

Document Name: **Volunteering Policy**

Document Type: **Policy**

Document Number: **CCM P023**

**Last Reviewed at Trustee Meeting held on: 23<sup>rd</sup> November 2023**

Document History:

Version	Date	Change	Author	Reviewer/Authoriser
1_0	26-06-2015	Original Issue	Steve Smith	Jonathan Lee
2_0	02-02-2022	Full re-write	Amelia Glanville	Jonathan Lee
3_0	03-11-2023	Addition of section 10	Amelia Glanville	Jonathan Lee
4_0	29-07-2024	Various updates	Jonathan Lee	Lindsay Smith

### Contents:

1.0	Introduction .....	2
2.0	Faith in Relation to Volunteers .....	3
3.0	Role Descriptions .....	4
4.0	Recruitment of Volunteers .....	4
5.0	Training .....	5
6.0	Trustees .....	5
7.0	Volunteers in Recovery .....	5
8.0	Volunteering having used inHope's services .....	6
8.1	Volunteering in a Standard Role .....	6
8.2	Peer Volunteers .....	7
8.3	Empowerment Volunteering .....	7
9.0	Volunteer Drivers .....	7
10.0	Volunteers under the age of 18 .....	8
10.1	External Activities .....	8
10.2	Student Placements .....	8
10.3	Informal Participation .....	9
11.0	Placement Volunteers .....	10
12.0	Partnership Groups .....	10
13.0	InHope Staff Volunteering .....	10
14.0	Safeguarding .....	11
14.1	DBS .....	11
15.0	Supervision and Support .....	11
16.0	Health & Safety .....	12
17.0	Data Protection .....	12
18.0	Confidentiality .....	12
19.0	Intellectual Property Rights .....	12

20.0	Insurance .....	13
21.0	Expenses .....	13
22.0	Volunteer Feedback and Celebration .....	13
23.0	Problem Solving and Complaint Procedures for Volunteers .....	13
23.1	If a volunteer is dissatisfied .....	14
23.2	If inHope is dissatisfied .....	14
23.3	Serious offences .....	14
24.0	Whistleblowing .....	15
25.0	Ending Volunteering .....	15
25.1	References .....	16
26.0	Related Policies, Procedures and Practice Guides .....	16
Appendix A	Volunteers in Recovery Flowchart	
Appendix B	Volunteer Wellbeing Plan	
Appendix C	Questions to be considered in respect of Peer Volunteers	

## 1. Introduction

This document sets out the approach and policy guidelines that inHope follows in relation to volunteers and volunteering.

Volunteering has been defined as “any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual”. *The National Council for Voluntary Organisations (2021)*.

InHope volunteers are recognised for their valued contribution to our mission, which is to work with some of the most vulnerable and marginalised people in Bristol and is rooted in our Christian faith. Volunteers are welcomed from all backgrounds and faiths for the variety of experiences, skills and perspectives that they bring, and for the wisdom and energy that they add to serving the variety of communities that present to inHope. The deliberate operational set up of the charity means that volunteers are a vital aspect of our service delivery, although they cannot replace the work of paid staff.

Volunteering is a two-way process benefiting both the organisation and those who volunteer. Therefore, inHope dedicated to ensuring that volunteers have a meaningful experience and are managed well at all stages of their engagement. Benefits of volunteering with inHope might include gaining experience in the sector; development of skills; increased awareness of homelessness, addiction and mental health issues; opportunities to express Christian faith in practical ways; experiential learning (spiritual and/or other).

This policy is applicable to all current and future activities of inHope. In situations of partnership between inHope and other organisations, a decision will be made and documented within the partnership agreement specifying whether the provisions of this policy will be applied in full, in part or not at all.

It is the responsibility of everyone associated with this policy to make sure it is understood, kept up to date and implemented consistently. Please refer to the Volunteer Manager for more information about anything regarding this policy.

## **2. Faith in Relation to Volunteers**

Please read this section in conjunction with inHope's Ethos Statement (CCM D101). InHope was formed in the 1980s as a Christian response to those experiencing homelessness addictions and other life-disrupting problems. It has always been, and continues to be, resourced and supported by churches, organisations and individuals across the Bristol region. InHope maintains a Christian ethos for all its work and the majority of volunteers are members of local churches who are choosing to demonstrate faith in action. This helps the charity to remain true to its origins and charitable objectives.

