

## VOLUNTEERING POLICY

**The Sandringham Enterprise Centre Limited (SEC) policy for including volunteers in the work of our charity and the delivery of services in The Sandringham Centre.**

SEC recognises the value of *Volunteering England* as a source of vital information and a repository of best practice in the treatment, support and engagement of volunteers.

See <http://www.volunteering.org.uk/resources/information>

### 1.0 Why have a volunteering policy?

SEC is committed to community engagement, ensuring that Marham residents, families, children and the public are genuinely involved in decision-making processes that influence SEC services.

Volunteering is one way that people from the local community can become involved.

### 2.0 Purpose of the Policy

- To provide a framework for all volunteers, staff and contractors when considering involving volunteers in their work
- To provide an example of good practice for independent contractors and other community partners
- To provide a foundation on which our involvement of volunteers will be based
- To give a cohesive and consistent approach to ensure that volunteers are fully supported during their volunteering role
- To help ensure fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad-hoc basis

### 3.0 Vision for Volunteering

- Our board, staff and contractors will consider involving volunteers when planning, contracting, monitoring, revising and providing services
- Involving volunteers will become an integral part of the SEC culture
- Volunteering will become a key method in the delivery of community involvement and public engagement across our community

### 4.0 What is a Volunteer?

4.1 A 'Volunteer' is defined as *...someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses where appropriate...*

### 5.0 Why does SEC have volunteers?

5.1 There are many benefits to the SEC in involving volunteers. These include:

- Volunteers can bring a different perspective to our work, often one that reflects the views of the local community
- They bring credibility to SEC – giving their time for free suggests that the work we do is of value to the local population
- Volunteers can help to extend services we currently offer
- Members of the public are more likely to identify with members of their own community, particularly if those communities are seldom heard

### 6.0 What are the benefits for volunteers?

- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, volunteers can 'give something back' to the community in Marham
- Volunteering can provide opportunities to meet like-minded people

- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding
- Volunteering can improve health and wellbeing!

## 7.0 Opportunities for SEC volunteers

**7.1 A range of volunteering opportunities will be available in SEC. Each will have a Role Description that includes a section about personal qualities.**

7.2 The majority of roles will contribute to the work of Centre services. These could include:

- Developing the marketing and awareness of the charity in the community, thereby fostering more volunteer opportunities
- Working to support children and young people – after appropriate checks and supervision processes are in place, including the provision of CRB checks
- Developing the use of ICT in the Centre or in developing the application of technology across our charity.
- Using expertise to develop reporting and monitoring processes for funders, financial reporting or monitoring purposes.
- Introduction to Community Development skills and expertise by shadowing practitioners engaged by SEC
- Providing counselling or one to one support in appropriate contexts
- Any other activity supported by SEC that allows our definitive volunteer to be deployed
- Take part in support groups, focus groups or advisory panels
- Give talks and presentations to others about the work of SEC
- Where appropriate provide professional advice to SEC and to volunteers
- Take part in and encourage Open Days, social events, training or learning days

## 8.0 Recruitment of SEC volunteers

A variety of approaches will be used to recruit volunteers, including those from communities that are seldom heard. We will:

- Raise awareness of volunteering opportunities through local voluntary, community and faith groups
- Display posters in premises throughout Marham
- Display volunteer opportunities on the SEC web site
- Use word of mouth
- Enter our details onto local volunteering directories
- Establish links with schools, colleges, local companies, places of worship
- Use existing local publications and web sites to publish volunteering opportunities
- Issue positive press releases to local community groups and the media
- Give talks and presentations to staff, voluntary organisations, local businesses and community groups
- Actively encourage diversity by targeting those from seldom-heard groups by using interpreters, translation services and BSL signers. We will also recruit volunteers from diverse groups in line with SEC Equality of Opportunity policy

## 8.3 Health and safety for SEC volunteers

A SEC placement must not put the volunteer at risk, or open to others increased risk. Our volunteers will be made aware of and supported through engaging with all our practice guidelines and policies.

## 8.4 Criminal Convictions

8.4.1 All SEC volunteers who will regularly come into contact with vulnerable people as part of their volunteer role will need to undergo a Criminal Records Bureau (CRB) check for each volunteering role with the SEC. (...as afforded by current legislation at time of volunteer recruitment).

8.4.2 Under the provisions of the Rehabilitation of Offenders Act (1974) volunteers who will come into regular contact with vulnerable people are required to declare all previous convictions. This includes unspent and spent convictions. This information will be treated in strict confidence. Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteer's application.

