

disease or injury. It can be extended to include volunteers.

**Public Liability Insurance:** This covers the organisation in the event of injury, death and the loss or damage of property of non-employees. It is important to confirm with your insurers that this insurance extends to the activities of volunteers.

**Professional Indemnity Insurance:** This is an insurance package designed to protect anyone offering professional advice or services.

### **EQUAL OPPORTUNITIES**

Most voluntary organisations now have a written equal opportunities statement or policy, which sets out their commitment to equal opportunities within the organisation, and in their treatment of staff, volunteers and the public. Many funders will expect an organisation to have such a policy. For help with writing a general Equal Opportunities Policy contact the Volunteer Centre.

### **SUPPORTING OURSELVES**

DVC host the Daventry Voluntary & Community Sector Forum which offers support, information sharing and training to VCS groups over a networking lunch. Come along to meet other VCS groups and share ideas. We offer VCS training information through regular e-bulletins, courses related to volunteer recruitment and support, and we have a resource library of books and publications available to borrow.

### **USEFUL CONTACTS:**

**NCVO:** (National Council for Voluntary Organisations) is the umbrella organisation for the VCS in England and offers a wealth of information for volunteer involving organisations: [www.ncvo.org.uk](http://www.ncvo.org.uk)

**Charity Commission:** Registers the administration and affairs of registered charities: [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

### **Volunteer Centre Daventry**

**DDWF Building**

**13 New Street**

**Daventry**

**Northants NN11 4BT**

**Tel: 01327 300614**

**Email:**

**[info@daventryvolunteers.org.uk](mailto:info@daventryvolunteers.org.uk)**

**Website:**

**[www.daventryvolunteers.org.uk](http://www.daventryvolunteers.org.uk)**

**Drop in times:**

**Monday, Tuesday, Thursday,  
Friday**

**9.30am to 1.00pm**



**Good Practice Guide  
for Organisations  
involving volunteers**

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**At other times by appointment**



## **GOOD PRACTICE WITH VOLUNTEERS**

Davertry Volunteer Centre (DVC) is the LIO (Local Infrastructure Organisation) for Davertry District, offering a Volunteering Brokerage service to the local not for profit sectors (VCS) using the Do-it website, one to one, and other recruitment procedures. DVC also run projects involving volunteers to meet identified local need, and offer capacity building advice, and support and volunteer management advice to local groups (see our separate leaflet fully detailing our support services).

There are some simple measures which when introduced as good management practice in your organisation, should help you make the most of your greatest asset: *your Volunteers*.

The following are issues you may wish to consider when involving volunteers in your organisation:

### **WHY INVOLVE VOLUNTEERS?**

What are the reasons you want volunteers involve volunteers in your organisation? Can you think of positive, rewarding roles for volunteers to carry out that will help them increase their skills and motivate them to stay involved?

### **RECRUITING VOLUNTEERS**

Have written "role descriptions" covering the tasks you want your volunteers to carry out. Any selection criteria for particular tasks should be made available to prospective volunteers. Written role descriptions help everyone in the organisation understand what is expected of volunteers and help prospective volunteers decide if the role is right for them.

### **SCREENING VOLUNTEERS**

If the role of the volunteer involves working with vulnerable people and/or working unsupervised it is important to have procedures in place that are applied consistently to all volunteers. Such

procedures are necessary to safeguard the organisation and the people who use its services. It is important to recognise that Police (CRB) checking is not infallible and are cannot substitute for good practice procedures by your organisation which will minimise the risks.

### **SUPPORTING & RECOGNISING VOLUNTEERS**

Volunteers need to have a named person within the organisation who acts as their point of contact. Regular supervision, volunteer support meetings, training opportunities, volunteer representatives at meetings or on committees are ways in which you can support your volunteers. Social events, certificates, thank you cards can help you show you recognise the contributions of your volunteers.

### **TURNING A VOLUNTEER DOWN**

If a potential volunteer is not suitable for a particular task can you find them another role within the organisation? If you do have to turn a volunteer down, inform them as soon as possible, thank them for their interest and offer feedback. It can be very demoralising for a potential volunteer to be turned down. so please refer them back to the Volunteer Centre so that we can help them to find something else.

### **INDUCTION TRAINING**

Induction or training at the beginning of volunteering, and the opportunity for on-going training, can help make sure volunteers are clear about their role and have an understanding of the aims and structure of the organisation. Use a simple volunteer information sheet or handbook with a guide to what the organisation does, who's who in the organisation, the main contact for volunteers, health and safety information, essential telephone numbers, etc.

### **VOLUNTEERS AND PAID STAFF**

Maintain a clear distinction between the roles of paid staff and volunteers to avoid tension between the two, so that volunteers do not resent being used to substitute for a role that is normally (or used to be) a paid one, and so that employees do not feel that their jobs are at risk from volunteer replacements.

## **EXPENSES**

As volunteers donate their time and energy to your organisation free of charge, it is important that they are not also financially out of pocket. Travel whilst volunteering, child care and any special equipment, phone calls, postage etc. incurred whilst volunteering are all acceptable out of pocket expenses. Mileage should be repaid at the Inland Revenue approved rates per mile. Volunteer expense forms should be provided during the induction process.

## **DRIVERS**

Make sure that volunteer drivers are insured and have told their insurance company that they are using their car for volunteering. Many insurance companies will not charge any extra for this, but if they are not told then the insurance cover may not be valid. Ask for a copy of the volunteer's insurance document and MOT certificate if required; keep these on file and remember to renew them each year.

## **HEALTH AND SAFETY**

The 1974 Health and Safety at Work Act imposes a legal obligation on employers to carry out certain procedures to ensure the safety of their employees. Regardless of whether or not you have any paid employees, an organisation also has a legal duty of care to avoid carelessly causing injury to persons. This is a complex issue. The Volunteer Centre will be able to provide you with further information.

## **INSURANCE**

Every organisation should check its insurance cover once a year and ensure that it has sufficient insurance to cover its activities. Volunteers are not automatically covered by insurance; check with your insurer that volunteers are explicitly included in the cover you have. The main types of insurance are:

Employers Liability Insurance: By law employees must be covered in the event of accident,