

North East Lincolnshire

Compact

working together | better together

Volunteering Code of Good Practice

Volunteering Code of Good Practice
Code of Good Practice
Volunteering Code of Good Practice



Volunteering Code of Good Practice

Introduction

The Volunteering Code of Good Practice builds upon and underpins the principles of the North East Lincolnshire Compact. It sets out a shared vision of how public sector and voluntary and community sector Compact members can support and promote voluntary action, while respecting volunteers' independence and free choice.

For the purpose of this code volunteering is defined as “an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives”.

Barriers to volunteering

It is important that both public and voluntary and community sector work together to identify and dismantle barriers to volunteering and community involvement and work towards developing inclusive volunteering policies and practices.

Examples of barriers are:

- Poor publicity/communication and possible poor image of volunteering with respect to specific tasks.
- Employer policies on hours of work, flexible working and time off for volunteering and community activity.
- Social and geographical isolation making it difficult to obtain information.
- Financial constraints, physical and mental disabilities and cultural differences.
- A lack of clarity about what constitutes volunteering activity.
- Changes in legislation and increases in insurance relating to risk assessment.
- Poor organisational practice.
- Inflexibility with recruitment procedures i.e. age.

Aims

- To raise the profile of volunteering and recognise the contributions made by volunteers both socially and economically.
- To provide a framework of good practice for recruiting, managing and supporting volunteers.
- To enable more people to become actively involved in varied forms of voluntary work.
- To promote volunteering as valuable both to volunteers and the people/communities that they help.

Fundamental Principles

Choice – volunteering must be a choice freely made by each individual.

Diversity – volunteering should be open to all.

Mutual benefit – although volunteers are unpaid they should benefit from their experience in other, non-financial ways, balanced against their declaration of conflicts of interest.

Recognition – clear recognition should be given to the contribution made by volunteers.

Joint Undertakings

The voluntary and community sector and the public sector undertake to:

- Recognise that volunteering is a value to the community.
- Seek to ensure that all relevant proposed legislation, regulations, guidance and practice are checked for impact on volunteering and community activity.
- Work to limit the barriers to volunteering and community activity presented by existing policy and practices.
- Recognise that volunteering and community activity contribute to achieving statutory agencies' departmental policy and programme objectives.
- Recognise the independence of VANEL and other volunteering infrastructure bodies.
- Support activity motivating people to volunteer and promote volunteering widely.
- Recognise the importance of high standards and effective management of volunteers.
- Ensure that staff who recruit and manage volunteers receive appropriate support and training.
- Ensure proper records are kept of how funding supports volunteering and the value this produces.

- Ensure volunteers receive recognition and appreciation for their contribution as well as fair treatment, training (accredited where possible), personal development and support.
- Assist volunteers to find volunteering opportunities that fit their needs, interests and abilities by working in partnership with other agencies.
- Seek to identify the types of resources needed in supporting volunteering.
- Develop good practice guidelines through consultation to ensure equal status, treatment and back-up resources for volunteers.
- Define the volunteer's role and seek to ensure it is not a replacement for a paid position.
- Adopt clear policies regarding the payment of volunteer expenses.
- Encourage partnership working between partners to minimise duplication of services and create value for money.
- Ensure that volunteers' contributions are publicised.

Expectations

Volunteers expect:

- To have clear understanding of their duties and responsibilities.
- To have a clear understanding of the time commitment and right to renegotiate.
- To have an effective induction and receive appropriate support.
- To have an understanding of the organisation's structure and policies, including payment of expenses.
- To have the opportunity to participate in the organisation's decision making process.
- To have a clear understanding of the organisation's aims and objectives.

- To receive relevant training for their role and accreditation where possible.
- To be provided with appropriate resources to carry out their role.
- Not to be used to displace paid workers.
- To be protected by relevant organisational policies such as health and safety, risk assessment, equal opportunities, grievance and harassment.

Groups/organisations expect volunteers:

- To accept the group's aims and objectives and act as a member of the overall team in achieving the organisational goals.
- To declare any conflict of interest and not bring the group into disrepute.
- To adhere to the group's policies and procedures.
- To comply with the group's recruitment processes, which may include Criminal Records Bureau (CRB) checks.
- To carry out the tasks to the best of their abilities.
- To attend regularly at the times agreed and give adequate notice of any known absence.
- To commit to undertake training as requested.

For further information on volunteering, the Compact and the codes of good practice please contact:

Voluntary Action North East Lincolnshire

14 Town Hall Street

Grimsby

North East Lincolnshire

DN31 1HN

Telephone: (01472) 231123

Compact e-mail: nelcompact@btconnect.com

Volunteer Centre e-mail: nelincolnshirevb@care4free.net

Cover photographs taken from the Volunteering in Focus 2005
photographic competition.

Drum workshop - Pauline Murdoch

Harbour Place walkers - Dave Carlile

Cleethorpes Sea Rescue - Michelle Bridgland

Community Youth Programme - Leander Hotson



Yorkshire & Humber
Regional Development Agency

North East Lincolnshire Compact

working together better together



The Compact Team,
VANEL
14 Town Hall Street
Grimsby
North East Lincolnshire
DN31 1HN

Telephone: (01472) 231123
E-mail: nelcompact@btconnect.com



North East Lincolnshire **NHS**
Primary Care Trust