However, volunteers of other faiths or none are welcomed at inHope with recognition of the diverse contribution that they bring. Volunteers are asked to consider whether they are able to work within the context of inHope's Christian ethos and practices and are asked to respect these practices in their volunteer role. InHope uses volunteer recruitment strategies, induction, training, ongoing supervision and monitoring to ensure that the volunteer programme remains faith led and in keeping with the whole organisation.

All potential volunteers are asked at application and interview about volunteering within our ethos and practices and are given opportunities to ask any questions. Volunteers are welcome to discuss being part of a faith-led organisation, and specific time is set aside for this as part of volunteer review sessions. InHope will not enforce its practices upon anyone, but participation will be invited. For example, in prayer before a session for clients, volunteers may be invited to join in as far as they are comfortable.

Volunteering at inHope has benefits for all involved, and for some it will be an opportunity to express faith in practical ways and to learn and grow spiritually in conjunction with the local church.

### 3. Role Descriptions

To ensure that volunteering duties are fair and meaningful, the roles of volunteers will be considered in respect of the benefits to the organisation and the individual, rather than the appointment of a paid employee. The aims and practicalities of each role will be clearly stated and provided to volunteers in the form of a role description, outlining information under the following headings:

- Role title
- Objectives of the role
- Point of contact
- Location and hours
- Tasks involved
- Responsibilities
- Criteria and attributes

Role descriptions will be accompanied by a Volunteer Agreement, which states what volunteers can expect from inHope and what is expected of them.

### 4. Recruitment of Volunteers

InHope believes in equity and consistency in our treatment of volunteers, supported by our policies and procedures. The recruitment process reflects this approach, as follows:

- All potential volunteers will complete an application form.
- Two references will be collected for all volunteers.
- An informal interview will take place between the volunteer and inHope.
- A Disclosure and Barring Service (DBS) check will be carried out if relevant. The volunteer will be provided with the relevant role description(s).
- A volunteer agreement, outlining expectations from both inHope and the volunteer, will be provided to the volunteer; and
- A volunteer induction proportionate to the role will be provided.

All volunteering roles require a minimum level of commitment in the interests of both inHope and volunteers. This will be outlined in the job description and explained at recruitment. Volunteers can leave at any time but will be encouraged to give as much notice as possible to enable staff to recruit a replacement.

The recruitment procedure at inHope aims to match the needs and interests of both the volunteer and inHope appropriately. InHope will endeavour to help potential volunteers who require support for the recruitment process and volunteering opportunities will be

made accessible to all parts of the community wherever possible. The Volunteer Manager will regularly review and act if any group is underrepresented.

If unsuccessful at recruitment stage, individuals will be offered an opportunity to discuss the outcome and possible alternatives, and wherever appropriate, encouraged to reapply in the future. Where a suitable role does not exist for a volunteer's competencies, future volunteering opportunities will be considered.

In a situation of potential conflict of interest between a volunteer's role and inHope's clients, through the volunteer's professional work or volunteering, a volunteer might not be recruited or may be asked to withdraw from the role. Volunteers are required to disclose anything they believe could be in conflict with volunteering with inHope.

Volunteers may be asked to repeat all, or part, of the recruitment process if they have taken a break from volunteering for a significant period of time. Every effort will be made to maintain contact with volunteers. If a volunteer has been out of contact for a significant period of time, their information will be data cleansed and removed from volunteering communications.

## **5. Training**

InHope will provide essential training to volunteers at induction. Further training may be offered, dependent on resources, to enrich the volunteer's experience, skills, and future aspirations, and to contribute to mutual development.

## **6. Trustees**

Trustees are volunteers who have legal responsibility and liability for an organisation. Trustees may be co-opted to the Board and are formally elected to the Board by the members of inHope at the Annual General Meeting (AGM). Whilst the trustees undertake initial screening of potential new trustees, they will be asked to complete an application form in parallel with all other volunteers. Potential trustees will not be permitted to observe a Board meeting until the application form has been received. Please refer to inHope's Trustee Eligibility Policy (CCM P093).