## 8.5 Induction and Training for Volunteers

8.5.1 The SEC board, staff, team leaders or contractors will provide an induction prior to the SEC volunteer placement beginning. This will include:

- A brief overview of SEC and its work
- Introduction to volunteering – expectations of the volunteer and SEC
- The volunteer responsibilities
- How to complete an expenses claim, if appropriate
- The importance of good project governance – particularly confidentiality and respect
- Equal opportunities in SEC
- Contact names and phone numbers for relevant board, staff or contractors

8.5.2 As part of the induction, the SEC will clarify any individual training needs and will discuss with the named project contact as to how these will be met. The same in-house training opportunities that are offered to staff should be available for volunteers to enable them to carry out their specific role.

Costs for additional training should be met by SEC or the relevant project cost centre.

8.5.3 SEC will provide all volunteers with an induction timetable in the area they will be volunteering - Essential Awareness Training, including health and safety, lone working, equality and relevant skills for the work.

8.5.4 If the SEC volunteer role will involve use of their own transport, SEC must take a copy of the volunteer's driving licence and insurance document. The volunteer should ask for volunteering activity to be included in their 'leisure use' premium and there shouldn't be any extra costs associated.

8.5.5 If a SEC volunteer will be working alone at any time, particularly in a community venue or remote rural area, it is important that key volunteer contacts have considered what will happen if an emergency situation arises and who, from SEC, can be contacted to support the situation.

The issue of lone working must be discussed with the volunteer and best practice applied.

## 9.0 Responsibilities of SEC board, managers, team leaders and contractors

9.1 All volunteers must be treated with dignity and respect and be regarded as a member of the SEC family.

9.2 If a SEC manager, team leader or contractor is interested in developing a volunteering opportunity, they should contact their SEC key contact who will support them to put together a volunteering role description and throughout the recruitment process.

9.3 Once the recruitment process is complete, the following steps should be followed by managers, team leaders or contractors who, before the start of the placement, should:

- Read this policy
- Contact the volunteer and discuss what their first few hours as a volunteer will entail. They should also ask what support will be required for the volunteer to contribute effectively e.g. interpreter, signer, a companion to accompany them, a fully accessible venue etc
- Ask in what format the volunteer would like relevant documents and information (i.e. via e-mail, hard copy)
- Provide relevant information e.g. a map, agendas, minutes, terms of reference in Plain English at least a week prior to their initial involvement
- Provide appropriate equipment to enable the volunteer to carry out their role e.g. desk, telephone, computer
- Ask if the volunteer requires support with travelling to the venue. If a disabled parking space is required, the service manager should organise this via the venue reception. If all other options have been exhausted and a taxi is the only option, this should be booked 'on account' so the volunteer does not have to pay

- Request a cash float for that day if necessary

9.4 On the first day if building based, or electronically for remote work/volunteering...

- Ensure a staff member greets the volunteer
- Volunteers should be offered tea, coffee, water etc

9.5 At all times:

- Introductions to all members of the team should be made
- Jargon and acronyms should be avoided and should be explained if other team members use them

9.6 At the end of the session:

- The volunteer should be thanked for their involvement and contribution
- If the volunteer role involves attending meetings, they should be included in correspondence and feedback relating to their contribution e.g. minutes from meetings
- A verbal understanding between the volunteer and their SEC contact regarding their future involvement should be agreed
- Expenses for travel (40p per mile / reimbursement of bus fares / caring costs) should be reimbursed in cash once the volunteer has completed and signed the expenses claim form, wherever possible

#### **10.0 Retaining SEC volunteers and ongoing support**

Volunteers must be made welcome and know that their contribution is recognised.

- The volunteer must be allocated a 'key SEC contact' with whom they may discuss any issue relating to their voluntary role
- Every six months, the volunteer and key contact will meet. This will be called a Joint Progress Review (JPR). During that session, both parties will reflect on highlights and disappointments during the last few months and will have a discussion around training needs for the future. Minutes from that meeting (JPR) will be signed and dated by both parties to show that it is an accurate record of what was discussed. This will then be shared with the service manager
- In addition to the six monthly review meeting, the volunteer can contact their SEC key contact to arrange a one to one discussion at a mutually convenient time
- SEC will hold an annual celebration to thank all volunteers for their contribution. This will be held during national Volunteers Week
- All volunteers should be supported and encouraged to contribute to SEC newsletters, blogs and web pages. To share their volunteering/development stories with the SEC community
- An informal exit interview with their key contact will be offered to all volunteers when leaving their volunteering role

## 11.0 Reimbursement of expenses for SEC activities

**Small charities and individual SEC projects do not have large resources. Volunteer key contacts should be very clear about what expenses are refundable and use this policy to ensure those claims made are met quickly.** *(See page 11 of this document for expenses form)*

**Some volunteers may elect to make no claim, but this should not be assumed.**

11.1 It is essential that volunteers are not out-of-pocket because of their voluntary work with SEC and all reasonable expenses will be paid. These include:

