

TITLE	Volunteering Policy			
Policy ref:	V002P		Approval date	October 2024
Owner	Corporate Services Director		Planned review date	October 2027
Approved by	Executive Team			

Version	Purpose/change	Author(s)	Date
1.0	Policy written	Head of Corporate Services	January 2017
2.0	Policy updated to incorporate changes to DBS policy, Core Standard renamed to AQS, volunteering records details added, information on the role of Friends of Abbeyfield added, scope updated to clarify that it does not cover member Societies, and removal of references to Exec Committee volunteers	Paul Colwill, Jen Conway, Paul Boulton, Helen Dumbleton	January 2021
3.0	Policy updated to incorporate new organisational requirements. Policy and SOP separated.	Paul Colwill	September 2024

1 Background	At Abbeyfield we are committed to involving a diverse range of local people in our work in both formal volunteering and community activity. We do this because we believe that: • We fulfil our vision of ‘making more time for older people’ by providing opportunities for local people to use their skills, knowledge and experience through volunteering. • Without the contribution of volunteers we would only be able to achieve a small percentage of our work with and for older people. • As volunteers who reflect the diversity of their communities, local people bring a different perspective to that of professional paid staff, which adds value to our work. • Older people with whom we work value the involvement of volunteers; and
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	- By involving volunteers we can offer genuine opportunities to add social value to our local communities, providing learning and development for individuals. A volunteer is anyone who freely chooses to undertake work for us through the giving of their time, skills and experience without financial remuneration beyond the reimbursement of out-of-pocket expenses. It is undertaken by choice and is unpaid. Our volunteers - Serve on our Board. - Help with the delivery of our services. - Provide additional support with administration. - Are active in projects and community-led activities. - Help raise funds to support our work. We believe that our relationship with volunteers is one of mutual responsibility and expectations. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives.
2 Objectives	Our purpose in adopting this policy is to: - Highlight and acknowledge the value of the contribution made by volunteers. - Reflect our purpose, value, standards and strategies in our involvement of volunteers. - Recognise the respective roles, responsibilities and expectations of volunteers. - Confirm our commitment to involving volunteers in our work. - Establish clear principles for the involvement of volunteers, clarify their roles and the relationships between them, those who involve them and those who receive their services or work alongside them. - Distinguish between volunteers and Friends of Abbeyfield; and - Help ensure the quality of both the volunteering opportunities on offer and the involvement of volunteers. The policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding contractual or personal agreement.

3 Scope	This policy applies to all volunteers in programmes and projects undertaken by or on behalf of The Abbeyfield Living Society.
4 Policy	Statement of principles of good practice 4.1 General In involving volunteers we will be guided by the following principles of good practice: • Tasks will be clearly defined so that all concerned with volunteers' activities are sure of their respective roles and responsibilities. • Records will be kept of assistance provided by volunteers as a basis for monitoring, and volunteers will have access to their records. • Volunteer roles will add value to the services we provide to and for older people. • Existing and future policies will be checked as to how they affect volunteers. 4.2 Recruitment and selection • Our equal opportunities statement will be adhered to when recruiting and selecting volunteers. • Role descriptions will list volunteers' skills and experience and actual duties to be performed. • We will ensure that procedures are in place to cover good practice requirements for volunteers selected to perform tasks with children and/or vulnerable older people. • We will request a completed application form, references and carry out DBS checks for volunteers in line with our DBS and Safeguarding Policy. • People who offer to volunteer will have their offers dealt with as quickly as possible. • Volunteers will be placed in activities which match their skills, talents and desire and, once placed must comply with our existing policies and procedures. • Volunteers will need to complete minimum safety and regulatory training before they start volunteering with us. • We will regularly review the ways in which potential volunteers can make contact with us.