## **7. Volunteers in Recovery**

InHope is an inclusive organisation that believes in equality and diversity, encouraging the involvement of volunteers with a wide range of experiences. Volunteers with experience of addiction are welcomed following a minimum of three months free from the misuse of addictive substances, and subject to individual review. See the flowchart in Appendix A.

Supervision and support will be considered on an individual basis and the person in recovery will have a named supervisor, see the Volunteer Wellbeing Plan (CCM F130) in Appendix B. Recruitment will be subject to adequate staff capacity for the provision of this support. In cases of lapse or relapse in recovery, the supervisor and the Volunteer Manager will be responsible for deciding on the most effective pastoral response in respect of their volunteering duties at inHope.

Where the potential volunteer has accessed inHope services, section 8 applies.

## **8. Volunteering having used inHope's services**

It is sometimes the case that clients / users of inHope services wish to 'give back' through volunteering. We support and welcome this way of contributing to inHope, recognising that much can be gained by volunteering, and much can be learned from volunteers who have lived experience. It can also be the case that inHope can provide a suitable volunteering environment for those who have an empowerment / personal development plan to support their recovery journey.

To safeguard the individuals concerned from any potential risks related to their use of inHope services e.g. triggers due to previous life experiences and/or perceived benefits of being a volunteer, inHope has established three categories of volunteer:

- Volunteering in a standard volunteer role.
- Peer volunteering.
- Empowerment volunteering.

An open conversation between the individual who wishes to volunteer, the manager(s) of the service(s) they have or continue to access, the manager of the service they wish to volunteer in, and the Volunteering Manager should be held prior to commencing an application. Due consideration will be given to the volunteer's lived experience, the expected benefits of volunteering, risk and whether there would be any ongoing support needs which relate to their original reason(s) for accessing the service(s).

Recruitment of volunteers who've accessed inHope services will follow the usual processes (see §4.0 and §7.0). Managers should work together to share information and advise on risk to ensure that the volunteering experience is a safe and beneficial one. The questions given in Appendix C are to be used to discover what support, boundaries and wider considerations might be needed to ensure this.

### **8.1 Volunteering in a standard role**

InHope holds to an appropriate distancing period between accessing inHope services as a client / user and then volunteering. Whilst the timescale for anyone moving from

client / service user to volunteer is considered on an individual basis, it will not be less than a 3-month gap. Even if previously discussed, potential volunteers will need to confirm at the application stage which inHope services they accessed and how recently. InHope reserve the right to check the information provided.

## **8.2 Peer Volunteers**

The term 'peer' in this context refers to a volunteer who has used inHope service(s) and may continue to do so whilst volunteering in a peer capacity. They are roles whereby identifiable peers relate to current clients/users of the particular service. InHope has specific peer volunteering roles which have responsibilities relating to the volunteer's lived experience. Careful consideration will be given where the potential peer volunteer is continuing to benefit from inHope service(s). This is to ensure that risks are identified, managed effectively and the volunteering experience will be mutually beneficial.

Wellbeing support for the potential volunteer will be discussed with them and with service management prior to confirmation of a peer volunteer position. A plan (CCM F130) will be agreed between all to include boundaries and the management of possible emotional triggers.

## **8.3 Empowerment Volunteering**

This category refers to situations where volunteering is an agreed element of an individual's empowerment / personal development plan, and they have or continue to access inHope services. The volunteering will be within standard volunteer roles.

The empowerment or support worker for the potential volunteer will be involved, along with the relevant inHope service managers (or their delegates), in discussing the role, support needs and risk. The roles of the various parties involved will be discussed, inclusive of how the empowerment/support worker will continue to take an active role with the volunteer. Where helpful, a wellbeing support plan (CCM F130) will be agreed.

## **9. Volunteer Drivers**

Volunteers who drive a vehicle for inHope will be asked to complete driver and vehicle checks at the recruitment stage, as appropriate. Drivers must keep inHope informed of any relevant changes to their circumstances and comply with regular checks.