- An allowance for petrol (40p per mile) if using their own transport
- Public transport costs will be reimbursed on production of receipts
- Car parking fees to the value of the time required to complete the voluntary activity will be reimbursed on production of receipts
- If an individual is unable to travel by public transport, does not have their own means of transport and all other options have been exhausted, a taxi should be ordered on account
- Interpretation as required, if agreed
- Expenses for care of a dependent, if agreed
- Reimbursement of food costs if the volunteering opportunity is over a meal period or greater than 4 hours - or if the SEC servery or project team are unable to facilitate refreshment directly from the project.
- Landline phone calls made to SEC and pre-arranged phone calls to external numbers relating to the volunteering activity will be reimbursed when accompanied by a receipt or bill. Reimbursement of costs relating to calls from a mobile phone will be made when pre-arranged with a staff member when no other options were available
- Any other reasonable and necessary expenses to be considered

**All volunteers should be encouraged to claim expenses. This is their entitlement and enables people on low income and benefits to get involved. It also helps us to measure the cost of the SEC volunteer programme.**

11.2 Receipts must accompany any expenses submitted, other than mileage. Volunteers are encouraged to submit an expenses claim form to their key contact regularly. The amount should then be reimbursed, ideally, using a cash float.

Receipts submitted more than three months after the voluntary work was completed will not normally be processed unless there have been exceptional circumstances e.g. long- term illness, overseas posting etc.



## 12.0 Risk Management

Every person has the right to work in a safe environment. To enable this to happen, volunteers are covered in the following ways:

- Risk assessments will be carried out by SEC during the planning phase of the volunteer role
- Volunteers are to be covered by the SEC's insurance policy (Public and Employees Liability cover) for the role they have agreed to carry out
- Volunteers have the same responsibilities and guarantees as employees in terms of health and safety

## 13.0 Data Protection

Volunteers can be reassured that SEC only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

## 14.0 Problem solving procedure for and with SEC volunteers

14.1 All grievances should be resolved openly, fairly and quickly to:

- Protect our SEC volunteers
- Minimise any disruption to project activity and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of SEC

14.2 A volunteer has a right to complain if they feel they have been treated unfairly.

If the grievance is with a member of SEC staff or a contractor, their first point of contact should be their key contact.

If a volunteer has a grievance against their key contact their first point of contact will be the Chair of SEC.

If the complaint is about the Chair, the board will appoint a 'complaint review' director from their number to follow this policy.

14.3 At the first stage the aim should be to resolve the issue through informal discussion.

If this is not successful, the second stage is for the volunteer to put their concerns in writing. This will be acknowledged by SEC within five working days and will be responded to within twenty working days.

If the volunteer is not satisfied with the outcome, the third stage will be for them to appeal to the main SEC Board in writing. Their decision will be final.

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Options such as additional support, supervision and additional training should be offered where necessary and clear aims along with a review date should be set.

If the grievance hasn't been resolved through discussion, the SEC key contact can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives.

14.6 The decision to dismiss a volunteer should always be a last resort.

If the volunteer chooses to appeal, this should be made to the main Board of SEC. Their decision will be final.

14.7 If a volunteering relationship is agreed to be exhausted or there has been a breakdown of trust, all efforts will be made to signpost the volunteer to other opportunities outside SEC.

You can find SEC policies online at <http://www.sandringhamcentre.com/policies.htm>

**This policy will be reviewed annually by the board of SEC**

*Appendix 1 below – copy of expense form*



**Sandringham Enterprise Centre Limited**

**Volunteer expenses form**

Please attach receipts:

To be delivered to your key contact....

Date of claim:

Project name/period for volunteering:

Items	Details	Amount
	Total	

Volunteer name:

SEC key contact:

Have you attached your receipts?

**The Sandringham Enterprise Centre Limited, Woodview Road, Marham, Norfolk, PE33 9JX**

A Charity registered in the U.K. - Charity No. 1142804

A Company Limited by Guarantee in England & Wales - Company No. 7424061

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- To help ensure fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad-hoc basis

### 3.0 Vision for Volunteering

- Our board, staff and contractors will consider involving volunteers when planning, contracting, monitoring, revising and providing services
- Involving volunteers will become an integral part of the SEC culture
- Volunteering will become a key method in the delivery of community involvement and public engagement across our community

### 4.0 What is a Volunteer?

4.1 A 'Volunteer' is defined as *...someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses where appropriate...*

### 5.0 Why does SEC have volunteers?

5.1 There are many benefits to the SEC in involving volunteers. These include:

- Volunteers can bring a different perspective to our work, often one that reflects the views of the local community
- They bring credibility to SEC – giving their time for free suggests that the work we do is of value to the local population
- Volunteers can help to extend services we currently offer
- Members of the public are more likely to identify with members of their own community, particularly if those communities are seldom heard

### 6.0 What are the benefits for volunteers?

- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, volunteers can 'give something back' to the community in Marham
- Volunteering can provide opportunities to meet like-minded people



- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding
- Volunteering can improve health and wellbeing!