	4.3 Support for Volunteers • We will invest financial and HR resources for the management of volunteers. • We will provide an induction programme and review session(s) for volunteers to assess the progress of their placements and resolve any problems at an early stage. • We will provide funding for volunteers' out-of-pocket expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim. • Our insurance policies and procedures will include volunteers. • Volunteers will be given information about legislation and other policies which may affect them, such as Health and Safety. • All volunteers will be offered appropriate support and supervision on a regular basis with a named person and will be informed of who to contact in an emergency. • All volunteers will be offered appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role. • Volunteers will be provided with appropriate developmental opportunities. • Volunteers will be made aware of feedback and complaint procedure(s) within our Complaints, Concerns and Compliments Policy (LG006P) and whom to contact if they have a problem about any aspect of their volunteering. 4.4 Volunteers on our Board To support our Board of Trustees, we will provide: • An induction covering the roles and responsibilities of Board. Committee members and our work. • Opportunities to meet with staff and other volunteers. • Written information and reports in good time on matters related to the governance of the organisation, our Constitution or Memorandum and Articles of Association and other relevant legislation. 4.5 Volunteers' Expectations In involving volunteers, we will ensure they: • Know what is expected of them and be given clear information.
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	• Have clearly specified lines of support and supervision. • Are shown recognition and appreciation. • Have safe working conditions. • Are insured. • Are paid out-of-pocket expenses. • Are trained and receive ongoing opportunities for learning and development. • Are treated in a non-discriminatory manner. • Experience personal development through their participation as volunteers. • Can ask for a reference. • Are consulted on decisions which affect what they do; and • Can decide if they wish to cease volunteering. We expect volunteers will: • Carry out their tasks in a way which corresponds to our aims and values, following our code of conduct. • Provide assistance within agreed guidelines and remits. • be reliable. • Respect confidentiality and follow our Safeguarding Adults Policy (LG031P) policy and Confidentiality (R005P) policy. • Attend training and support sessions where agreed. • Not discriminate against volunteers, staff, residents or others associated with us; and • Maintain our good name and reputation. 4.6 Relationship with paid staff • We will ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between them and volunteers. • Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them. • Volunteers will be given clear information about the roles undertaken by paid staff and of their value to us; and • Volunteers on our Board will observe fair and non-discriminatory standards and conditions of employment, and health and safety in respect of paid staff.
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	4.7 Contracts and Service Level Agreements In entering into contracts or service level agreements which involve volunteers, we will ensure that: • The role of volunteers is made clear and that satisfactory arrangements are in place for their management. • The terms of the contract or service level agreement provide for the necessary resources to involve volunteers. • Arrangements are made to set out the roles and commitments of volunteers; and • The impact of volunteering and its benefits are promoted and acknowledged. 4.8 Friends of Abbeyfield Abbeyfield also benefits from individuals who wish to offer their time and support on an informal basis, who are collectively known as 'Friends of Abbeyfield'. Friends are generally members of the community who support social and fundraising events and serve as ambassadors for a local Abbeyfield house or home. Friends are distinct from volunteers (as defined in this policy) as the arrangement is informal and irregular (i.e. a Friend is unlikely to be involved with the house or home more than three or four times per year). Friends are not expected to complete the volunteer recruitment process (i.e. an application form, training, references and a DBS check). However, in the event that a Friend wishes to increase their involvement, the volunteer recruitment process should commence and the individual would become a volunteer (as defined in this policy). 4.9 Relationships with other groups and organisations meeting the needs of older people In all our relationships with other groups, organisations or partners we will: • Promote volunteering as an important means of contributing to our core value of 'making time for older people'; and • Promote good practice in volunteering. In funding other groups, organisations or partners involving volunteers we will ensure that they adopt commitments to volunteers similar to those contained in this policy where appropriate.
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	4.10 Volunteering records Volunteering records, including volunteer application forms, references, expenses details and training records are held securely in line with the GDPR. Records are kept for the duration of the volunteering period, plus one year after it ends – unless there is a legal or regulatory obligation providing a legitimate organisational interest in retaining the data for longer. 4.11 Monitoring the impact of volunteers We will endeavour to monitor the impact of volunteering on our residents and the local community (the social value). Data relating to number of volunteers, number of hours of volunteering and numbers commencing or ending their volunteering are used for monitoring, and volunteers will have access to their records.
5 Finance, Value for Money & Social Value	Finance The Abbeyfield Society commits to investing financial and personnel resources for the management of volunteers. Value for Money We will collect data on numbers of volunteers and estimated volunteering hours gifted in kind. This data will be used to inform our work on Value for Money. Social Value We see volunteering as a key in growing social capital (alongside physical, economic, cultural and human capital) within our local communities, by providing opportunities for local people to use their skills, knowledge and experience through volunteering.
6 Linked policies	Confidentiality (R005P) Data Protection (LG013P) DBS Policy (S006P) Equal Opportunities (LG016P) Health and Safety (YH009P) Safeguarding Adults Policy (LG031P) Safeguarding Children Policy (LG043P)

	Complaints, Concerns and Compliments Policy (LG006P) Volunteer Expenses Policy (V001P) Recruitment and Selection Policy (S021P)
7 Relevant Legislation / Regulation	
8 Guidance	We will aim to act in conjunction with any Government legislation or regulation that affects volunteering. Guidance relating to the induction of new volunteers can be found in the Volunteer Handbook
9 Review	Every 3 years, subject to any regulatory or legislative updates. Unless agreed otherwise.
10 Procedure(s)	SOP V003P 10.1 Use of the Employee Supported Volunteering Scheme SOP V003P 10.2 Volunteering
11 Process Map(s) 11.1	

Policy

