



Volunteering Policy

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 1 of 9

Policy Control/Monitoring

Approved by: (Position in Organisation)	Head of Fundraising
Date (dd/mm/yyyy):	10/04/2026
Accountability: (Position in Organisation)	Volunteer Development Coordinator
Revision Cycle:	Annual
Brief details of amendments made	Revised and streamlined policy to remove duplication in old docs and single policy to replace 3

Equality Impact Assessment

The Foundation's commitment is to create a positive culture of respect for all staff and service users and to identify, remove or minimise risks of unlawful discrimination and disadvantage in its policies, functions and activities. As part of its development this document has been assessed in line with The Foundation's equality impact assessment procedure.

Version Control Tracker

Version Number	Date
1	10/04/2026

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 2 of 9

Contents

- 1. Introduction**
- 2. Status of Volunteers**
- 3. Recruitment and Selection**
- 4. Roles and Responsibilities**
- 5. Training, Support and Supervision**
- 6. Code of Conduct**
- 7. Equality, Diversity and Inclusion**
- 8. Safeguarding**
- 9. Health and Safety**
- 10. Expenses**
- 11. Data Protection and Confidentiality**
- 12. Complaints and Problem Solving**
- 13. Ending or Exiting Volunteering**
- 14. Insurance and Liability**

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 3 of 9

The Percy Hedley Foundation Volunteering Policy

1. Introduction

Volunteers play a vital role in supporting the Percy Hedley Foundation. We value the time, skill, and commitment that volunteers bring, and we are committed to ensuring that volunteering brings a positive, safe, and rewarding experience for everyone involved.

This Volunteering Policy applies to all volunteers and staff at Percy Hedley Foundation and outlines our approach to working with volunteers and what they can expect from us. Our goal is to foster a positive, inclusive, and supportive environment for all.

2. Status of Volunteers

Volunteers are highly valued but are **not employees**. They do not have a contract of employment and are under no obligation to continue in their role. A volunteer is someone who freely offers their time, skills and experience without pay for the benefit of others.

Volunteers will **never** be used to replace paid staff.

We recognise our responsibility to support, manage and train volunteers appropriately.

3. Recruitment and Selection

Percy Hedley Foundation is committed to fair, open and inclusive recruitment of volunteers. Roles will be advertised through a range of platforms to encourage diverse applications.

The recruitment process may include:

- An application form
- An informal meeting or interview (in-person or online)
- Two references
- A DBS check, where the role requires one

A criminal record will not necessarily prevent volunteering; suitability will be assessed on a case-by-case basis.

Please note: This recruitment and selection process does not apply to corporate volunteering opportunities

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 4 of 9

4. Roles and Responsibilities

Percy Hedley Foundation is committed to supporting all volunteers and will:

- Provide clear information about the Foundation and the Volunteer role
- Agree on a suitable role with each individual
- Provide appropriate induction and role-specific training
- Ensuring there is appropriate supervision and support when volunteering, including a named point of contact
- Make sure volunteers are aware of relevant policies and procedures that relate to their role
- Provide a safe and supportive volunteering environment

Volunteers are responsible for:

- Carry out their agreed role to the best of their ability
- Participate in required training or briefings related to their role
- Follow the rules and policies highlighted to them in their respective training
- Communicate openly with the Volunteer Development Manager or supervisor any concerns, difficulties or questions they may have

5. Training, Support and Supervision

Volunteers will receive a structured induction relevant to their role, including information about PHF, site layout, storage of personal belongings, fire safety and evacuation procedures.

Role-specific training will be provided as required (e.g., safeguarding, health & safety, data protection). Volunteers will have access to ongoing support from the VDM or an appropriate supervisor.

Training is provided free of charge, and certificates may be issued.

Please note: The level of ongoing support provided may differ for corporate volunteering groups, depending on the nature and duration of the activity.

6. Code of Conduct

Volunteers at The Percy Hedley Foundation are expected to:

- Act in a professional, respectful, and responsible manner at all times
- Treat everyone with dignity, respect and contribute to an inclusive environment

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 5 of 9

- Maintain appropriate personal and professional boundaries
- Follow the Foundations policies and procedures, including safeguarding, health and safety, equality and data protection.
- Respect confidentiality and handle information appropriately
- Not misuse their role or position of trust
- Not represent the organisation publicly or on social media without permission
- Not smoke or use vaping products in non-designated areas and follow site-specific smoking policies
- Not attend volunteering activities under the influence of alcohol or drugs, or consume alcohol or illegal substances while volunteering
- Not offer or accept gifts, money, or personal favours from the people we support, their families, or other stakeholders without prior permission

The Percy Hedley Foundation may take appropriate action where concerns about conduct arise, which may include ending the volunteering arrangements.

