



Nottinghamshire
County Council

Guidelines for Managing and Working with Volunteers

A volunteer is someone who provides services for the community or individuals on behalf of Nottinghamshire County Council. They receive no payment except out of pocket expenses for the voluntary tasks they undertake. People who attend public meetings arranged by NCC and members of consultation groups are not normally classed as volunteers for this purpose.

Volunteers should not be recruited to fill the place of paid staff. The relationship between paid workers and volunteers should be complementary and mutually beneficial. Paid workers in the County Council should be fully aware of the area of tasks undertaken by volunteers and of the responsibilities of both themselves and volunteers. Where it is not possible to place a volunteer with the County Council, they should be referred to their local Volunteer Bureau, where a more appropriate placement may be found.

(See list of Volunteer Bureaux attached)

In Schools, Volunteers should work within the policy of the Governing Body.

Volunteer Bureaux in Nottinghamshire

<p>Bassetlaw CVS The Dukeries Centre Park Street Worksop Nottinghamshire S80 1HH Tel: 01909 476118</p>	<p>Eastwood Volunteer Bureau Wellington Place Eastwood Nottinghamshire NG16 3GB Tel: 01773 535255</p>
<p>Gedling CVS Park View Offices Arnot Hill Park Nottingham Road Arnold Nottingham NG5 6LU Tel: 0115 9266750</p>	<p>Newark and Sherwood CVS 85 Millgate Newark Nottinghamshire NG24 4UA Tel: 01636 679539</p>
<p>Nottingham CVS Voluntary Action Centre 7 Mansfield Road Nottingham NG1 3FB Tel: 0115 9348400</p>	<p>Rushcliffe CVS Park Lodge West Bridgford Nottingham, NG2 6AT Tel: 0115 9816988</p>
<p>Hucknall and District Volunteer Bureau 3a Vine Terrace Hucknall Nottingham NG15 7IS Tel: 0115 9680420</p>	<p>Kirkby in Ashfield Volunteer Centre 6 Pond Street Kirkby in Ashfield Nottingham NG17 7AH Tel: 01623 753192</p>
<p>Mansfield CVS Community House 36 Wood Street Mansfield Nottingham NG18 1QA Tel: 01623 651177</p>	<p>Stapleford Volunteer Bureau Stapleford House Wesley Place Off Pinfold Lane Stapleford Nottingham NG9 9DP Tel: 0115 9491175</p>
<p>Sutton in Ashfield Volunteer Bureau The Old Police Station Brook Street Sutton in Ashfield Nottingham NG17 1AL NG17 1AL Tel: 01623 515614</p>	<p>Beeston Volunteer Centre Cavendish Lodge Devonshire Avenue Beeston Nottingham NG9 1BS NG9 1BS Tel: 0115 9178080</p>

Before starting

1. Recruitment and Selection

- 1.1 Prior to recruitment, be clear about why a volunteer is needed. If volunteers have not previously undertaken the task in question, check with Personnel Department that it may be carried out by a volunteer or whether a paid employee should be recruited. Interview prospective volunteers prior to recruitment, taking up references.
- 1.2 Ask the volunteer what they seek from their placement and discuss with the volunteer what the County Council wants and what it can offer. Any placement should be by mutual consent.
- 1.3 Explain how the volunteering commitment can be ended, including the provision of references for the volunteer.
- 1.4 Ask the prospective volunteer to complete an Application Form.
- 1.5 People volunteering to undertake tasks with children and vulnerable adults should comply with normal employee vetting procedures for these areas of work.
- 1.6 Check whether there are any health, safety or welfare issues which may impact upon the volunteer or task being undertaken.
- 1.7 All volunteers should be made aware that they will be asked to provide references, which should include one from the volunteer's previous employer or previous volunteer organiser.

Application form Appendix 1

2. Volunteering with vulnerable adults or children

- 2.1 As part of the recruitment and selection process, we need to identify those volunteers who may not be suited to volunteering with certain client groups, for example children and vulnerable adults, but that may not prevent them from being volunteers in other capacities.
- 2.2 As well as references, people volunteering to work with vulnerable adults or children will also be subject to a criminal record check by the Criminal Records Bureau. Criminal record checks should not take the place of routine checks and safeguards. Personnel departments will advise on the procedure for carrying out these checks.