## 7.0 Opportunities for SEC volunteers

**7.1 A range of volunteering opportunities will be available in SEC. Each will have a Role Description that includes a section about personal qualities.**

7.2 The majority of roles will contribute to the work of Centre services. These could include:

- Developing the marketing and awareness of the charity in the community, thereby fostering more volunteer opportunities
- Working to support children and young people – after appropriate checks and supervision processes are in place, including the provision of CRB checks
- Developing the use of ICT in the Centre or in developing the application of technology across our charity.
- Using expertise to develop reporting and monitoring processes for funders, financial reporting or monitoring purposes.
- Introduction to Community Development skills and expertise by shadowing practitioners engaged by SEC
- Providing counselling or one to one support in appropriate contexts
- Any other activity supported by SEC that allows our definitive volunteer to be deployed
- Take part in support groups, focus groups or advisory panels
- Give talks and presentations to others about the work of SEC
- Where appropriate provide professional advice to SEC and to volunteers
- Take part in and encourage Open Days, social events, training or learning days

## 8.0 Recruitment of SEC volunteers

A variety of approaches will be used to recruit volunteers, including those from communities that are seldom heard. We will:

- Raise awareness of volunteering opportunities through local voluntary, community and faith groups
- Display posters in premises throughout Marham
- Display volunteer opportunities on the SEC web site
- Use word of mouth
- Enter our details onto local volunteering directories
- Establish links with schools, colleges, local companies, places of worship
- Use existing local publications and web sites to publish volunteering opportunities
- Issue positive press releases to local community groups and the media
- Give talks and presentations to staff, voluntary organisations, local businesses and community groups
- Actively encourage diversity by targeting those from seldom-heard groups by using interpreters, translation services and BSL signers. We will also recruit volunteers from diverse groups in line with SEC Equality of Opportunity policy

## 8.3 Health and safety for SEC volunteers

A SEC placement must not put the volunteer at risk, or open to others increased risk. Our volunteers will be made aware of and supported through engaging with all our practice guidelines and policies.

## 8.4 Criminal Convictions

8.4.1 All SEC volunteers who will regularly come into contact with vulnerable people as part of their volunteer role will need to undergo a Criminal Records Bureau (CRB) check for each volunteering role with the SEC. (...as afforded by current legislation at time of volunteer recruitment).

8.4.2 Under the provisions of the Rehabilitation of Offenders Act (1974) volunteers who will come into regular contact with vulnerable people are required to declare all previous convictions. This includes unspent and spent convictions. This information will be treated in strict confidence. Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteer's application.

## 8.5 Induction and Training for Volunteers

8.5.1 The SEC board, staff, team leaders or contractors will provide an induction prior to the SEC volunteer placement beginning. This will include:

- A brief overview of SEC and its work
- Introduction to volunteering – expectations of the volunteer and SEC
- The volunteer responsibilities
- How to complete an expenses claim, if appropriate
- The importance of good project governance – particularly confidentiality and respect
- Equal opportunities in SEC
- Contact names and phone numbers for relevant board, staff or contractors

8.5.2 As part of the induction, the SEC will clarify any individual training needs and will discuss with the named project contact as to how these will be met. The same in-house training opportunities that are offered to staff should be available for volunteers to enable them to carry out their specific role.

Costs for additional training should be met by SEC or the relevant project cost centre.

8.5.3 SEC will provide all volunteers with an induction timetable in the area they will be volunteering - Essential Awareness Training, including health and safety, lone working, equality and relevant skills for the work.

8.5.4 If the SEC volunteer role will involve use of their own transport, SEC must take a copy of the volunteer's driving licence and insurance document. The volunteer should ask for volunteering activity to be included in their 'leisure use' premium and there shouldn't be any extra costs associated.

8.5.5 If a SEC volunteer will be working alone at any time, particularly in a community venue or remote rural area, it is important that key volunteer contacts have considered what will happen if an emergency situation arises and who, from SEC, can be contacted to support the situation.

The issue of lone working must be discussed with the volunteer and best practice applied.

## 9.0 Responsibilities of SEC board, managers, team leaders and contractors

9.1 All volunteers must be treated with dignity and respect and be regarded as a member of the SEC family.

9.2 If a SEC manager, team leader or contractor is interested in developing a volunteering opportunity, they should contact their SEC key contact who will support them to put together a volunteering role description and throughout the recruitment process.