Volunteer van drivers must comply with the relevant sections of the Van Operating Procedure (CCM P036).

Please also see §20 of this policy, Insurance.

## 10. Volunteering under the age of 18

InHope does not accept volunteers who are under the age of 18. That said, young people do get involved in the charity's work in different ways e.g. fundraising events or helping out with practical activities that are non-client facing.

InHope has duties and responsibilities to protect young people, who are engaged in activities which support its aims, from risk or harm. The following sets out particular considerations for different types of engagement:

### 10.1 External Activities

Activities run *in aid of* inHope but *not by* inHope.

- Young people who are under 18 may from time-to-time participate in activities run *in aid of* inHope which come under the full responsibility and accountability of the organisation or person(s) hosting the activity. The organisation or person(s) hosting is (are) fully responsible and inHope accept no liability for such events or its participants.
- Safeguarding of any young participants remains the responsibility of the host organisation or person(s).
- InHope recommends that a risk assessment is completed prior to any event.
- Helpful guidance for the organisers of events run in aid of inHope is available via the website.

### 10.2 Student / Work Placements

Situations where school/college students, who are under the age of 18, undertake a planned and purposeful placement with inHope.

- InHope can from time-to-time host placements e.g. workplace experience, NCS (National Citizenship Service). This is subject to staff capacity within a given service area. Duty of care for the student remains with the educational establishment and there must be a risk assessment agreed between parties in advance of the placement. On-location supervision from a nominated representative of the educational establishment must be agreed in advance and be available throughout.
- Young people, including placement students, must not 'work' directly with inHope clients.
- Safeguarding of the student remains the responsibility of the educational establishment.

- InHope reserve the right to decline a placement request should it consider the placement to be unsuitable or the risk assessment and support to be inadequate.

### 10.3 Informal Participation

Situations where a young person participates in an inHope supervised activity (i.e. inHope carries the responsibility for the activity) whilst under parental responsibility.

- InHope is willing to accept young people who are in Year 9 and above as participants in appropriate activities that are carried out on inHope premises. Young people below this age cannot participate in such activities in any circumstances.
- An absolute requirement is that the young person has an identified responsible adult with parental responsibility who is also taking part in the activity. No responsibility for the young person is carried by the supervisor/team leader of the activity.
- The young person may not take part in any activity where interaction with a client/service user of inHope services is possible. This includes being in the same physical space.
- The supervisor/team leader, who is leading the activity on behalf of inHope, is responsible for ensuring that the activity is set up, undertaken and overseen in a safe environment. Consideration must be given to all aspects of Health and Safety inclusive of manual handling and take account of the capabilities of the young person.
- The activity supervisor/team leader must consider the maximum safe number of young people who can participate in any given activity session.
- Safeguarding considerations must be risk-assessed, and any measures taken that are different to those taken during usual operations/activities must be recorded in the operational procedures/activity method statement.
- InHope will provide a template risk assessment which the activity supervisor/team leader must complete, with the young person's responsible adult. The completed risk assessment must be provided to and be signed off by inHope's Volunteer Manager prior to commencement of any informal participation.
- InHope reserves the right to decline a request for a young person to participate should it consider the activity to be unsuitable or the risk assessment and support to be unsuitable, or it is felt that the young person may be at undue risk whilst participating.

All risk assessments covering young people who participate in activities that are indirectly or directly related to inHope, or undertake student placements, must be agreed and held by the Volunteer Manager.

## **11. Placement Volunteers**

This volunteering policy applies to placement volunteers who are 18 years old and older, i.e. adults who volunteer on a temporary basis as part of their learning/training within another organisation. The external organisation will retain responsibility for selecting and supporting suitable volunteers and acting as an advocate in place of references.

Before a placement begins there will be:

- A nominated person from the placement organisation who will act as an intermediary for all communication between inHope and the volunteer(s).
- An inHope risk assessment if the placement activity is different to other volunteering roles.
- A risk assessment compiled by the placement organisation.
- A brief outline of the role(s) to be undertaken and inHope's expectations.