- 2.3 Volunteers should be advised of any Child Protection training available and may be required to undergo such training if it is appropriate to their task.

Checklist for selection of volunteers Appendix 2

3. Volunteer Agreement

- 3.1 Draw up a Volunteer Agreement setting out the expectations of the County Council and the volunteer. This should make clear that it is not a contract of employment and that the volunteer is not an 'employee'.
- 3.2 Be aware of Benefits Agency rules on volunteering and be willing to confirm the volunteer's status to the Agency if requested.

Volunteer Agreement Appendix 3

4. Task Description

- 4.1 Draw up a Task Description. This should include the activities to be performed, the name of the volunteer organiser, the hours which the volunteer expects to contribute, the frequency of support and supervision and the system for reimbursement of expenses and travel allowances.
- 4.2 The task description should be reviewed at supervision and revised if necessary.
- 4.3 The task description should avoid terminology which might infer that the volunteer has a legally binding contract with the County Council.

Task description Appendix 4

On starting

5. Induction and Training

- 5.1 Provide the volunteer with an initial induction and training programme.

- 5.2 At the induction the volunteer should be told about the County Council's aims and objectives and the services it provides.
- 5.3 An Induction Pack (see below) should be given to the volunteer on the first day. This should include a Task Description, Volunteer Agreement and information on equal opportunities; health, safety and welfare; reimbursement of expenses; training and other relevant details.
- 5.4 Induction is a way of introducing volunteers to other volunteers and staff, integrating them into the ethos and work of the County Council and involving them in ways which will benefit both themselves and the organisation. Volunteers are expected to operate within this framework, conforming to policies adopted by the County Council.
- 5.5 Volunteers should be informed of the need to adhere to policies and procedures relating to Equal Opportunities and Health and Safety Regulations, and should be treated in accordance with them. Copies of these policies should be made available as part of the volunteer's induction.
- 5.6 NCC insurance policies specifically cover volunteers as if they were employees. This includes legal liability to a Third Party or an NCC employee when injured by a volunteer acting under our instructions within the proper scope of their task. Loss or damage to the affected people's property is similarly protected. There is no age limit for volunteers, however appropriate risk assessments (for all activities and all volunteers) must be carried out and recorded with relevant loss control measures put in place. Volunteers should be made aware of the following insurance options available to them: Personal Accident Scheme, Personal Accident insurance and No Claims Bonus Protection. They should also be advised that it may be in their interest to take out their own insurance to cover accidents which may occur while volunteering for the County Council. For more detailed information relating to insurance issues, please contact the Insurance Department.

For insurance purposes Departments should hold records of all volunteers, what they do and when they do it.

- 5.7 Volunteers should contact their volunteer organiser over any concerns or complaints relating to their volunteering activity. If

the issue cannot be resolved in this way the matter should be referred to the volunteer organiser's line manager.
Volunteers should be made aware of the authority's policy on Whistleblowing in relation to the above.

Induction checklist Appendix 5

Induction Pack Contents checklist Appendix 8

6. Support and supervision

- 6.1 Explain to the volunteer the system of support and supervision and ensure they have ready access to their volunteer organiser. How often this is carried out should be agreed between the volunteer and volunteer organiser. The volunteer organiser will provide support and guidance when needed.
- 6.2 Volunteers should be offered training related to the tasks they undertake when appropriate, and the cost of this should be accounted for in the annual budget.

Supervision Form Appendix 6

7. Reimbursement of expenses

- 7.1 Volunteers should not be financially disadvantaged as a result of volunteering for the authority. Reimbursement of any out-of-pocket expenses such as travel, parking, meals etc. which are incurred as a result of volunteering should be agreed in advance between the volunteer and the supervisor and paid in full if appropriate. Receipts should be produced. Where the volunteer uses their own car, mileage should be paid at the County Council rate.
- 7.2 Volunteers should be advised as to who will authorise the repayment of expenses so they know who to give their claim form to.
- 7.3 The amount of expenses paid may be limited by Benefit payment regulations. Volunteers in receipt of Benefits should make appropriate enquiries to ensure their Benefits are not affected by volunteering.

