



Volunteer Policy

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1.0. Policy Scope

Blackpool FC Community Trust (BFCCT) looks to follow the good practice of Promotion, Recruitment, Induction, Development and Deployment (PRIDD) of Volunteers. By using the PRIDD model it will enable Blackpool FC Community Trust to attract a diverse range of volunteers and to put in place an effective process in order to motivate, develop and retain them. The PRIDD model looks at fair practice and how to ensure volunteers feel supported and their contribution recognised.

Introduction

1.1 What is volunteering?

The commitment of time and energy for the benefit of society, the local communities, and individuals outside the immediate family. Voluntary activities are taken without payment for services.

1.2 Benefits of volunteers to BFCCT

- Widen the access of positive activity for young people
- Add capacity to existing delivery. E.g. increase participation
- Compliment paid staff providing 'added value' to delivery
- Up-skill local people
- See volunteer handbook for benefits to volunteers.

2. Blackpool FC Community Trust volunteer programme

2.1 Aims

The BFCCT volunteer programme has been created in order to recognise that volunteers are the backbone of activities in the youth zone and play a valuable part in the development of the activity offer.

The BFCCT volunteer programme is aimed at those over the age of 16 years with any ability, suitably committed, irrespective of experience level. It is a flexible programme which allows volunteers to complete as little or as many hours as they like.

The programme's overall aims are to:

1. Increase the number of qualified volunteers within Blackpool FC Community Trust
2. Make volunteers aware of opportunities available to them at Blackpool FC Community Trust
3. Provide a quality structured volunteer programme that will up skill volunteers to enable them to support and deliver sessions of the highest quality

3. Role of all Blackpool FC Community Trust staff for delivery

It is the role of all Blackpool FC Community Trust staff to ensure that:

- Volunteers are recruited in line with recruitment procedures
- Volunteers will be provided with sufficient information, instruction, training and supervision to enable them to identify hazards, recognise and manage risks in order to wherever reasonably practicable ensure the health, safety and welfare of all those participating in the process
- All volunteers to be placed within Blackpool FC Community Trust schemes/initiatives will be required to complete an element of training through the induction process
- Blackpool FC Community Trust staff will act as mentors to volunteers placed within their own schemes and report back to the Head of Education on progress and development
- If a volunteer feels that they have been asked to perform a role in which they are uncertain about their health and safety, it is also the volunteer's responsibility to ask for guidance and instruction
- Head of Education and Employability to keep a database of volunteers.

4. Promotion and Planning (of opportunities available)

- The volunteering information will be sent to partners and via existing networks. The information will advertise the generic opportunities available to volunteers within BFCCT schemes and initiatives.
- BFCCT staff will inform the Head of Education what roles are available within their schemes and the Head of Education will add those roles to the placement opportunities database form which will outline basic information.

Recruiting volunteers

Volunteers will be recruited and selected in accordance with Blackpool FC Community Trust Equality and Diversity policy. This means that volunteers will not be discriminated against on the grounds of race, gender reassignment, sex, religion, sexual orientation, age, disability, marriage/civil partnership or pregnancy and maternity. Where possible staff will look to match the skills, interests and talents of each volunteer to a suitable voluntary role within existing BFCCT schemes and initiatives supported by BFCCT staff.

Prospective volunteers must complete an application form with successful candidates from the application stage being interviewed followed by a DBS check submitted at enhanced level.

5.1. Interviewing

Once the prospective volunteer has completed and returned the application form and satisfactory references have been received, suitable applicants will be invited for an informal interview.

Interviews are needed to ascertain whether the volunteer is suitable for the role and to ascertain further information about the volunteer's skills. Other needs of the volunteer/placement may need to be discussed at this stage such as:

- Choice of voluntary role
- Duration of role
- Preferences/aspirations
- Current skills base
- Commitment and availability – quality not quantity
- Restrictions/limitations
- Potential training needs including e-learning and manual handling course
- No expenses will be provided

5.2. References

Two references will be sought prior to interview. If staff are satisfied with the references and interview performance the next stage for the prospective volunteer is the **DBS check**.

5.3. DBS disclosure

Due to the nature of the placements on offer under the BFCCT programme it is a condition of acceptance that volunteers obtain a DBS disclosure at enhanced level.

It is important to note that applicants for volunteer roles will be asked to provide details of any previous criminal convictions (or pending prosecutions). Volunteers will be asked at interview to confirm that there are no reasons why they may be considered an unsuitable person to work with children or vulnerable adults.