## **12. Partnership Groups**

Partnership groups are important to inHope as they provide opportunity for Corporate Social Responsibility to be exercised by partners. The benefits for the partnership group include physical contribution to one or more community projects; publicity; experience outside of the normal work environment with potentially positive impact; increased awareness of homelessness, addiction and mental health issues. The benefits to inHope include building relationships with existing and new partners, broader awareness of the situations faced by beneficiaries and publicity of the work to a wider audience.

Before a partnership group commences volunteering there will be:

- A nominated person from the partner organisation who will act as an intermediary for all communication between inHope and the group.
- An inHope risk assessment if the placement activity is different to other volunteering roles.
- A risk assessment produced by the partner organisation.
- A brief outline of the role(s) to be fulfilled and inHope's expectations.

## **13. InHope Staff Volunteering**

InHope staff members may volunteer elsewhere in the charity if manageable in addition to their remunerated duties and if it is agreed with their line manager.

Former staff who wish to volunteer should allow a period of between three and six months before commencement of any volunteering. This establishes clear boundaries between past and future involvement with inHope and supports volunteer wellbeing.

## **14. Safeguarding**

Please read in conjunction with inHope's Safeguarding Policy (CCM P043). Safeguarding vulnerable adults is defined in the care and support statutory guidance issued under the Care Act 2014 as "protecting the rights of adults to live in safety, free from abuse and neglect."

Safeguarding is everyone's responsibility and, therefore, procedures and the implications of this in practice will be made clear to volunteers both at the recruitment stage and with ongoing communication and training opportunities.

Volunteers may encounter clients who want to share information about their circumstances. Volunteers must never agree to keep information 'secret' as this may include criminal activities or abuse. In such instances, the volunteer is required to make their supervisor aware of the disclosure together with the client's name and needs to comply with any guidance/advice that they are given.

### **14.1 Disclosure and Barring Service (DBS)**

Volunteers will be informed at recruitment stage of whether their role requires a DBS (Disclosure and Barring Service) check. Additional measures may be implemented depending on the DBS result, such as a risk assessment written and agreed with the volunteer. InHope's DBS procedure can be seen on request (CCM P096).

## **15. Supervision and Support**

All volunteers will have a named member of staff as their supervisor. In the supervisor's absence, volunteers are to seek support from another member of staff and/or the manager of the service. Outside of office hours, on-call support will be available. Volunteers can also contact inHope's Volunteer Manager to report any concerns or complaints.

Briefing and debriefing will take place before shifts where volunteers are in direct contact with clients. There will be regular opportunities for supervision proportionate to the level of responsibility and emotional demand of the role.

There will be taster shifts and/or check-ins for new volunteers to review volunteering and to address any needs.

There will be a safe and clean space allocated for all volunteers to be able to take breaks, leave their personal belongings and take time out where needed.

## 16. Health and Safety

All volunteers are expected to comply with inHope's Health and Safety Policy (CCM P076) and its requirements. Volunteers must not take any action that could threaten the health or safety of other volunteers, employees, clients, members of the public or themselves. Volunteers must report all accidents and injuries to their supervisor whilst on voluntary duties, no matter how minor.

Volunteers need to ensure that their supervisor is aware of any health issues, either acute or ongoing, that could affect their volunteering and health and safety, e.g. use of emergency medication such as an EpiPen.

Volunteers who are pregnant are to talk to their inHope supervisor about any risks that could be involved. A risk assessment should be undertaken by the supervisor with the offer of alternative volunteering duties for the duration of the pregnancy if appropriate.

## 17. Data Protection

All volunteers are expected to comply with inHope's Data Protection Policy (CCM P046) and its requirements.

All volunteer information is treated in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act (2018). Our Data Protection policy is available on request or via the inHope website. The policy is also referenced on the volunteer application form and during induction.

## 18. Confidentiality

Volunteering comes under inHope's Data Protection Policy (CCM P046) and volunteers are provided with a Volunteer Privacy Notice (CCM DO70) which relates their personal information held by inHope.

Within the volunteer application process, potential volunteers are required to agree to a Confidentiality Agreement (CCM P134) which restricts the disclosure of information of a private nature to anyone outside inHope except where there is a legal duty to do so. Volunteers must also take reasonable care to keep safe all documents and other materials containing confidential information. This is for the benefit of everyone, including keeping our charity a safe and caring place for volunteers.

