



## FRIENDS OF THE FAMILY WINCHESTER LIMITED

### VOLUNTEER POLICY

#### STATEMENT OF INTENT

Friends of the Family believe that volunteers play an essential role in our organisation and they should be treated with respect and valued for the work they undertake with vulnerable families and their children on our behalf.

#### AIM

Friends of the Family will:

- ensure that volunteers are provided with appropriate information, training and regular support
- recognise and value the individual achievements and skills of volunteers

#### METHODS

##### Recruitment

All prospective volunteers are asked to complete an application form and come for an interview to find out their suitability, their skills, and how best their potential might be realised within Friends of the Family. They will also be required to provide two references and a DBS check. We work towards offering equality of opportunity by using non-discriminatory procedures for volunteer recruitment and selection.

##### Volunteer Agreement

Each volunteer will have a Volunteer Agreement to establish what Friends of the Family is committed to provide for them. In addition, they will also agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract and Friends of the Family has no intention of creating a contract with any volunteers. Each volunteer will also receive a Volunteers Handbook (A copy of which is available in the office).

##### Induction and Training

All volunteers will have an induction to the work of the charity and will be asked to undertake training to fulfil their volunteer role within Friends of the Family. Volunteers will also have the opportunity to undertake additional training.

##### Support and Supervision

Volunteers will have a named person as their main point of contact. They will be provided with regular supervision both informally and formally to discuss their needs and any issues that they

may have within their volunteering role. They will be supported to achieve their full potential within this role.

#### Problem Solving

Volunteers are encouraged to air their views and discuss any issues or complaints they may have concerning their work with Friends of the Family. This is in accordance with our Staff and Volunteer Complaints Policy.

#### Insurance

All volunteers are covered by Friends of the Family's public liability insurance whilst on the premises or engaged in work as a volunteer. The certificate for public liability insurance is available on request.

It is the responsibility of volunteers to inform their motor insurance company that they are using their car in their volunteering role.

#### Health and Safety

All volunteers will undertake basic health and safety training. They will know how to report an incident and will have some knowledge of risk assessment. If their volunteering role involves them making home visits alone then they will be given training in line with the Lone Worker Policy and its Home Visiting Guidelines.

#### Equality and Diversity

Friends of the Family are committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all volunteers. Volunteers will be expected to have an understanding of and commitment to our Equality and Diversity Policy.

#### Confidentiality and Privacy

Volunteers are bound by the same requirements for confidentiality and privacy as paid staff. Through training volunteers will be made aware of Friends of the Family's Confidentiality and Privacy Policies.

#### Expenses

We recognise that we benefit greatly from the vast amount of time, expertise and skill that our volunteers bring to our organisation. Therefore, we encourage the claiming of any out-of-pocket expenses in line with the guidance from HMRC.

Travel – Friends of the Family will reimburse any reasonable travelling expenses incurred by volunteers when travelling from the placement home to an activity and returning to the placement home. This includes: cost of rail/bus fares; mileage allowance for private car and car parking.

Other expenses - Any other request for reimbursement of expenses must be discussed in the first instance with the Project Leader and approved prior to a claim being submitted for payment.

All expense claims must be accompanied by relevant receipts/tickets and submitted using the Expense Claims Form (Appendix A).

## Ending Volunteers Agreement

If volunteers are unable to adhere to the Friends of the Family policies or their practice gives cause for concern, they will be asked to enter into discussion with their Project Leader and Chair of Trustees where support and training will be offered. If the issues are not resolved then the relationship between Friends of the Family and the volunteer will be ended.

Policy reviewed and approved at Friends of the Family Trustee Meeting on 27/05/2021

Signed



Chair of Trustees

Review Date: May 2023

**APPENDIX A – CLAIMING EXPENSES**

The attached claim form (an Excel spreadsheet provided by the Project Leader) must be completed and signed by the claimant on a monthly basis and countersigned by the Project Leader. Payment will be made by online transfer during the month following submission of the claim. If fares or parking are being claimed, receipts must be provided. Mileage is calculated using HMRC current guidance for private car usage.

**FRIENDS OF THE FAMILY WINCHESTER LIMITED**  
Volunteer Expenses Claim Form

Name		Month	
Project			
Complete grey squares as required			
Date	miles @45p per mile		£ -
	Car Parking (receipt attached)		£ -
			£ -
Date	miles @45p per mile		£ -
	Car Parking (receipt attached)		£ -
			£ -
Date	miles @45p per mile		£ -
	Car Parking (receipt attached)		£ -
			£ -
Date	miles @45p per mile		£ -
	Car Parking (receipt attached)		£ -
			£ -
Date	miles @45p per mile		£ -
	Car Parking (receipt attached)		£ -
			£ -
Other expenses (give detail):			
<b>Total claimed</b>			<b>£ -</b>

I confirm that all expenses have been incurred whilst volunteering for Friends of the Family

Signed..... Date.....

Authorised..... Project Leader

Date.....

Bank details only needed for first claim: Sort Code ..... Acc No .....