It is important to a note candidate having a criminal conviction does not necessarily mean you will not be offered a volunteer placement and this is explained in more detail in the accompanying information:

- Policy on the Recruitment of Ex-Offenders

Checks need to be verified by the Head of Education. Volunteers can not begin a volunteering opportunity until they have been DBS cleared at Enhanced level.

6. Inductions (including policies & procedures)

There will be an induction prepared and delivered by the CEO or Senior Officer. This induction will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Trustees
- Access to all the relevant policies including this Volunteer policy, Data Protection, Health and Safety, Equality and Diversity
- Induction training and details of ongoing training
- Safeguarding Code of Conduct
- DBS Check
- Employer Liability Insurance/Public Liability Insurance
- Other information as appropriate.

There will be a trial period of 6 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

All volunteers will receive the basic volunteer induction and training at which the **Volunteer agreement** must be completed.

7. Development

The Head of Education will inform volunteers of new opportunities in training and volunteer roles.

The volunteer will provide the Head of Education with the completed hourly each month.

8. Deployment

- All volunteers will be assigned to a staff member prior to deployment
- Volunteers will be supported by the Head of Education and Staff member ongoing.

9. Complaints and Whistleblowing:

9.1 Complaints

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If a person's role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the staff mentor who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Head of Education will be convened.
3. If their work still does not meet with BFCCT standards then the voluntary role will be terminated.

At all times a volunteer will be able to freely state their case and can have a friend to accompany them.

If a volunteer is dissatisfied with any aspect of their work they should:

1. Initially explain your dissatisfaction with the staff mentor
2. If that does not resolve the concern then a meeting with the Head of Education will be arranged
3. If after this, the volunteer's dissatisfaction remains unresolved, and we are unable to resolve the grievance, then it would be inappropriate for the volunteer to continue.

At all times a volunteer will be freely able to state their case and can have a friend to accompany them.

For further information in regards to raising a complaint please refer to the Complaints and Appeals Policy.

9.2 Whistleblowing

If a volunteer has a concern about a risk, malpractice or wrongdoing by anyone involved in the Trust's activities whilst volunteering, they must raise it firstly with the mentor/manager. This may be done verbally or in writing. [N.B. the term Manager/Line Manager is generic and includes all with responsibility for staff and also any staff with supervisory roles].

We aim to create a climate where staff feel able to talk in confidence. For full information about the Trust's whistleblowing procedure please see the Whistleblowing Policy.

9.3 Conduct/unsatisfactory behaviour

It is the responsibility of BFCCT staff to ensure that the BFCCT procedures are adhered to, to ensure that fair, reasonable and equitable procedures are in place to deal with any behaviour or misconduct that may arise.

10. Safeguarding children and adults at risk

At Blackpool Fc Community Trust the safety and welfare of children, young people and adults at risk is of the utmost importance. Due to the day-to-day contact with children, young people and adults at risk our staff are well placed to observe signs of abuse. All adults, including volunteers working for Blackpool FC Community Trust must protect children from harm and abuse and be aware that any young person may be at risk of harm or abuse. For further information please refer to the Safeguarding Children and Safeguarding Adults at Risk policies.

11. Expenses

Blackpool FC Community Trust are unable to pay expenses to volunteers and will therefore ensure that minimal travel is involved in order to reach facilities etc.

12. Confidentiality and Data Protection

Blackpool FC Community Trust (BFCCT) is fully committed to full compliance with the requirements of the General Data Protection Regulation. The Trust will therefore follow procedures which aim to ensure that all employees, Trustees, contractors, consultants or partners (collectively known as data users) who have access to any personal data held by or on behalf of the Trust are fully aware of and abide by their duties under the General Data Protection Regulation (see data protection policy).

13. Volunteer benefits

As part of volunteering with Blackpool FC Community Trust, a volunteer has access to one of the following benefits of being a Trust volunteer:

13.1 V100

Volunteers aged 16-24 can access funding for a National Governing Body qualification (level one or similar) once they have completed 100 hours of volunteering.

13.2 Time Credits

Volunteers aged 25 years and over can claim Time Credits (one per session volunteered). These time credits can be spent nationally across a variety of organisations including sports centres, Merlin™ and many others.

In order to claim these benefits volunteers must log their hours so they can be monitored.

14.0 Policy Review

This policy will be reviewed on an annual basis as well as where an incident has occurred, procedure changes or changes in funding arise.