Expenses claim form Appendix 7

Throughout the period of volunteering

8. Ensure that volunteers are valued by :

- 8.1 Monitoring and acknowledging the contribution that volunteers make to the authority, to the wider public and to other volunteers.
- 8.2 Helping volunteers to determine their own levels of commitment and involvement.
- 8.3 Ensuring the volunteer can cope with the level of involvement.
- 8.4 Allowing volunteers to be flexible and to vary their levels of involvement through negotiation.
- 8.5 Ensuring volunteers are actively involved as soon as possible.
- 8.6 Matching activities to the individual volunteer, and varying them if that is possible.
- 8.7 Maintaining regular contact with volunteers.
- 8.8 Always offering to reimburse out of pocket expenses e.g. travel and lunch where appropriate.
- 8.9 Providing opportunities for volunteers to acquire or develop new or existing skills and assisting volunteers who want to gain accreditation towards recognised qualifications.
- 8.10 Ensuring that the contribution of the volunteer adds quality and value to the County Council's aims and objectives.
- 8.11 Adding volunteers to communication channels within the County Council. Encouraging volunteers to participate in the Council's wider decision-making process. Feedback from volunteers should be recorded and assessed and appreciation shown for the contribution made by the volunteer.

Working with volunteers

Volunteering should be a fulfilling experience. Through adequate support and supervision, volunteers should be able to develop, expand and change their area of volunteering where appropriate.

Working with volunteers on a one-off or occasional basis

1. The guidelines above are designed to provide a framework for managers who work with volunteers. They demonstrate the authority's commitment to fairness and consistency in dealing with volunteers. However, Nottinghamshire County Council recognises that volunteers may be engaged in a wide variety of tasks in many different settings.
2. Projects which engage with volunteers on a one-off or occasional basis may wish to adapt some of the procedures to meet their requirements, particularly where the completion of the application form and taking up references is not appropriate.
3. In such cases the following **minimum procedure** should be followed **for each volunteer** as a matter of good practice both for the volunteer and the authority:
 - Complete an attendance sheet. This should give the volunteer's name, address and a contact phone number in case of an emergency. All volunteers should be asked to sign out when they leave the site. Where the majority of volunteers are regular attendees, it may be more practical to ask only new volunteers for complete details on the attendance sheet, while keeping an up-to-date database of information on all other existing volunteers. This could be referred to in case of an emergency, as long as it was carried in a form where the project leader could easily refer to it, e.g. a print-out of the database carried by the project leader. All volunteers should be asked to sign in and out.
 - Ensure that the volunteer is clear about the task and willing to undertake it. Where tools are involved adequate training must be given. A record should be kept of training (both formal and informal) undertaken by the volunteer. This would be a good record for the volunteer to have (e.g. to show prospective employers). In the case of an accident involving tools etc. this could also be used to show that the volunteer had received adequate training.

- Always ensure that a volunteer has an experienced volunteer organiser (this may be an experienced volunteer) and knows who to refer to for guidance.
- All volunteers should be given a health and safety induction before they start. It is good practice to keep a record of safety checks that are undertaken and the actions taken to reduce risks and make hazards safe.
- NB. Criminal Record Bureau checks are **always** required for volunteers engaging with children and vulnerable adults.

Application for Volunteering
with
Nottinghamshire County Council

Name Mr Mrs Miss Ms

First Name(s)

Address

.....

..... Post Code

Tel. No. Home

Work

Mobile

Date of Birth

1. What type of volunteering are you interested in? e.g. helping in a school, supporting people with special needs, in sport-related activities.
(Volunteering opportunities will be discussed with you in detail at your interview)

.....

.....

.....

.....

2. Do you have any special skills, interests, or hobbies to offer? e.g. conversational skills, listening ability, languages other than English, a familiarity with different cultures, playing a musical instrument, sport, keeping pets, gardening, painting/decorating. Yes / No

If yes please give details;

.....

.....

.....
.....

3. Have you had any previous voluntary experience Yes / No

If yes please give details:

.....
.....
.....
.....

4. What times of the day / week can you be available for volunteering? You will not be called on to offer all these times. This is only as a rough guide and entails no regular commitment on your part.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
a.m.							
p.m.							
evening							

Please tick the appropriate box(es).

5. What kind of commitment can you offer?

- a) Can you be contacted for volunteering at short notice? Yes / No
- b) Would you like short term or long term volunteering?
- c) Would you like your volunteering to be regular or occasional?

