	

Where did you hear about us?

What area/town/s would you like to volunteer in?

Why you would like to volunteer?

E.g. What do you enjoy doing or what skills would you like to share?

What experience will you bring to the role?

Days/hours available? *(Please tick)*

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
am						
pm						

Criminal Records Check

A Disclosure and Barring Service (DBS) check at an enhanced or standard level will be required appropriate to the role. All information provided by applicants will be treated as strictly confidential.

References

Please give the names and addresses (preferably e-mails) of two referees (not relatives or partners), who have known you for 2 years or more, they will be approached before your placement can be confirmed.

Name:		Name:	
Address:		Address:	
Telephone:	Email:	Telephone:	Email:
How do you know this person?		How do you know this person?	
How long have you known them?		How long have you known them?	

Access for interview

Are there any reasonable adjustments you require to participate in our informal interview?

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DECLARATION

I confirm that I am happy to have a DBS check if required and I am able to attend the essential training required to undertake the role. All the information I have provided is correct and I wish to apply to be a volunteer with Volunteer Cornwall.

I also agree to my details being recorded on a secure database by Volunteer Cornwall staff to support my application and volunteering role. This is in accordance with the latest GDPR and Data Protection regulations. Please visit our website for our Privacy Notice

<https://www.volunteercornwall.org.uk/about-us/data-security-and-protection/your-data-and-your-rights/your-rights>. Individual projects may require additional information to support you in your future role.

Signature:

Date:

Please tick if you would like to receive additional information from Volunteer Cornwall e.g. newsletters ☐

If you would like an informal discussion about any of the projects and the volunteering roles, please ring: 01872 266988

Please return the form to: Volunteer Cornwall, Acorn House, Heron Way, Newham, Truro, TR1 2XN or e-mail: mid@volunteercornwall.org.uk



Volunteer Agreement

We appreciate your commitment to us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. To make sure you have the best possible experience we have created this agreement which sets out our commitment to you and what we hope you can contribute.

Volunteer Cornwall is committed to:

- Giving you a great experience.
- Providing a Safer Recruitment process.
- Providing you with an induction.
- Providing training required to undertake the role.
- Providing adequate training in Health & Safety and Data Security in accordance with our policies.
- Providing adequate Safeguarding training with access to detailed processes with Designated Safeguarding contacts* to keep yourself and others safe.
- Explaining the quality standards that we expect and to encouraging and supporting you to achieve and maintain them.
- Providing a named person who will be your point of contact whilst volunteering, who will discuss your volunteering and any achievements and issues arising on a regular basis.
- Providing support throughout your volunteer experience.
- Doing our best to help you develop your volunteering role with us.
- Being responsive to your requirements, such as being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Promptly reimbursing agreed out-of-pocket expenses as per your role description.
- Providing adequate insurance cover for volunteers whilst undertaking volunteering approved and authorised by us.
- Ensuring that all volunteers are treated fairly and in accordance with our Equality and Diversity Policy.
- Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
- Follow up on any feedback or questions you may have regarding your involvement as a volunteer.
- Keeping you informed of updates, information & opportunities.
- Supporting you to enjoy your volunteering with Volunteer Cornwall.

*Designated Safeguarding Contacts:

Andy Brelsford - 01872 265308 (mobile telephone number 07779 724402)

Marianne Wright - 01872 266987 (mobile telephone number 07968 706102)

Heidi Channell - 01872 266992 (mobile telephone number 07866 536735)

Our expectations of you:

I, _____ agree to volunteer with Volunteer Cornwall (VC) and am committed to the following:

- Providing references and to agree to checks under the DBS, as required.
- Performing my volunteering role to the best of my ability.
- Volunteering as agreed in my role description.
- Treating service users with courtesy and dignity and being considerate of their needs.
- Following the organisation's policies and procedures.
- Attending relevant training for my role (for example Safeguarding, Health & safety, Data Security and MIDAS).
- Having sufficient business car insurance cover, tax and MOT where relevant to my role.
- Familiarising myself and asking if I'm not sure about what to do to stay safe whilst volunteering.
- Maintaining the confidential information of the organisation and service users and adhering to Volunteer Cornwall's Data Security & Protection policy.
- Meeting safeguarding responsibilities and report all concerns.
- Meeting time and other commitments as agreed but when unable to do so to give reasonable notice so that other arrangements can be made.
- Presenting myself and my vehicle in a clean and tidy manner which will make service users feel at ease.
- Notifying Volunteer Cornwall immediately of any change in my health or circumstances which might affect my volunteering.
- Submitting accurate out-of-pocket expenses in a timely manner.
- Returning any loaned equipment and clothing when ending my volunteering (including name badges).
- Keeping Volunteer Cornwall informed of any complaints and compliments.

Other information:

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party.

A named member of the team will be responsible for your experience as a volunteer.

Your point of contact will be

Signed..... **Date**.....

Signed on behalf of Volunteer Cornwall

Date.....