9.3 Once the recruitment process is complete, the following steps should be followed by managers, team leaders or contractors who, before the start of the placement, should:

- Read this policy
- Contact the volunteer and discuss what their first few hours as a volunteer will entail. They should also ask what support will be required for the volunteer to contribute effectively e.g. interpreter, signer, a companion to accompany them, a fully accessible venue etc
- Ask in what format the volunteer would like relevant documents and information (i.e. via e-mail, hard copy)
- Provide relevant information e.g. a map, agendas, minutes, terms of reference in Plain English at least a week prior to their initial involvement
- Provide appropriate equipment to enable the volunteer to carry out their role e.g. desk, telephone, computer
- Ask if the volunteer requires support with travelling to the venue. If a disabled parking space is required, the service manager should organise this via the venue reception. If all other options have been exhausted and a taxi is the only option, this should be booked 'on account' so the volunteer does not have to pay

- Request a cash float for that day if necessary

9.4 On the first day if building based, or electronically for remote work/volunteering...

- Ensure a staff member greets the volunteer
- Volunteers should be offered tea, coffee, water etc

9.5 At all times:

- Introductions to all members of the team should be made
- Jargon and acronyms should be avoided and should be explained if other team members use them

9.6 At the end of the session:

- The volunteer should be thanked for their involvement and contribution
- If the volunteer role involves attending meetings, they should be included in correspondence and feedback relating to their contribution e.g. minutes from meetings
- A verbal understanding between the volunteer and their SEC contact regarding their future involvement should be agreed
- Expenses for travel (40p per mile / reimbursement of bus fares / caring costs) should be reimbursed in cash once the volunteer has completed and signed the expenses claim form, wherever possible

#### **10.0 Retaining SEC volunteers and ongoing support**

Volunteers must be made welcome and know that their contribution is recognised.

- The volunteer must be allocated a 'key SEC contact' with whom they may discuss any issue relating to their voluntary role
- Every six months, the volunteer and key contact will meet. This will be called a Joint Progress Review (JPR). During that session, both parties will reflect on highlights and disappointments during the last few months and will have a discussion around training needs for the future. Minutes from that meeting (JPR) will be signed and dated by both parties to show that it is an accurate record of what was discussed. This will then be shared with the service manager
- In addition to the six monthly review meeting, the volunteer can contact their SEC key contact to arrange a one to one discussion at a mutually convenient time
- SEC will hold an annual celebration to thank all volunteers for their contribution. This will be held during national Volunteers Week
- All volunteers should be supported and encouraged to contribute to SEC newsletters, blogs and web pages. To share their volunteering/development stories with the SEC community
- An informal exit interview with their key contact will be offered to all volunteers when leaving their volunteering role

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**Small charities and individual SEC projects do not have large resources. Volunteer key contacts should be very clear about what expenses are refundable and use this policy to ensure those claims made are met quickly.** *(See page 11 of this document for expenses form)*

**Some volunteers may elect to make no claim, but this should not be assumed.**

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- Public transport costs will be reimbursed on production of receipts
- Car parking fees to the value of the time required to complete the voluntary activity will be reimbursed on production of receipts
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- Interpretation as required, if agreed
- Expenses for care of a dependent, if agreed
- Reimbursement of food costs if the volunteering opportunity is over a meal period or greater than 4 hours - or if the SEC servery or project team are unable to facilitate refreshment directly from the project.
- Landline phone calls made to SEC and pre-arranged phone calls to external numbers relating to the volunteering activity will be reimbursed when accompanied by a receipt or bill. Reimbursement of costs relating to calls from a mobile phone will be made when pre-arranged with a staff member when no other options were available
- Any other reasonable and necessary expenses to be considered

**All volunteers should be encouraged to claim expenses. This is their entitlement and enables people on low income and benefits to get involved. It also helps us to measure the cost of the SEC volunteer programme.**

11.2 Receipts must accompany any expenses submitted, other than mileage. Volunteers are encouraged to submit an expenses claim form to their key contact regularly. The amount should then be reimbursed, ideally, using a cash float.

Receipts submitted more than three months after the voluntary work was completed will not normally be processed unless there have been exceptional circumstances e.g. long- term illness, overseas posting etc.

## 12.0 Risk Management

Every person has the right to work in a safe environment. To enable this to happen, volunteers are covered in the following ways:

- Risk assessments will be carried out by SEC during the planning phase of the volunteer role
- Volunteers are to be covered by the SEC's insurance policy (Public and Employees Liability cover) for the role they have agreed to carry out
- Volunteers have the same responsibilities and guarantees as employees in terms of health and safety

## 13.0 Data Protection

Volunteers can be reassured that SEC only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

## 14.0 Problem solving procedure for and with SEC volunteers

14.1 All grievances should be resolved openly, fairly and quickly to:

- Protect our SEC volunteers
- Minimise any disruption to project activity and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of SEC

14.2 A volunteer has a right to complain if they feel they have been treated unfairly.

If the grievance is with a member of SEC staff or a contractor, their first point of contact should be their key contact.

If a volunteer has a grievance against their key contact their first point of contact will be the Chair of SEC.

If the complaint is about the Chair, the board will appoint a 'complaint review' director from their number to follow this policy.

14.3 At the first stage the aim should be to resolve the issue through informal discussion.

If this is not successful, the second stage is for the volunteer to put their concerns in writing. This will be acknowledged by SEC within five working days and will be responded to within twenty working days.

