



**Abbey Cwmhir
Heritage Trust**

*Ymddiriedolaet
Trefstadaeth
Abaty Cwmhir*

Volunteering Policy

1. Policy Purpose

We are incredibly grateful for volunteers' support and want to make sure all our volunteers have a safe, rewarding and enjoyable experience.

This Volunteering Policy recognises the significant and valuable role volunteers play in supporting the Abbey Cwmhir Heritage Trust. This policy reflects our commitment to volunteering at the Trust and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure both volunteers' and the Abbey Cwmhir Heritage Trust's expectations are met.

This Policy is for volunteers recruited by Abbey Cwmhir Heritage Trust and Trustees and others working with those volunteers. It will be provided to all volunteers at the time of the induction with the Trust.

1. 2. Definition

2.1.1.	<ul style="list-style-type: none">• A volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support Abbey Cwmhir Heritage Trust in achieving its aims.• The arrangement is voluntary on both sides.• The charity's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment.• No payment, other than the reimbursement of agreed out-of-pocket expenses, is made by Abbey Cwmhir Heritage Trust to people who give their time as volunteers.• The Abbey Cwmhir Heritage Trust volunteers support the charity in a number of ways as indicated in their Role Description.
2.1.2	We expect that both our volunteers and Trustees will always aim to live the values of the Trust by being: <ul style="list-style-type: none">• Approachable open minded and value diversity• Non-judgemental focus on the potential not the past• Inspiring lead by example• Empowering enable positive change• Passionate about The Trust's goals and delivering excellence

2. 3. The Trust's Vision

3.1.1.	Our aim is that our volunteers enjoy supporting us and feel well equipped to support the work of the Trust.
3.1.2.	We are committed to making the Trust an enjoyable organisation to volunteer with.
3.1.3.	To ensure that volunteers are at the forefront of everything we do, we aim to: <ul style="list-style-type: none">• Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.• Attract volunteers with the right skills to support the Trust.

	<ul style="list-style-type: none"> • Deliver a volunteering experience, through processes and ways of working, which makes it enjoyable and easy to support us.
--	--

3. 4. Equality & Diversity

4.1.1.	We are committed to equal opportunities at all stages of our activities, selection and volunteering. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.
4.1.2.	This commitment is reflected throughout the charity's policies and procedures.
4.1.3.	We will not condone, accept or ignore any forms of discrimination or unacceptable behaviour.

4. 5. Safeguarding

5.1.1.	The Trust believes that all children, young people and vulnerable adults have the right to protection from harm, abuse and exploitation.
5.1.2.	The Safeguarding Vulnerable Adults/Children will be shared with all new volunteers to The Trust as part of the induction process.
5.1.3.	Where the Trust feels it is necessary, failure to meet the obligations of the Safeguarding Policy may lead to a volunteer being asked to step back from volunteering temporarily or permanently, or other appropriate action.
5.1.4.	Volunteers taking on roles that are eligible for a Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear on the volunteer role description.

5. 6. Recruitment

6.1.1.	The Trust will collect information on all prospective volunteers during the induction process.
6.1.2.	All our regular volunteers must read and sign the Volunteer Commitment which shows that you have understood this policy.
6.1.3.	Volunteers would agree to deliver the key tasks outlined in the relevant role description. The Volunteer Commitment does not and is not intended to create a contract of employment between The Trust and volunteers.
6.1.4.	<ul style="list-style-type: none"> • Volunteers will have a point of contact for each activity. • This person is responsible for guiding and supporting a volunteer in their role and should be available to discuss any aspect of their role.

6. 7. Training & Support

7.1.1.	Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer will undergo the appropriate induction process prior to commencing their role, alongside training, where appropriate, whilst volunteering with the Trust.
--------	---

7.1.2.	Each volunteer will be provided with relevant support. This might include regular, appropriate and mutually agreed contact.
7.1.3.	Where volunteers are involved in formal field based training, the expectations for this activity will be made clear in advance.

7. 8. Health & Safety

8.1.1.	Volunteers must take reasonable care of themselves and others while volunteering for The Trust, and follow any health and safety advice and instruction given for their role.
8.1.2.	An activity based risk assessment will be made available for all field activities and it is important that volunteers understand the H&S mitigation approaches in this assessment.
8.1.3.	Volunteers should cooperate with The Trust on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).
8.1.4.	Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
8.1.5.	The Trust will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable guidance as outlined in the Trust's Health and Safety Policy.
8.1.6.	When school groups are on site a member of staff of the school concerned must be present.

8. 9. Expenses

9.1.1.	The Abbey Cwmhir Heritage Trust is a charity and is critically dependent on our extensive network of volunteers. We are very grateful to the vast number of volunteers who do not claim expenses; however, we will always look to reimburse reasonable expenses if there are financial barriers to volunteering.
9.1.2.	Please note that we will only reimburse expenses if previously agreed with the volunteer's named contact, based on their assessment of The Trust's requirements and the available budget.

9. 10. Insurance

10.1 Insurance cover

10.1.1.	The Trust provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on the Trust activities.
10.1.2.	The Trust does not provide motor insurance or loss or damage to privately owned equipment.
10.1.3.	The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

11. Data Protection and Confidentiality

11.1 General Data Protection Regulation (GDPR)

11.1.1	The Trust will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR).
11.1.2	Data will be held securely and confidentially and will only be accessed by authorised individuals.
11.1.3	Please see our Data Protection Policy for further information about how we collect, manage and use the personal data of our volunteers.
11.1.4	We expect all volunteers to comply with the Trust's Data Protection Policy and associated policies.
11.2 Confidentiality	
11.2.1	<ul style="list-style-type: none"> • Volunteers should regard all information they have access to or are given as a result of their volunteering as being confidential • No information should be released to a third party without first seeking the permission of the Trust • Volunteers are asked to disclose medical conditions which might impact on their work as a volunteer • The Abbey Cwmhir Heritage Trust will fulfil our duty to safeguard the personal details of volunteers and will treat such information in accordance with the Data Protection Act • In agreeing to be an Abbey Cwmhir Heritage Trust volunteer, I agree that the Trust can share my email address and contact details within the needs of my area of Volunteering

10.12. Feedback & Complaints

12.1 Procedure

12.1.1.	Although the Trust makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role or they may want to share feedback or raise an issue with a Trustee or another volunteer.
12.1.2.	However, where there are areas of concern please refer to The Trust's Feedback and Complaints Policy.

13. Leaving the Trust

13.1 Procedure

13.1.1.	Volunteers are free to cease volunteering with The Trust at any time by speaking or writing to their named contact. When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements.
13.1.2.	Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities.
13.1.3.	There may also be times when The Trust will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the Trust and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.

14. Additional Policies

Please read the following Abbey Cwmhir Heritage Trust Policies in conjunction to this Policy all of which can be found on our website:

- Data Protection Policy
- Environmental Policy
- Equal Opportunities Policy
- Feedback & Complaints Policy
- Health & Safety Policy
- Safeguarding Children/Vulnerable Adults
- Welsh Language Policy

Content Editor: Abbey Cwmhir Heritage Trust	Last Updated: May 2022	Review by: May 2023
Description of Change:		Date:
AHT new logo added		3 May 2022