



VOLUNTEERING POLICY

Scope

This policy is for any person working in a voluntary capacity for Norwich City Community Sports Foundation ("Foundation"), including those that may normally be employed in a full-time, part-time, casual or temporary basis by the Foundation. This policy does not cover the voluntary hours required under the incentive scheme available to relevant employees.

This policy does not form part of an employment contract and can be changed at the Foundation's discretion. The signing of the 'Volunteer Agreement' is binding in honour only and is not a legally binding contract between the volunteer and the Foundation. It may be cancelled at any time by either party.

This policy supersedes any previous policies prior to its issue date.

Policy Statement

The Foundation knows the importance of its volunteer base and appreciates the passion and commitment that our volunteers bring to the events and sessions they volunteer at. We will endeavour to make the volunteering experience with us positive and rewarding as well as giving the chance to learn and develop new skills through the three tiers of volunteering we offer.

The Foundation understands that there will be times when it is not possible to complete a voluntary assignment and will support you as much as is reasonable. It is important you inform the Foundation if you are unable to undertake a voluntary assignment as soon as possible to ensure that you can be supported, if needed, and that alternative arrangements can be made.

The Foundation acknowledges that not everyone can volunteer on a regular basis, however the health and safety of our staff, volunteers (see types of volunteers below), participants and the general public is paramount. Therefore, the Foundation ensures that event volunteers are protected and trained appropriately in a reasonably similar way to programme, office and panel volunteers; this may vary slightly due to roles and time constraints.

Foundation Volunteers

A volunteer is defined as someone who is working for the Foundation without payment or expectation of payment for an event, activity or task. The arrangement is voluntary on both sides. Either party can bring this to an end.

Broadly, there are four types of volunteers the Foundation recognises:

1. Programme – those involved in Foundation managed programme delivery and related face-to-face work with young people and adults at risk.
2. Office – those involved in office-based work supporting the administration work of the Foundation.
3. Panel – those involved in discussion or focus groups to support particular future projects or ongoing steering groups.
4. Event – those involved in Foundation managed / partnered events, such as Run Norwich or other fundraising events.



VOLUNTEERING POLICY

The Foundation requires volunteers to have:

- A genuine interest in helping the community
- A non-judgemental attitude
- A willingness to listen
- Understanding, commitment and reliability.

Policy and Procedure

Expectations

You will be expected to:

- Agree to and sign the Foundation's 'Volunteer Agreement' which outlines the expectations of the volunteer and what to expect from the Foundation;
- Provide appropriate identification for a DBS check, if required;
- Complete and sign a self-declaration form;
- Follow relevant Safeguarding, Data Protection, Health and Safety and Equality, Inclusion and Diversity policies.

Principles

The Foundation recognises the benefits that volunteering can bring to volunteers themselves, service users and employees. We will:

- Create an inclusive atmosphere for all volunteers by giving them appropriate information and training to complete their role effectively;
- Expect that all employees work positively with volunteers and, where appropriate, actively seek to involve them in their work;
- Ensure that volunteers are aware of how raise to a concern and who to raise a concern with;
- Not introduce volunteers to replace employees
- Endeavour to identify and cover the costs of involving volunteers;
- Recognise that the management of volunteers requires designated responsibilities within specific posts;
- Endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

Additionally, the Foundation will follow the commitment to volunteers as described in the 'Volunteer Agreement' and will, within reason, complete DBS requests and verifications within a reasonable timeframe and in any event prior to any voluntary work being undertaken.

Talent Development

The Foundation's aim is to increase our volunteer base to support fundraising efforts, programme delivery, special events delivery and panels or steering groups. The main way that this will be achieved is through the tiered volunteer options. The Foundation reserves the right to complete further checks if necessary, this is will be discussed with you in advance. Under no circumstances should checks be 'lessened', i.e. a coach must always go through a tier three check.



VOLUNTEERING POLICY

All volunteers are required to complete the Foundation's safer recruitment and induction process, depending on the activities they are undertaking:

Tier One	Tier Two	Tier Three
<p>Volunteering with participants over 18 years old, but not adults at risk:</p> <ul style="list-style-type: none"> - Signed volunteer agreement - Online self-declaration form - Compliance training <p>This will be predominately for events such as Run Norwich. A safeguarding risk assessment should be created.</p>	<p>Volunteering with participants under 18 years old or adults at risk in occasional ('ad hoc') events:</p> <ul style="list-style-type: none"> - Signed volunteer agreement - Online self-declaration form - Compliance training - A volunteer DBS - A character reference 	<p>Volunteering with under 18 years old or adults at risk on a regular basis in regulated activities / events:</p> <ul style="list-style-type: none"> - Signed volunteer agreement - Online self-declaration form - Compliance training - A volunteer DBS - Two coach references - Online induction

The most appropriate tier will be decided based on the below guidance. The Foundation retains the right to decide the most appropriate course of action within current safeguarding and other relevant legislation.

Tier One	Tier Two	Tier Three
<p>This will generally be for volunteers who come under 'Run Norwich' and 'Panel', however this will depend on the nature of the role or event.</p> <p>For example, someone who is on a Safeguarding Panel will be expected to have an Enhanced with Barred DBS.</p>	<p>This will generally be for volunteers who assist at occasional events where they are more likely to come into contact with under 18s or adults at risk.</p> <p>For example, volunteering at Summer Cup or a young person led focus group.</p>	<p>This will generally be for volunteers or those whose voluntary role puts them in direct contact with young people and / or adults at risk.</p> <p>For example, a voluntary assistant in the Education programme or a sports coach.</p>

Please note: you will be required to complete a DBS if your volunteering role requires to work with adults at risk on a regular basis.