If the volunteer is not satisfied with the outcome, the third stage will be for them to appeal to the main SEC Board in writing. Their decision will be final.

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Options such as additional support, supervision and additional training should be offered where necessary and clear aims along with a review date should be set.

If the grievance hasn't been resolved through discussion, the SEC key contact can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives.

14.6 The decision to dismiss a volunteer should always be a last resort.

If the volunteer chooses to appeal, this should be made to the main Board of SEC. Their decision will be final.

14.7 If a volunteering relationship is agreed to be exhausted or there has been a breakdown of trust, all efforts will be made to signpost the volunteer to other opportunities outside SEC.

You can find SEC policies online at <http://www.sandringhamcentre.com/policies.htm>

**This policy will be reviewed annually by the board of SEC**

*Appendix 1 below – copy of expense form*





**Sandringham Enterprise Centre Limited**

**Volunteer expenses form**

Please attach receipts:

To be delivered to your key contact....

Date of claim:

Project name/period for volunteering:

Items	Details	Amount
	Total	

Volunteer name:

SEC key contact:

Have you attached your receipts?

**The Sandringham Enterprise Centre Limited, Woodview Road, Marham, Norfolk, PE33 9JX**

A Charity registered in the U.K. - Charity No. 1142804

A Company Limited by Guarantee in England & Wales - Company No. 7424061

## VOLUNTEERING POLICY

**The Sandringham Enterprise Centre Limited (SEC) policy for including volunteers in the work of our charity and the delivery of services in The Sandringham Centre.**

SEC recognises the value of *Volunteering England* as a source of vital information and a repository of best practice in the treatment, support and engagement of volunteers.

See <http://www.volunteering.org.uk/resources/information>

### 1.0 Why have a volunteering policy?

SEC is committed to community engagement, ensuring that Marham residents, families, children and the public are genuinely involved in decision-making processes that influence SEC services.

Volunteering is one way that people from the local community can become involved.

### 2.0 Purpose of the Policy

- To provide a framework for all volunteers, staff and contractors when considering involving volunteers in their work
- To provide an example of good practice for independent contractors and other community partners
- To provide a foundation on which our involvement of volunteers will be based
- To give a cohesive and consistent approach to ensure that volunteers are fully supported during their volunteering role
- To help ensure fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad-hoc basis

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- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, volunteers can 'give something back' to the community in Marham
- Volunteering can provide opportunities to meet like-minded people

- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding
- Volunteering can improve health and wellbeing!

## 7.0 Opportunities for SEC volunteers

**7.1 A range of volunteering opportunities will be available in SEC. Each will have a Role Description that includes a section about personal qualities.**

7.2 The majority of roles will contribute to the work of Centre services. These could include:

- Developing the marketing and awareness of the charity in the community, thereby fostering more volunteer opportunities
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- Introduction to Community Development skills and expertise by shadowing practitioners engaged by SEC
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- Any other activity supported by SEC that allows our definitive volunteer to be deployed
- Take part in support groups, focus groups or advisory panels
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- Where appropriate provide professional advice to SEC and to volunteers
- Take part in and encourage Open Days, social events, training or learning days

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- Display posters in premises throughout Marham
- Display volunteer opportunities on the SEC web site
- Use word of mouth
- Enter our details onto local volunteering directories
- Establish links with schools, colleges, local companies, places of worship
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- Issue positive press releases to local community groups and the media
- Give talks and presentations to staff, voluntary organisations, local businesses and community groups
- Actively encourage diversity by targeting those from seldom-heard groups by using interpreters, translation services and BSL signers. We will also recruit volunteers from diverse groups in line with SEC Equality of Opportunity policy

## 8.3 Health and safety for SEC volunteers

A SEC placement must not put the volunteer at risk, or open to others increased risk. Our volunteers will be made aware of and supported through engaging with all our practice guidelines and policies.

## 8.4 Criminal Convictions

8.4.1 All SEC volunteers who will regularly come into contact with vulnerable people as part of their volunteer role will need to undergo a Criminal Records Bureau (CRB) check for each volunteering role with the SEC. (...as afforded by current legislation at time of volunteer recruitment).

8.4.2 Under the provisions of the Rehabilitation of Offenders Act (1974) volunteers who will come into regular contact with vulnerable people are required to declare all previous convictions. This includes unspent and spent convictions. This information will be treated in strict confidence. Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteer's application.



## 8.5 Induction and Training for Volunteers

8.5.1 The SEC board, staff, team leaders or contractors will provide an induction prior to the SEC volunteer placement beginning. This will include:

- A brief overview of SEC and its work
- Introduction to volunteering – expectations of the volunteer and SEC
- The volunteer responsibilities
- How to complete an expenses claim, if appropriate
- The importance of good project governance – particularly confidentiality and respect
- Equal opportunities in SEC
- Contact names and phone numbers for relevant board, staff or contractors

8.5.2 As part of the induction, the SEC will clarify any individual training needs and will discuss with the named project contact as to how these will be met. The same in-house training opportunities that are offered to staff should be available for volunteers to enable them to carry out their specific role.

