ACTIVE LANCASHIRE



Volunteer Policy

Version 1.0 Approved 03/06/25 HR & Remuneration Sub Committee

Reviewed Annually

Active Lancashire values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the community we aim to serve and bring a unique perspective on all our work. We recognise volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.

Just as Active Lancashire benefits from the skills, experience and enthusiasm of volunteers, we believe that volunteers should be able to gain personal benefits from the experience too. We are committed to managing volunteers in a way that ensures that the needs of both parties are met.

We strive to create a diverse and inclusive organisation within a diverse and inclusive community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practice.

1. All volunteers should be provided with a written role description, outlining the purpose, tasks and main expectations of their role, as well as the level of DBS required for the role. This role is reviewed at least once a year with the volunteer’s line manager.
2. Volunteers will not be able to start their role until the required DBS level is agreed by the line manager, Safeguarding team and HR and the relevant DBS is received.
3. Active Lancashire will, to the best of their ability, ensure that volunteers engage in volunteering in a safe manner and will ensure that volunteers have sufficient training and supervision to safeguard their physical and mental wellbeing.
4. Our volunteers are fully protected by our public liability insurance. However, drivers using their car in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.
5. We reimburse volunteers’ expenses for travel when claims are submitted on a Volunteer Expenses Claim Form and accompanied by proof of expenditure.
6. We endeavour to provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.
7. The volunteer’s designated supervisor provides support and supervision, identifies training requirements, countersigns expenses claims etc. All staff required to undertake such duties are provided with training in the management, supervision, support and training of volunteers.
8. Active Lancashire implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially in line with GDPR requirements. All potential volunteers will go through a recruitment and selection process that is appropriate to the role offered. We may use references and informal chats / interviews. Additional measures may be implemented, depending on the nature of the volunteer role and DBS checks are conducted where appropriate.

The process is conducted by appropriately briefed / trained staff and aims to allow **both** parties to give and receive sufficient information to assess whether the volunteer opportunities available match the potential volunteer’s skills, qualities and interests.

If unsuccessful, individuals will be offered an opportunity to discuss the outcome and identify possible alternatives.

1. All volunteers are provided with an induction within six weeks of commencing their voluntary work. The induction: provides background information on Active Lancashire; explains its structures and procedures; describes the volunteer role and the work team and outlines how they will be supported, including practical information e.g. expenses.

Volunteers are provided with a written agreement and Code of Conduct, which outlines the expectations and responsibilities of both the volunteer and Active Lancashire. This agreement may be reviewed at any time with the consent of the volunteer and their supervisor, including during the initial review meeting at the end of the settling in / taster period.

1. During the induction period, volunteers will be provided with written information on relevant legislation, organisational policies and codes of practice and will be given the opportunity to discuss any of the issues with their supervisor.
2. All volunteer placements are subject to a settling in period, the length of which depends on the nature and hours of the voluntary work. During this period volunteers are given additional support and a review meeting between the volunteer and their supervisor is held at the end of the settling in period to ensure that all parties are satisfied with the arrangement.
3. All volunteers are allocated a named member of staff as their supervisor. The individual can provide day to day help and guidance on any issue related to the voluntary work and is responsible for providing regular support to, and supervision of, the volunteer. The frequency, duration and format of this support and supervision are agreed between the volunteer and their supervisor at the end of the settling in / taster period. In addition to this ongoing support, the supervisor should arrange an appraisal / review with the volunteer, to take place annually.
4. Active Lancashire is committed to improving the effectiveness of volunteers. Volunteers may be required to attend any training courses that are relevant to their voluntary work, subject to the approval of their supervisors and availability of places.
5. Active Lancashire aims to reflect the voluntary nature of its relationship with volunteers in all our policies and procedures for managing their involvement. Therefore, the volunteer’s designated line-manager deals with minor complaints or grievances about or by volunteers or their work through the usual support and supervision procedures, in the first instance.

However, we recognise our duty to protect the wellbeing and interests of all our stakeholders and therefore operate a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences, this process may be bypassed, and direct disciplinary action may be taken. Where a criminal offence is suspected, the matter will be handed over to the police.

If a volunteer has a concern or complaint which they do not wish to share with their supervisor, they should contact the Safeguarding and Welfare Team or HR, details for whom are on the Code of Conduct.

1. In order to effectively monitor the work that volunteers do and how they are managed, a personal file is maintained for all volunteers, which includes: contact details and other relevant personal information; details of the application and selection process; agreements made; hours worked; records of support and supervisions activities; training undertaken and any complaints or grievance made or received. Some of this information and other relevant information may also be recorded in computerised records. All such information is treated in accordance with the Data Protection Act 2018 and volunteers are entitled to inspect all such information pertaining to their own involvement.
2. Any intellectual property rights of original work produced by volunteers for or on behalf of Active Lancashire has been transferred to Active Lancashire, e.g. flyers, photos, reports that volunteers have written etc.
3. Board membership is a distinct and separate voluntary role and is therefore not covered by this Policy.