



ANCHOREACH C.I.C.

Volunteer Policy and Procedures

Policy Owner: Anchoreach C.I.C.
Approved by: Board of Directors
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1. Policy Statement

Anchoreach C.I.C. recognises the valuable contribution that volunteers make to the organisation and the communities we support.

Volunteers bring skills, experience, enthusiasm and lived experience that strengthen our services and help us achieve our aims.

Anchoreach C.I.C. is committed to ensuring that volunteering is inclusive, safe, rewarding and accessible. Volunteers will be treated fairly, with dignity and respect, and will receive appropriate induction, support, training and supervision.

Volunteers are not employees and volunteering does not create a contract of employment. However, volunteers are expected to follow the organisation's policies, procedures, safeguarding requirements and standards of conduct.

2. Purpose

This policy and procedure aims to:

- Provide a clear framework for recruiting and supporting volunteers.
- Ensure volunteers understand their roles and responsibilities.
- Promote equality, diversity and inclusion.
- Protect the health, safety and wellbeing of volunteers, staff, service users and visitors.
- Ensure appropriate safeguarding arrangements are followed.
- Provide volunteers with suitable induction, training and supervision.
- Ensure volunteering opportunities are managed consistently and fairly.
- Recognise and value the contribution of volunteers.

3. Scope

This policy applies to anyone volunteering with or on behalf of Anchoreach C.I.C., including:

- Regular volunteers.
- Occasional and event volunteers.
- Community volunteers.
- Volunteer activity assistants.
- Volunteers supporting workshops, groups and community activities.
- Volunteers supporting administration, fundraising, hospitality or other organisational activities.

4. Principles of Volunteering

Anchoreach C.I.C. will:

- Provide meaningful and appropriate volunteering opportunities.
- Recruit volunteers fairly and without unlawful discrimination.
- Consider accessibility and reasonable adjustments wherever possible.
- Ensure volunteers understand what is expected of them.
- Provide appropriate induction and training.
- Provide appropriate supervision and support.
- Maintain a safe working environment.
- Take safeguarding concerns seriously and respond appropriately.
- Protect confidential and personal information.
- Recognise and appreciate volunteers' contributions.

5. Responsibilities

5.1 Board of Directors

The Board is responsible for ensuring appropriate arrangements are in place for volunteers.

- Approve and review this policy.
- Ensure appropriate safeguarding arrangements are in place.
- Ensure volunteers receive appropriate support and training.
- Monitor compliance with this policy.

5.2 Volunteer Coordinator / Named Supervisor

The named supervisor will:

- Coordinate volunteer recruitment and induction.
- Provide appropriate supervision and support.
- Allocate suitable duties.
- Monitor attendance and engagement.
- Identify training and development needs.
- Respond to concerns and incidents.
- Maintain appropriate volunteer records.

5.3 Volunteers

Volunteers must:

- Follow organisational policies and procedures.
- Act safely and responsibly.
- Maintain confidentiality.

- Respect service users, staff and other volunteers.
- Report safeguarding and health and safety concerns.
- Attend agreed sessions or provide reasonable notice of absence.
- Ask for help when unsure about a task.

6. Recruitment and Selection

Volunteer opportunities will be advertised or offered according to the needs of the organisation.

The recruitment process may include:

- An application or expression of interest.
- An informal discussion or interview.
- References where appropriate.
- Identity checks where required.
- DBS checks where the role and level of contact with children or adults at risk requires one.
- Safeguarding checks and risk assessments where appropriate.

The level of checks will be proportionate to the volunteer's role and responsibilities.

Anchoreach C.I.C. will consider relevant information fairly and appropriately, taking into account the nature of the role and safeguarding requirements.

7. Equality, Diversity and Inclusion

Anchoreach C.I.C. is committed to providing equal opportunities for volunteers.

Volunteers will not be unfairly discriminated against because of characteristics protected under the Equality Act 2010.

We aim to create a welcoming environment where volunteers from different backgrounds, abilities and experiences can contribute to the organisation.

Reasonable adjustments will be considered to support disabled volunteers and volunteers with additional needs.

8. Volunteer Roles

Each volunteer should have a clear understanding of their role.

Where appropriate, volunteers will receive a volunteer role description outlining:

- The purpose of the role.
- Main duties.
- Expected time commitment.
- Location of volunteering.
- Named supervisor or point of contact.

- Required training.
- Relevant safeguarding or confidentiality requirements.
- Health and safety considerations.

Volunteers should not undertake duties outside their agreed role without appropriate approval and support.

9. Induction

Before beginning their volunteering activities, volunteers will receive an appropriate induction.

The induction should cover, where relevant:

- Introduction to Anchoreach C.I.C.
- The organisation's aims and values.
- Volunteer role and responsibilities.
- Safeguarding.
- Health and safety.
- Confidentiality and data protection.
- Equality, diversity and inclusion.
- Behaviour and conduct.
- Lone working arrangements.
- Reporting accidents, incidents and concerns.
- Fire and emergency procedures.
- Relevant organisational policies.

10. Training and Development

Anchoreach C.I.C. will provide volunteers with training appropriate to their role.