Costs for additional training should be met by SEC or the relevant project cost centre.

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The issue of lone working must be discussed with the volunteer and best practice applied.

## 9.0 Responsibilities of SEC board, managers, team leaders and contractors

9.1 All volunteers must be treated with dignity and respect and be regarded as a member of the SEC family.

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9.3 Once the recruitment process is complete, the following steps should be followed by managers, team leaders or contractors who, before the start of the placement, should:

- Read this policy
- Contact the volunteer and discuss what their first few hours as a volunteer will entail. They should also ask what support will be required for the volunteer to contribute effectively e.g. interpreter, signer, a companion to accompany them, a fully accessible venue etc
- Ask in what format the volunteer would like relevant documents and information (i.e. via e-mail, hard copy)
- Provide relevant information e.g. a map, agendas, minutes, terms of reference in Plain English at least a week prior to their initial involvement
- Provide appropriate equipment to enable the volunteer to carry out their role e.g. desk, telephone, computer
- Ask if the volunteer requires support with travelling to the venue. If a disabled parking space is required, the service manager should organise this via the venue reception. If all other options have been exhausted and a taxi is the only option, this should be booked 'on account' so the volunteer does not have to pay

- Request a cash float for that day if necessary

9.4 On the first day if building based, or electronically for remote work/volunteering...

- Ensure a staff member greets the volunteer
- Volunteers should be offered tea, coffee, water etc

9.5 At all times:

- Introductions to all members of the team should be made
- Jargon and acronyms should be avoided and should be explained if other team members use them

9.6 At the end of the session:

- The volunteer should be thanked for their involvement and contribution
- If the volunteer role involves attending meetings, they should be included in correspondence and feedback relating to their contribution e.g. minutes from meetings
- A verbal understanding between the volunteer and their SEC contact regarding their future involvement should be agreed
- Expenses for travel (40p per mile / reimbursement of bus fares / caring costs) should be reimbursed in cash once the volunteer has completed and signed the expenses claim form, wherever possible

#### **10.0 Retaining SEC volunteers and ongoing support**

Volunteers must be made welcome and know that their contribution is recognised.

- The volunteer must be allocated a 'key SEC contact' with whom they may discuss any issue relating to their voluntary role
- Every six months, the volunteer and key contact will meet. This will be called a Joint Progress Review (JPR). During that session, both parties will reflect on highlights and disappointments during the last few months and will have a discussion around training needs for the future. Minutes from that meeting (JPR) will be signed and dated by both parties to show that it is an accurate record of what was discussed. This will then be shared with the service manager
- In addition to the six monthly review meeting, the volunteer can contact their SEC key contact to arrange a one to one discussion at a mutually convenient time
- SEC will hold an annual celebration to thank all volunteers for their contribution. This will be held during national Volunteers Week
- All volunteers should be supported and encouraged to contribute to SEC newsletters, blogs and web pages. To share their volunteering/development stories with the SEC community
- An informal exit interview with their key contact will be offered to all volunteers when leaving their volunteering role

## 11.0 Reimbursement of expenses for SEC activities

**Small charities and individual SEC projects do not have large resources. Volunteer key contacts should be very clear about what expenses are refundable and use this policy to ensure those claims made are met quickly.** *(See page 11 of this document for expenses form)*

**Some volunteers may elect to make no claim, but this should not be assumed.**

11.1 It is essential that volunteers are not out-of-pocket because of their voluntary work with SEC and all reasonable expenses will be paid. These include:

- An allowance for petrol (40p per mile) if using their own transport
- Public transport costs will be reimbursed on production of receipts
- Car parking fees to the value of the time required to complete the voluntary activity will be reimbursed on production of receipts
- If an individual is unable to travel by public transport, does not have their own means of transport and all other options have been exhausted, a taxi should be ordered on account
- Interpretation as required, if agreed
- Expenses for care of a dependent, if agreed
- Reimbursement of food costs if the volunteering opportunity is over a meal period or greater than 4 hours - or if the SEC servery or project team are unable to facilitate refreshment directly from the project.
- Landline phone calls made to SEC and pre-arranged phone calls to external numbers relating to the volunteering activity will be reimbursed when accompanied by a receipt or bill. Reimbursement of costs relating to calls from a mobile phone will be made when pre-arranged with a staff member when no other options were available
- Any other reasonable and necessary expenses to be considered

**All volunteers should be encouraged to claim expenses. This is their entitlement and enables people on low income and benefits to get involved. It also helps us to measure the cost of the SEC volunteer programme.**

11.2 Receipts must accompany any expenses submitted, other than mileage. Volunteers are encouraged to submit an expenses claim form to their key contact regularly. The amount should then be reimbursed, ideally, using a cash float.