Supervision

In all coaching settings, volunteers will be supervised by staff with a DBS, including Barred. This may include a 'regular check in' by a Head Coach or other Foundation employee, as all coaching volunteers will have completed an Enhanced DBS with Barred list.

Other volunteering opportunities (fundraising etc.) will be supervised by staff with a DBS which may include a Barred.



VOLUNTEERING POLICY

Volunteers at large events, such as Run Norwich, will be supervised where possible by a Foundation staff member with DBS. The race board and race event team will have responsibility for ensuring all volunteers are supervised by an appropriate individual.

Volunteers, without an enhanced DBS with Barred, must not be left unsupervised one-to-one with anyone under the age of 18 or adults at risk.

Recruitment

Recruitment of volunteers will generally be from all sections of the community and will be in line with the Foundation's Equal Opportunities Policy alongside our Safer Recruitment Policy.

Volunteers can register their interest to volunteer on the Foundation's website through the 'Canary Citizens' page. These applications are ongoing, and the Foundation will get in contact with those interested when an opportunity arises.

Programme, Office, and Panel volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities as a volunteer, including any DBS information. Event volunteers will be given information verbally; however, will receive online links to the volunteer agreement, self-declaration questions and compliance training.

All information will be dealt with in line with the Foundation's Data Protection policy. Information provided on the self-declaration forms will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Becoming a regular volunteer

People interested in becoming a volunteer on a regular basis, for example, on a weekly basis, will be invited for an informal meeting with the appropriate contact person. They will be given an information pack including general information about the centre and specific information on the volunteer post in which they are interested.

All voluntary applicants will be asked to complete a simple registration form appropriate to the role they are applying for and to supply two references. Where applicants are not placed in the role they applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles with the Foundation.

Volunteers with the Foundation are likely to come into contact with vulnerable people and/or be in position of trust. They will be asked to provide information about any criminal convictions via a self-declaration form that is completed prior to starting. Every volunteer role will undergo a risk assessment by a Designated Safeguarding Officer.

This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.



VOLUNTEERING POLICY

Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

Support

Volunteers will be assigned a named contact person who will provide support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

The Volunteer's Voice

Volunteers will be consulted in decisions which affect them. The Foundation is committed to developing consultation and representational procedures for volunteers.

Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with The Foundation Data Protection and Privacy policies.

Insurance

Volunteers will be covered by insurance while carrying out agreed duties.

Health and Safety

The Foundation will take reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the Foundation's Health and Safety policy.

Equal Opportunities

Volunteers and staff will work in accordance with the Foundation's Equal Opportunities policy and will prevent discrimination on any grounds.

Grievances and Disciplinary action

Raising an issue:

The Foundation has a policy to deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

If the contact person is unable to resolve the problem, they will refer the matter to the Chief Executive Officer and ultimately the Foundation Trustees, with the permission of the volunteer.

If the grievance is with the volunteer's named contact, they should raise their concern with the Head of Operations or Chief Executive Officer / Trustees, if more appropriate.

Issues concerning a volunteer:

Any concerns about a volunteers practice should be raised with the volunteers point of contact in the first instance. The named contact should, assess the concern for suitability for resolution with the volunteer and those concerned, if appropriate, and work towards a resolution. If a resolution is not possible, due to the nature of the concern for example, termination of the



VOLUNTEERING POLICY

voluntary position may be considered. All low level practice concerns should be brought to the attention of CSF Designated Safeguarding staff.

‘Speak Up’ (previously know as ‘whistleblowing’):

The Foundation has developed a ‘Speak Up’ policy which will be brought to the attention of volunteers upon commencement of their volunteering. They will be encouraged to able to raise any concerns of poor practice to their named contact. Volunteers may tell them in person or put the matter in writing if they prefer. They may be able to agree a way of resolving the concern quickly and effectively.

Ceasing Voluntary commitments

When volunteers move on from their role at the Foundation, they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire with a member of the leadership team. On the basis of their voluntary work, volunteers will have the right to request a reference. If appropriate, volunteers will be supported to move on to other options.

Monitoring and Evaluation

The Foundation will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

Foundation’s Associated Policies

- Data Protection Policy
- Privacy Policy
- Volunteer Agreement
- Health and Safety Policy
- Anti-bullying and Harassment Policy
- ‘Speak Up’ (previously known as ‘whistleblowing’) Policy
- Equality, Diversity and Inclusion Policy
- Safer Recruitment Policy
- DBS and Recruitment of Ex-Offenders Policy

Responsibility and Key Contacts

The Chief Executive Officer has overall responsibility for this Policy and the Operations Department have responsibility for ensuring that the policy is up to date and reflects the Foundation values.

The Workforce Development Manager has day to day responsibility for the recruitment and induction of volunteers as well as ensuring the completion of appropriate documentation.

Policy Issue Date **December 2020**

Date of Next Update **March 2022**

This policy is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in Foundation requirements, or relevant legislation.