6. Are you taking any regular medication/do you have any individual needs that we should be aware of ? Yes / No

If yes, would this in any way affect the kind of help you are able to offer, e.g. driving, wheelchair pushing, giving someone a supporting arm, etc.

.....
.....
.....

7. a) Have you ever pleaded guilty to or been convicted of a **criminal** offence?
Yes / No
- b) Have you ever been bound over by a Court? Yes / No
- c) Have you ever been cautioned by the Police? Yes / No

Delete as appropriate.

(The rehabilitation of Offenders Act does not apply in this instance.)

If you have answered yes to any of the above questions please give details (these will be treated in the strictest confidence). Having a criminal record will not necessarily bar anyone from volunteering with NCC. This will depend on the nature of the position and the circumstances and background of the offence.

.....

.....

Volunteers whose placements involve volunteering with children or vulnerable clients will be required to have a Criminal Record Bureau check.

8. Please give names and addresses of two referees. One from someone you know really well but not a relative, and the other preferably from your previous employer, school, college, or someone who is willing to support your application.

a) Name

Address

.....

..... Post Code

Phone no.

Nature of relationship (eg former employer, teacher, friend etc.).....

.....

b) Name
Address
.....
..... Post Code
Phone no.
Nature of relationship (see above)
.....

Signed

Please return this Application form to the person who interviewed you.

Checklist for selection and placement of volunteers

- Potential volunteer makes contact – given information and perhaps comes in for an informal visit.
- Selection interview – if you both decide to continue with the process the volunteer completes an application form and CRB form (if necessary)
- Send off CRB form
- Contact two referees
- Once satisfactory references and CRB check (if necessary) returned, contact volunteer
- Volunteer is given ID card
- Volunteer comes back to sign Volunteer Agreement and for placement discussion
- Volunteer is given Induction Pack and induction on starting
- Consider whether Child Protection Training is appropriate and if so arrange for volunteer to attend course as soon as possible

Volunteer Agreement

I agree to be a Registered Volunteer with Nottinghamshire County Council, to undertake volunteer tasks to the best of my ability, to comply with all applicable laws and all standards and guidelines issued by the Council or any other relevant agency in respect of the tasks in question. I will not exceed the powers given to me as a volunteer by the Council.

I will give as much warning as possible whenever I cannot volunteer when expected.

I agree to perform only those tasks detailed in the task description and will not carry out any additional tasks without agreement with my volunteer organiser.

I confirm that I have read and understood the Nottinghamshire County Council Equal Opportunities Statement.

I have also read and understood the Nottinghamshire County Council Health and Safety Policy Statement and am aware that I have a duty to operate safely and not put others at risk.

Nottinghamshire County Council will ensure that any agreed expenses incurred while carrying out the volunteering will be reimbursed. If I receive any Benefits, I agree that the Council has no liability to reimburse me for the loss or curtailment of such Benefits as a result of my volunteering.

I am aware that I am insured under the Nottinghamshire County Council policy while I am a volunteer. However, if I am required to use my own vehicle I am aware that I must contact my insurance company to check I am adequately covered and have a valid driving licence.

I understand I must abide by the Confidentiality Policy included in the Volunteer Induction pack.

I understand and agree that this is not a contract of employment.

Signed Date

Full Name

Address

.....
.....

Post code Tel. No.

Signed (Volunteer Organiser)

Date

Full Name Position

Address

.....

Post code

Tel. No.

Task Description for Volunteer

Location of placement

Starting date of placement

What is the main purpose of the placement?

What tasks will the volunteer be responsible for? *Please specify the tasks clearly.*

If the volunteer is in any doubt about their tasks who should they contact?

When will the volunteering be done? *Please mark approximate times in the box.*

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Am							
Pm							
Eve							

NB You are not obliged to volunteer at these times, these are suggested times only

Weekly / monthly / other *Please state*

What induction will be provided at the start of the placement?

Who will provide supervision/evaluation and support?

Name/s _____

Title/s _____
Phone Nos. _____

Please indicate frequency of supervision/support meetings

Is there any other support available? *eg support groups, team meetings etc.*

How and when will expenses be claimed?

Who will authorise expenses?