Receipts submitted more than three months after the voluntary work was completed will not normally be processed unless there have been exceptional circumstances e.g. long- term illness, overseas posting etc.

## 12.0 Risk Management

Every person has the right to work in a safe environment. To enable this to happen, volunteers are covered in the following ways:

- Risk assessments will be carried out by SEC during the planning phase of the volunteer role
- Volunteers are to be covered by the SEC's insurance policy (Public and Employees Liability cover) for the role they have agreed to carry out
- Volunteers have the same responsibilities and guarantees as employees in terms of health and safety

## 13.0 Data Protection

Volunteers can be reassured that SEC only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

## 14.0 Problem solving procedure for and with SEC volunteers

14.1 All grievances should be resolved openly, fairly and quickly to:

- Protect our SEC volunteers
- Minimise any disruption to project activity and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of SEC

14.2 A volunteer has a right to complain if they feel they have been treated unfairly.

If the grievance is with a member of SEC staff or a contractor, their first point of contact should be their key contact.

If a volunteer has a grievance against their key contact their first point of contact will be the Chair of SEC.

If the complaint is about the Chair, the board will appoint a 'complaint review' director from their number to follow this policy.

14.3 At the first stage the aim should be to resolve the issue through informal discussion.

If this is not successful, the second stage is for the volunteer to put their concerns in writing. This will be acknowledged by SEC within five working days and will be responded to within twenty working days.

If the volunteer is not satisfied with the outcome, the third stage will be for them to appeal to the main SEC Board in writing. Their decision will be final.

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14.5 The aim should be to resolve the complaint informally through discussion.

Options such as additional support, supervision and additional training should be offered where necessary and clear aims along with a review date should be set.

If the grievance hasn't been resolved through discussion, the SEC key contact can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives.

14.6 The decision to dismiss a volunteer should always be a last resort.

If the volunteer chooses to appeal, this should be made to the main Board of SEC. Their decision will be final.

14.7 If a volunteering relationship is agreed to be exhausted or there has been a breakdown of trust, all efforts will be made to signpost the volunteer to other opportunities outside SEC.

You can find SEC policies online at <http://www.sandringhamcentre.com/policies.htm>

**This policy will be reviewed annually by the board of SEC**

*Appendix 1 below – copy of expense form*



**Sandringham Enterprise Centre Limited**

**Volunteer expenses form**

Please attach receipts:

To be delivered to your key contact....

Date of claim:

Project name/period for volunteering:

Items	Details	Amount
	Total	

Volunteer name:

SEC key contact:

Have you attached your receipts?

**The Sandringham Enterprise Centre Limited, Woodview Road, Marham, Norfolk, PE33 9JX**

A Charity registered in the U.K. - Charity No. 1142804

A Company Limited by Guarantee in England & Wales - Company No. 7424061

## VOLUNTEERING POLICY

**The Sandringham Enterprise Centre Limited (SEC) policy for including volunteers in the work of our charity and the delivery of services in The Sandringham Centre.**

SEC recognises the value of *Volunteering England* as a source of vital information and a repository of best practice in the treatment, support and engagement of volunteers.

See <http://www.volunteering.org.uk/resources/information>

### 1.0 Why have a volunteering policy?

SEC is committed to community engagement, ensuring that Marham residents, families, children and the public are genuinely involved in decision-making processes that influence SEC services.

Volunteering is one way that people from the local community can become involved.

### 2.0 Purpose of the Policy

- To provide a framework for all volunteers, staff and contractors when considering involving volunteers in their work
- To provide an example of good practice for independent contractors and other community partners
- To provide a foundation on which our involvement of volunteers will be based
- To give a cohesive and consistent approach to ensure that volunteers are fully supported during their volunteering role
- To help ensure fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad-hoc basis



### 3.0 Vision for Volunteering

- Our board, staff and contractors will consider involving volunteers when planning, contracting, monitoring, revising and providing services
- Involving volunteers will become an integral part of the SEC culture
- Volunteering will become a key method in the delivery of community involvement and public engagement across our community

### 4.0 What is a Volunteer?

4.1 A 'Volunteer' is defined as *...someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses where appropriate...*

### 5.0 Why does SEC have volunteers?

5.1 There are many benefits to the SEC in involving volunteers. These include:

- Volunteers can bring a different perspective to our work, often one that reflects the views of the local community
- They bring credibility to SEC – giving their time for free suggests that the work we do is of value to the local population
- Volunteers can help to extend services we currently offer
- Members of the public are more likely to identify with members of their own community, particularly if those communities are seldom heard

### 6.0 What are the benefits for volunteers?

- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, volunteers can 'give something back' to the community in Marham
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**The Sandringham Enterprise Centre Limited, Woodview Road, Marham, Norfolk, PE33 9JX**

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