## 19. Intellectual Property Rights

Intellectual property rights of original work produced by volunteers as part of their volunteering with us are automatically transferred to inHope.

## **20. Insurance**

InHope volunteers are fully protected by our public and employers' liability insurance whilst volunteering. Volunteer van drivers are covered by inHope's motor insurance policy once required checks have been completed and are satisfactory. However, drivers using their own cars in connection with their volunteering must be able to demonstrate they are covered by their own motor insurance policy for their volunteering duties. Any damages incurred whilst a volunteer is using their own vehicle will need to be settled between the volunteer's own insurance and that of any other party involved.

## **21. Expenses**

InHope expects volunteers to be reimbursed for appropriate expenses, providing that they are agreed in advance with the budget holder and the Volunteer Manager. The volunteer will need to provide proof for the incurred costs, such as a receipt. The process for expense claims will be clearly explained when needed.

If a volunteer is in receipt of benefits, it is their responsibility to understand the implications and to inform the benefit office. InHope can provide a statement confirming the number of hours worked by the volunteer, if required, and that the only expenses paid are those considered to be 'out of pocket'.

## **22. Volunteer Feedback and Celebration**

InHope recognises the core involvement of volunteers in every aspect of the organisation and will provide regular updates and opportunity for feedback using a variety of communication methods. Volunteer feedback is always welcome and volunteers will be invited to contribute to organisational decisions and development wherever possible and appropriate.

Volunteers are vital to inHope, and everyone's contribution is appreciated. This is expressed and acknowledged day-to-day on shift and in other ways such as with fair recruitment, training, support and supervision, in communications, and in celebration events. Volunteers are welcome to contact inHope's Volunteer Manager for a discussion at any time.

## **23. Problem Solving and Complaint Procedures for Volunteers**

There is no contractual agreement between inHope and volunteers. However, it is important that the procedure for handling grievances and formal complaints is understood to support and protect all involved and to maintain service standards. InHope is committed to ensuring that volunteers are treated fairly, and therefore will always be able to state their views, with personal support at any meetings.

The following should be read in line with inHope's Complaints Procedure (CCM P086). If there is any cause for grievance, an informal solution should be the first action: talk to the person concerned to try to resolve the difficulty (see Matthew chapter 18). If this is not successful, follow the guidance outlined below.

### **23.1. If a volunteer is dissatisfied**

If a volunteer is dissatisfied with anything relating to volunteering at inHope, they are to speak with their designated supervisor or the manager of the service in which they volunteer, who will help to address minor complaints or grievances. If this does not resolve the concern, then a meeting with inHope's Volunteer Manager will be arranged. If the volunteer's dissatisfaction remains unresolved, a formal complaint should be raised using our complaints procedure.

### **23.2. If inHope is dissatisfied**

There are certain actions deemed necessary to maintain the agreed standards of service at inHope. If volunteering standards are being compromised by a volunteer, their named supervisor or manager of the service will explain the concerns and attempt to resolve them. If this proves unsatisfactory, the volunteer will be invited to a meeting with inHope's Volunteer Manager. If agreement cannot be reached as to how the volunteer can reach the standards required by inHope, they may be asked to stop volunteering. The Volunteer Manager will discuss the matter with the service manager and the CEO prior to making any decision. Decisions regarding the volunteer's continuation or otherwise with inHope will be confirmed in writing, outlining the reasons for any change and the steps taken to try to reach a resolution.

### **23.3. Serious offences**

Serious offences are defined as those that threaten inHope's ability to maintain agreed and safe standards for volunteers, staff, clients, visitors, or anything else related to the organisation. In the case of a serious offence being committed, the processes outlined above (see §23.2) may be waived and the volunteer will be asked to leave immediately. InHope will confirm this in writing following a review of the circumstances, which will be carried out between the Volunteer Manager, the service manager and the CEO. If a criminal offence is suspected the matter will be passed on to the police.