Any other information

Signed (volunteer)

Signed (volunteer organiser)

Date

Please ensure that the volunteer and volunteer organiser each has a copy of this Task Description

Appendix 5

Induction checklist for new volunteers	Manager to sign when Completed	Volunteer to sign when completed
Show round building to include toilets, tea making facilities, arrangements for meals etc.		
Explain Fire Regulations and evacuation procedures		
Introduce to colleagues		
Issue NCC Induction Pack for Volunteers		
Ensure Volunteer Agreement has been received, signed and copy given to volunteer		
Check that the Task Description has been received, signed and copy given to volunteer		
Check that volunteer is aware of system of line management		
Explain Smoking/No Smoking policy		
Explain absence/sickness reporting procedures and give contact number		
Explain suggested hours of volunteering		
Issue Identity Card		
Discuss supervision process and any volunteer support meetings		
Discuss training opportunities		
Request emergency contact number for volunteer		
Explain procedures for reporting accidents and incidents		
Any other information		

Volunteer Supervision/Evaluation Form

Volunteer's Name

Volunteer organiser's Name

Place of volunteering

Date of supervision

Topics discussed

Action agreed

Date of next supervision

Signed

Volunteer

Volunteer organiser

Expenses

Nottinghamshire County Council encourages all volunteers to claim reasonable travel and out-of-pocket expenses such as meals or parking incurred whilst carrying out their volunteering. These should be agreed with the volunteer organiser in advance.

An expenses claim form is included in this pack, and further copies may be obtained from your volunteer organiser. Receipts for expenditure should be attached to the form.

Expenses claim forms should be submitted at the end of each month.

Volunteers Car Mileage Expenses Claim Form

Volunteer's name..... For the attention of.....(Volunteer Organiser)

Volunteer's Address.....

Date	Client's Name/ Purpose of Journey	Requested By	From	To	Mileometer Reading		Miles Claimed
					Start	Finish	

Total Miles Claimed

I certify that each journey relates to my volunteering and all journeys are covered under my current car insurance policy.

Signed (Volunteer).....

Date.....

When you have completed and signed this form, please return it to your volunteer organiser.

For office use : **Certified**.....**(Volunteer Organiser)** **Date**.....

Volunteers General Expenses Claim Form (not car mileage)

Volunteer's Name

For the attention of.....(Volunteer Organiser)

Volunteer's Address

Date	Description	Amount	
		£	p
Total			

Signed (Volunteer)..... Date

Please attach receipts if requested.
 When you have completed and signed this form, please return it to your volunteer organiser.

For office use Certified..... (Volunteer Organiser)

Induction Pack contents
Task description
Diagram showing team structure / contacts
Equal opportunities statement
Health and Safety statement and Smoking policy
Sickness/absence reporting procedure
Customer Care and Complaints procedure, Harassment Complaints procedure and Whistleblowing policy
Expenses claim form and policy
Supervision/evaluation form
Volunteer agreement
Confidentiality policy

Equal Opportunities

There are two main strands to this policy:

- **Employment** – Nottinghamshire County Council, together with the recognised trade unions, is committed to the development of positive policies to promote equal opportunities in employment and in the delivery of our services, regardless of race, disability, gender, religion or belief, sexual orientation, age or trade union membership status. This commitment will apply to recruitment and selection practices, training and development, promotion and in the application of national and local agreements in respect of pay and conditions of service. The operation of this policy is monitored and reviewed periodically through established joint consultation procedures with staff and trade unions. If any employee considers that she or he is the subject of unequal treatment on any of the above grounds, a complaint may be made through the agreed procedures for dealing with grievances.
- **Service delivery** – Nottinghamshire County Council is committed to providing its customers with a wide range of resources and facilities which are easily accessible and designed to meet their needs. Equalities activity will be embedded in all service plans and in service delivery.

The principles underlining these policies will also apply to volunteers.

For further information please see the Equal Opportunities Policy

Health and Safety

Nottinghamshire County Council aims to provide and maintain a safe working environment and safe operating conditions for all staff, volunteers and any other persons who may be affected by their activities. The Council aims to promote a positive culture in which health and safety is seen by both management and staff as being fundamental to the organisation's day-to-day activities. All staff and volunteers are motivated to operate safely and protect their long term health.

