



Temple Newsam Community Partnership

**VOLUNTEER POLICY
MARCH 2019 TO
MARCH 2022**



The Temple Newsam Community Partnership is a group of schools and children's centres who are working together for the benefit of the local community as a whole. The TNCP forms part of a wider Multi Academy Trust: The Red Kite Learning Trust.

Volunteers are integral to the work of the TNCP. Volunteers are essential to ensure continued development in a wide range of areas of work including:

- Support for under 5's and their families in a group setting
- Learning support for school age children and their families
- Supporting out of school activities, events and projects
- Fundraising

This policy sets out the key principles and objectives for the involvement of volunteers within the TNCP. It provides a comprehensive framework for best practice and demonstrates the TNCP's commitment to high quality volunteering.

The TNCP's volunteering programme promotes and values the involvement of volunteers in several areas of service delivery. As part of this programme, the TNCP welcomes individuals to volunteer in a variety of settings within our partnership, recognising the diversity, skills, knowledge and experience that young people, parents, carers, retired members of staff or wider community members can bring to help shape and improve the services we deliver.

The TNCP will ensure that volunteers are treated equally and fairly and will work to minimise barriers to volunteer involvement. Our aim is to make volunteering a worthwhile and rewarding experience where volunteers can build self-confidence, develop new skills and access pathways to further education, employment or training.

Recruitment and selection of volunteers

The TNCP is committed to involving people from a broad range of backgrounds, reflecting and celebrating the diversity of the families in our area. Our volunteering opportunities will be promoted widely and in a variety of ways. To ensure that risks to children, young people and vulnerable adults are always minimised, our volunteer recruitment and selection process is robust, yet accessible, simple, transparent and flexible to meet both individual and the TNCP's needs.

The TNCP will select and recruit volunteers using safer recruitment processes. These selection and recruitment procedures will be regularly reviewed to ensure that we continue to safeguard local children, young people and vulnerable adults above all else.

Prospective TNCP volunteers will meet with a member of our Cluster Leadership and Community Team to explore how their skills and experiences can be best matched to TNCP opportunities and needs. The

TNCP has a clear selection criteria for volunteer roles. Where individuals do not meet these criteria, we will encourage them to explore alternative, more suitable volunteering opportunities.

Individuals meeting the selection criteria will be required to:

- Complete an application form
- Supply a minimum of two character references
- Undergo an Enhanced DBS Check
- Attend all training considered relevant to their role.
- Child Protection (level 1) will be mandatory for all volunteers. The only exceptions being young people undertaking short term work experience or placements where individuals are supervised at all times by a member of the TNCP team.

A prospective volunteer may not commence their volunteering role within any TNCP setting until the above stages have been satisfactorily met. Due to the limited availability of training however, volunteers may commence placements prior to training expectations being achieved as long as training is planned and undertaken within six months of the start date of their volunteering placement.

Prospective volunteers are encouraged to express any support they may need to fulfil the selection requirements e.g. help with form-filling, and where possible we will provide that support.

Volunteers will be asked to sign a Volunteer Agreement before they commence their roles. This agreement clearly sets out the responsibilities of both the volunteer and the TNCP. This agreement is not intended to be a contract of employment.

Induction, training and support of volunteers

All volunteers are required to attend an induction with lead TNCP staff from the Leadership and Community Team as part of the volunteer selection process.

Volunteers will be provided with a volunteer pack containing comprehensive information on relevant TNCP expectations, policies, procedures and guidelines.

Volunteers must adhere to TNCP policies and procedures at all times and must respect service user confidentiality as they may have access to personal, private and sensitive information about local children, young people and their families.

Volunteers will receive regular support and formal supervision from the lead TNCP Trust staff from the Leadership and Community Team. These meetings which will take place at approximate 6 weekly intervals or directly following volunteer placements if they take place on a more ad hoc basis; provide an opportunity for volunteer and supervisor to discuss the volunteer's work; review their role; identify any on-going learning and development needs; explore other volunteering opportunities; and monitor any potential safeguarding/ child protection concerns.

Volunteers will have opportunities to gain increased knowledge and learning, relevant to their role via a wide range of training opportunities delivered locally. As TNCP volunteers will be working alongside

children, young people and vulnerable adults, they will receive specific training in Safeguarding and Child Protection, and must adhere to the TNCP's Safeguarding and Child Protection Policy which will be provided for them in their volunteer pack.

All volunteers will also be subject to a DBS check.

To value a volunteer's contribution to the TNCP, a reference can be supplied by lead TNCP staff from the Leadership and Community Team after 3 months of volunteering.

Participation of volunteers

The relationship between the TNCP and our volunteers is entirely voluntary and does not imply any contract. Volunteers are not under the same obligations or responsibilities as paid workers and will never be used as substitutes for them. It is important that all volunteers enjoy making their valuable contribution and equally important that the TNCP maintain service standards for both volunteers and service users.

The TNCP welcomes the views of our volunteers and will provide a range of opportunities for volunteers to actively contribute to TNCP consultation, action planning and future development.

Volunteer Policies and Procedures

It is essential that all TNCP volunteers understand and maintain the TNCP's policies and procedures. All relevant policies and procedures will be accessible to volunteers in their packs and on our website tncp.co.uk

Data Protection

All information regarding volunteers will be safeguarded and handled in accordance with the Data Protection Act 1998 and GDPR 2018. All volunteer personnel files and volunteer packs will be stored in a lockable file at TNCP offices and/ or within secure electronic files. Volunteers are welcome to access these files at any time as arranged with the lead TNCP staff from the Leadership and Community Team.

Health and Safety

The TNCP recognises the importance of safe practice and actively promotes the safety of all who use, or work in or on behalf of the TNCP. All volunteers are expected to develop and implement safe working practices when engaged in TNCP activities and to have regard for the safety and welfare of themselves and others at all times. TNCP risk assessments will be shared as and when appropriate with volunteers.

Insurance

TNCP volunteers will be covered by TNCP/ RKLIT insurance policies when engaged in authorised activities in or on behalf of the TNCP.

Volunteer Expenses

The TNCP will ensure that the costs associated with being a volunteer do not exclude anyone from volunteering. All TNCP volunteers will be entitled to claim out-of-pocket expenses such as travel costs. Receipts must be submitted for volunteers to be reimbursed.

Resolving Problems

The TNCP will always take volunteers concerns or complaints seriously. If volunteers feel these have not been adequately addressed through their support and supervision sessions, such concerns will be dealt with via the RKLT's Complaints Policy and associated procedures.

Should a volunteer not meet or maintain the TNCP's standards, the following procedure will take place:

1. A meeting will be arranged with the lead TNCP Staff from the Leadership and Community Team who will explain TNCP's concerns.
2. If the concern remains unresolved, a meeting with the Cluster Director and Targeted Services Leader will be arranged.
3. If the concern still remains unresolved, a meeting with the chair of our TNCP advisory Board or RKLT's HR representative will be arranged.
4. If the work of the volunteer still does not meet the TNCP's standards, the volunteer's services will no longer be used.

During the above process, the volunteer's views will always be listened to. A friend or relative may accompany the volunteer to any meetings, if desired.

If the volunteer is not satisfied with the final outcome, they will be reminded that they have access to the RKLT's Complaints Policy.

The TNCP recognises that there may be occasions when personal circumstances have an impact on a volunteer's level of commitment. During such periods, the TNCP will aim to offer the volunteer the appropriate level of support and a 'resting period' from their volunteering duties, if necessary.

Date of Policy approval: March 2019

Date of Policy review (3 years): March 2022