The following are examples of serious offences, whether attempted or fulfilled (the list is not complete or exhaustive):

- Convictions for any offence which might affect suitability for the volunteering duties.
- Acts or threats of violence, bullying, discrimination or harassment.
- Buying, selling or using illegal drugs.
- Incapacity or poor performance brought on by alcohol, intoxicants or drugs.
- Dishonesty, theft, fraud, or deliberate falsification of records.
- Deliberate damage to property.
- Actions which result in adverse publicity to inHope or bring the charity into disrepute.
- Serious insubordination.
- Misuse of inHope's property or name.
- Serious negligence which causes or might cause unacceptable loss, damage or injury.
- Behaviour which is contrary to the Christian ethos of inHope.
- Serious infringement of the health and safety rules.
- Serious breach of confidence, subject to GDPR and the Data Protection Act 2018.
- Maltreatment of service users;
- Failure to report an incident of abuse, or suspected abuse.

## **24. Whistleblowing**

InHope fully abides by guidance from the Charities Commission advising that Charity employees can report concerns about certain categories of serious wrongdoing at their charity to the Commission. An employee in this situation is legally protected BUT it is not clear what protections are afforded, if any, to volunteers who report concerns. However, inHope believes in appropriate transparency and public accountability and would want volunteers to feel able to report concerns without fear of repercussion. If the provisions in §23.1 do not result in a satisfactory conclusion and serious wrongdoing is thought to prevail, we would encourage any volunteer to contact the Charity Commission for guidance.

## **25. Ending Volunteering**

The volunteer agreement may be reviewed at any time and concluded by inHope if the volunteer does not adhere to it or demonstrates inappropriate behaviour.

The volunteer can leave volunteering at any time, preferably giving at least two weeks' notice to facilitate replacement.

Volunteers who leave inHope for any reason will be invited to an exit interview, or alternatively, asked to complete an exit questionnaire. This procedure is designed to help improve the support given to volunteers, and to record their achievements.

### **25.1. References**

InHope will provide a reference for a volunteer following active involvement with the organisation for three months or more. The time frame within which a reference can be provided for a volunteer following their departure from inHope will be considered on an individual basis.

Formal feedback can be given for placement volunteers in response to a feedback sheet provided by the placement organisation.