All performance is measured against agreed standards and the aim is to learn all we can from relevant experience and apply the lessons. In everything we do we remember that people are our most important asset.

Risk Assessment

Employers have a legal duty under the Management of Health and Safety at Work Regulations 1999, to assess the risks to the health and safety of their employees and others, including volunteers. Managers must consider any volunteers as part of the risk assessment process. For further information and guidance on completing risk assessments please see section B2 of the Safety Manual.

Information, Instruction and Training

Health and Safety law requires you to provide information, instruction and training for your employees. Nottinghamshire County Council considers it good practice to provide the same level of health and safety information, instruction and training to volunteers as they would to employees.

Information provided to volunteers would include health and safety risks, precautions for preventing these risks or protecting against them, how to use any work equipment and how to deal with violence and aggression. You should ensure that any information provided to volunteers gives them enough time to act on it. Make sure that the information is easy to

understand and that the volunteers know why they are getting it and what they are expected to do with it.

Check that the information has been understood and correctly acted upon as necessary.

Volunteers must also be trained to do their tasks safely. Training needs of volunteers must be considered as part of the risk assessment.

Reporting accidents and work-related ill health

You must ensure that all volunteers are aware of the incident reporting systems. This will vary between Departments.

Volunteers must report all incidents including violent incidents on the Nottinghamshire County Council's SR3/5 reporting form.

Lone volunteering

Lone volunteers are those who carry out their tasks by themselves without close or direct supervision. This should not be undertaken where there is a reasonable risk that an accident might result, which would be serious enough to require a second person to summon help.

For further information please refer to Lone Working Guidance in the NCC Safety manual.

Working Time Regulations

Working Time Regulations cover NCC volunteers in the same way as paid employees, and relate to limits on the number of hours a volunteer would be expected to contribute, and the need to take regular breaks while volunteering. Volunteers should be advised that this is a cumulative total, and may be affected by other work they engage in while volunteering for the County Council.

For further information on all health and safety issues, please refer to the NCC safety manual or contact your Departmental Health and Safety Adviser.

Customer care and complaints

Our customers have a right to expect from us the best possible standards of personal service. They should be treated with equal respect, listened to and responded to in a manner which is polite, helpful and timely.

Complaints and comments are an essential way of gaining feedback from our customers. They allow us to review and evaluate our services and should be acted upon.

The County Council has a procedure for gathering complaints, compliments and comments from customers. The full procedure is outlined in the leaflet "Listening to You" which should be available in your place of volunteering. Anybody can telephone, write, e-mail, send in the leaflet or come in person to make a comment or complaint about Nottinghamshire County Council.

For further details on Customer Care see the **Customer Service Code of Practice and Standards**.

Complaints about volunteers will be dealt with in the first instance by the line manager. Any matter regarded as serious will be referred for further investigation. If a criminal act is alleged or suspected the matter may be referred to the appropriate investigating authority.

Any problems?

If during your period of volunteering you are concerned or upset by any occurrence or situation at your place of volunteering, please talk to your volunteer organiser. If after that you are still unhappy, please talk to their manager.

Sickness and absence reporting procedure

If for any reason you are unable to volunteer when you had planned to, please let us know as soon as possible so that we can make alternative arrangements. It would be helpful if you can give some indication as to how long you will be absent.

We would also be grateful if you can let us know in advance should you be going on holiday, for hospital visits or family matters etc., so that we can plan accordingly.

If you have any problems whilst volunteering, or decide you want to stop, please let us know as soon as you can.

Confidentiality Policy

- Volunteers' records will be treated with the same confidentiality as employees' personal records.
- Volunteers are responsible for maintaining the confidentiality of all information to which they have access, whether this involves other volunteers, staff or service users.
- Volunteers should be made aware of the circumstances in which a legal duty to disclose information overrides an agreed or implicit duty of confidentiality. This may arise for example where there is actual or suspected child abuse, or where an illegal activity such as drug trafficking or terrorism is suspected.
- These provisions also apply to the unauthorised viewing or access to manual or computerised records or systems which are not within the normal remits of your volunteering tasks.
- The above expectations in respect of confidentiality are very serious and individual volunteers should be aware that breaches of these requirements could lead to action by the authority.
- For further information please refer to the NCC Policy on Confidentiality and Data Protection.