7. Equality, Diversity and Inclusion

The Percy Hedley Foundation is committed to promoting equality, diversity and inclusion and to ensuring that volunteering opportunities are open and accessible to all.

Volunteers are recruited and supported fairly and based on their suitability for the role. The Foundation values the diversity of backgrounds, experiences, and perspectives that volunteers bring and recognises the positive contribution this makes to our work.

The Foundation will consider reasonable adjustments to enable individuals to volunteer, where possible, and aims to remove barriers that may prevent people from participating in volunteering opportunities.

Discrimination, harassment, or exclusion of any kind is not tolerated. Volunteers are expected to support the Foundation's Commitment to equality, diversity and inclusion while carrying out their role.

8. Safeguarding

The Percy Hedley Foundation is committed to safeguarding and promoting the welfare of children, young people, and adults at risk.

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 6 of 9

Safeguarding arrangements and procedures may vary across different Foundation sites and services. Volunteers are required to familiarise themselves with and follow the safeguarding policy and procedures that apply to the site or service where they are volunteering.

Volunteers are expected to remain alert to the safeguarding concerns and to report any concerns promptly in line with the relevant site-specific safeguarding policy. Volunteers must not attempt to deal with safeguarding concerns themselves.

Safeguarding training and appropriate checks, including DBS checks, may be required depending on the nature of the volunteer role.

9. Health and Safety

The Percy Hedley Foundation is committed to providing a safe and healthy environment for volunteers, staff, and the people we support.

Volunteers are required to comply with all relevant health and safety policies, procedures, and guidance applicable to the site or service in which they are volunteering.

Volunteers must:

- Take reasonable care of their own health and safety and that of others
- Follow the site-specific health and safety policies and procedures
- Follow all instructions and training provided
- Use equipment appropriately and only where authorised
- Report any accidents, incidents, or hazards to their supervisor immediately

10. Expenses

The Percy Hedley Foundation is committed to ensuring that volunteers are not financially disadvantaged because of volunteering.

Volunteers may claim reasonable, pre-agreed out-of-pocket expenses incurred while carrying out their authorised volunteering role.

Travel expenses to and from the volunteering location will be reimbursed. Mileage will be reimbursed in line with the current HMRC volunteer mileage rates.

All expenses must be submitted using the Foundation's approved expenses claim form and authorised by the Volunteer Development Manager or other named supervisor.

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 7 of 9

11. Data Protection and Confidentiality

The Percy Hedley Foundation is committed to protecting personal data and maintaining confidentiality in line with relevant data protection legislation and the Foundation's Data Protection Policy. Volunteers may have access to personal, sensitive, or confidential information relating to the people we support, staff, or the organisation.

Volunteers must:

- Handle all information responsibly and in accordance with Foundation policies
- Only access information necessary for their volunteering role
- Not disclose confidential information to anyone outside of their authorised role
- Report any actual or suspected data breaches immediately to their supervisor
- Confidentiality must be maintained both during and after the volunteering arrangement.
- Further guidance is available in the Foundation's Data Protection Policy and Volunteer Handbook.

12. Complaints and Problem Solving

The Percy Hedley Foundation aims to provide a positive volunteering experience.

Volunteers should raise any concerns, questions, or complaints with their supervisor or the Volunteer Development Officer. Concerns will be addressed fairly, promptly, and in line with Foundation policies. Volunteers can also refer to the Volunteer Handbook for guidance on raising issues.

13. Ending or Exiting Volunteering

Volunteering is a voluntary arrangement and may be ended at any time by either the volunteer or The Percy Hedley Foundation.

Volunteers are encouraged to provide notice where possible.

The Foundation may end a volunteering arrangement if there are breaches of policy, safeguarding concerns, or if the role is no longer suitable.

Any exit will be handled fairly and, where appropriate, discussed with the volunteer beforehand.

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 8 of 9

14. Insurance and Liability

Volunteers are covered by The Percy Hedley Foundation's insurance while undertaking authorised volunteering activities.

Volunteers must act responsibly and within the scope of their agreed role.

Further details are set out in the Foundation's insurance policies.

Policy Name: Volunteering Policy	Issue Date: April 2026	Version No: 1
Status: Approved	Next Review Date: April 2027	Page 9 of 9