## **26. Related Policies, Procedures and Practice Guides**

CCM P093 Trustee Eligibility Policy

CCM P046 Data Protection Policy

CCM P096 DBS Procedure

CCM P089 Equality, Diversity and Inclusion Policy

CCM P076 Health and Safety Policy

CCM P048 Lone Working Policy

CCM P043 Safeguarding Policy

CCM P036 Van Operating Procedure

CCM P090 Vehicle and Driver Check Procedure

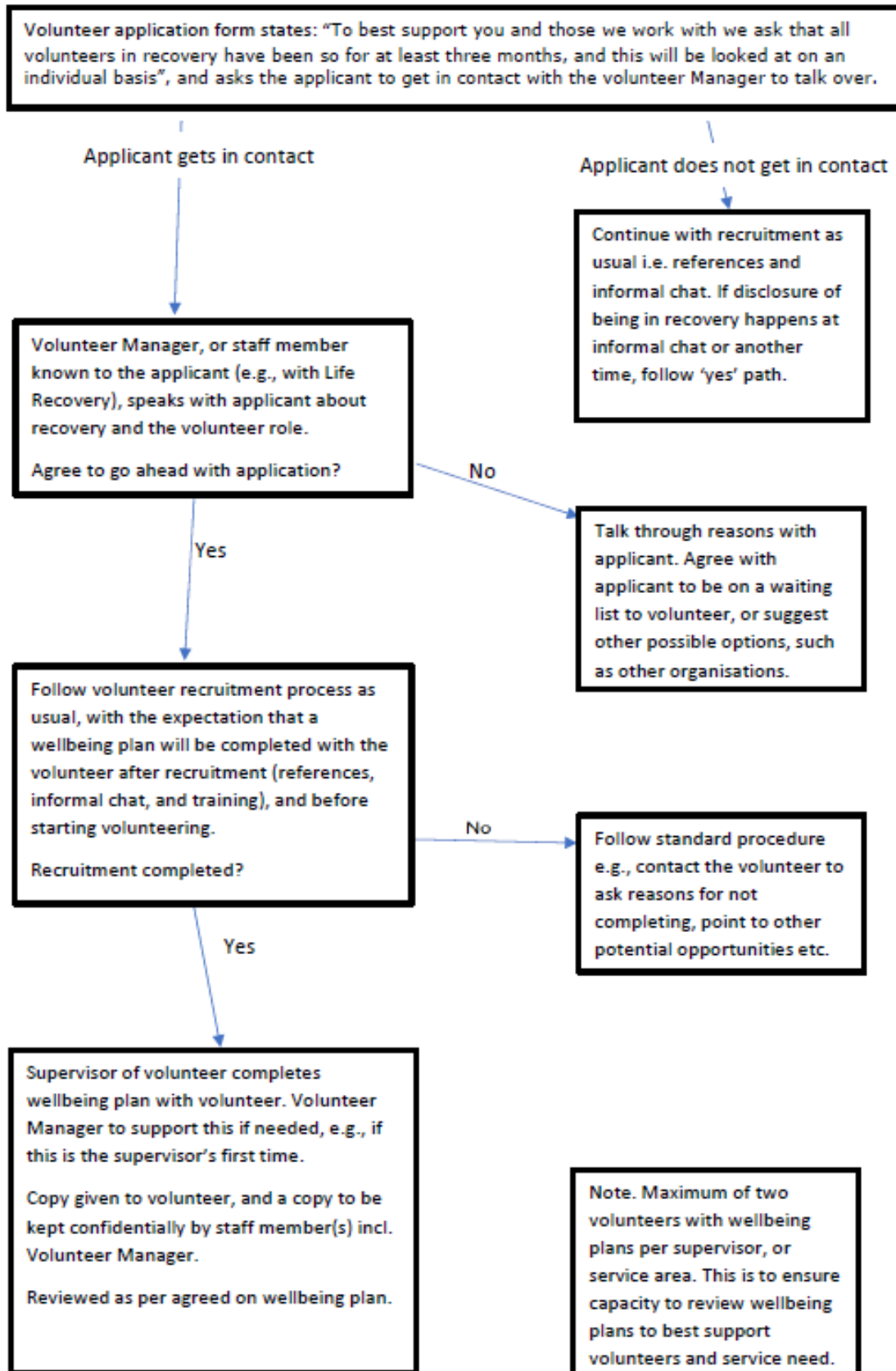
CCM D070 Volunteer Privacy Notice for GDPR Compliance

CCM P086 Complaints Procedure

CCM F130 Volunteer Wellbeing Plan

CCM P049 Risk Management

Appendix A – Volunteers in Recovery Flowchart



## Appendix B – Volunteer Wellbeing Plan

### Volunteer Wellbeing Plan

#### Volunteer Wellbeing Plan

Name:

Signs my wellbeing has worsened:

Are there aspects within my volunteering role which might be 'triggering'?

Key things I need to maintain / support my recovery and wellbeing:

How can staff support my wellbeing whilst volunteering?

Supervision frequency and dates:

**Appendix C – Questions to be considered when the potential volunteer has accessed inHope service(s).**

Questions when considering a service users/clients becoming a volunteer.

- Would there be any triggers that could be detrimental to the potential volunteer e.g. emotionally going back to what could have been a difficult place/situation?
- Would there be any complications for the potential volunteer/service/clients in establishing a new role different to when they used the service(s) e.g. keeping boundaries with clients who might be friends, oversharing their own experience, confidentiality etc.?
- Are there concerns (health and safety, data protection, safeguarding) with the client group possibly knowing more personal information about the potential volunteer than other volunteers/staff?
- Would the boundaries of the volunteer role be clear if the person is used to seeing the service(s) from another perspective?
- Is there a possibility of the potential volunteer needing to use inHope services again, and if so, would they feel able to?
- Would the potential volunteer receive more than other volunteers due to need e.g. food, and could this be seen as payment?
- Should the applicant not volunteer, does the service lose their valuable experience, and risk running services without service user input?
- Would the potential volunteer feel more ownership over the service due to their experience, and what could be the positive consequences and challenges of this?