Training may include:

- Safeguarding.
- Health and safety.
- First aid awareness where appropriate.
- Data protection and confidentiality.
- Equality and diversity.
- Role-specific training.
- Any training required by a funder, partner or relevant legislation.

Where appropriate, volunteers may be offered opportunities to develop new skills and experience.

11. Supervision and Support

Volunteers will have access to a named member of staff or director who is responsible for providing appropriate support.

Supervision may be formal or informal depending on the role.

Volunteers should feel able to discuss difficulties, training needs, safeguarding concerns, health and safety concerns, workload or time commitments, and ideas for improving volunteering activities.

12. Safeguarding

Anchoreach C.I.C. is committed to protecting children, young people and adults who may be at risk of harm.

Volunteers must follow the organisation's safeguarding procedures at all times.

Volunteers must immediately report concerns about abuse, neglect, exploitation or inappropriate behaviour to the designated safeguarding lead or another appropriate member of management.

Volunteers must not investigate safeguarding allegations themselves, promise confidentiality, or ignore concerns.

13. Confidentiality and Data Protection

Volunteers may have access to confidential information about service users, staff, other volunteers or the organisation.

Volunteers must:

- Keep personal and confidential information secure.
- Only access information necessary for their role.
- Not discuss confidential matters outside appropriate organisational settings.
- Not share personal information on social media.
- Follow Anchoreach C.I.C.'s GDPR and Data Protection Policy.
- Report any suspected data breach immediately.

Confidentiality responsibilities continue after a volunteer leaves the organisation.

14. Health and Safety

Anchoreach C.I.C. has a responsibility to provide a safe environment for volunteers.

Volunteers must:

- Follow health and safety instructions.
- Use equipment appropriately.
- Report hazards, accidents and near misses.

- Follow fire and emergency procedures.
- Use appropriate protective equipment where required.
- Never undertake tasks they have not been trained or authorised to perform.

15. Lone Working

Volunteers should not undertake lone working unless this has been specifically authorised and appropriate risk assessments and procedures are in place.

Where lone working is permitted, volunteers must follow the organisation's Lone Working Policy and Procedures.

16. Volunteer Conduct

Volunteers are expected to behave professionally and respectfully.

Volunteers must:

- Treat everyone with dignity and respect.
- Maintain appropriate professional boundaries.
- Follow organisational policies and procedures.
- Maintain confidentiality.
- Avoid discriminatory, abusive or threatening behaviour.
- Avoid inappropriate relationships with service users.
- Use organisational property responsibly.
- Follow reasonable instructions from staff or directors.

Bullying, harassment, discrimination, violence, intimidation or inappropriate behaviour will not be tolerated.

17. Personal Relationships and Professional Boundaries

Volunteers must maintain appropriate boundaries with service users, particularly children and adults who may be vulnerable.

Volunteers should not enter inappropriate personal relationships with service users, give or receive inappropriate gifts or money, share personal contact details unless authorised, or use personal social media in a way that creates inappropriate boundaries.

Any concerns about professional boundaries should be discussed with the volunteer's supervisor.

18. Expenses

Where funding allows, Anchoreach C.I.C. may reimburse reasonable and pre-approved volunteer expenses.

Expenses must be necessary for volunteering, agreed in advance where possible, supported by receipts or other appropriate evidence, and comply with the organisation's financial procedures.

19. Volunteer Attendance

Volunteers should inform their named supervisor as soon as possible if they are unable to attend an agreed volunteering session.

Regular absence without communication may result in the volunteering arrangement being reviewed.

20. Concerns, Complaints and Grievances

Volunteers should be encouraged to raise concerns at an early stage.

Concerns can be raised with the volunteer's supervisor, a Managing Director, or another appropriate member of the Board where the concern relates to the supervisor or management.

Complaints will be handled fairly, sensitively and confidentially in accordance with the organisation's Complaints Policy and Procedure.

21. Ending a Volunteer Placement

Anchoreach C.I.C. may end a volunteering arrangement where there are serious concerns including safeguarding issues, serious misconduct, breaches of confidentiality, serious or repeated breaches of organisational policies, violence, harassment, discrimination, theft, or conduct that places people or the organisation at risk.

Where possible, concerns will be discussed with the volunteer and appropriate support or improvement opportunities considered.

Volunteers may also end their volunteering arrangement at any time. Where possible, reasonable notice is appreciated.

22. Recognition and Appreciation

Anchoreach C.I.C. recognises the importance of volunteers and will seek appropriate ways to acknowledge their contribution.

This may include informal recognition and thanks, volunteer appreciation events, certificates or letters of recognition, references where appropriate, opportunities to develop skills, and opportunities to progress into training, employment or other volunteering roles where available.

23. Volunteer Procedure

Step 1 – Identify a Volunteer Opportunity

The organisation identifies a need for volunteer support and creates a suitable volunteer role with a clear purpose, duties, supervisor, safeguarding considerations and health and safety requirements.

Step 2 – Recruit the Volunteer

Potential volunteers complete an appropriate application or expression of interest. The organisation assesses suitability based on the requirements of the role.

Step 3 – Initial Discussion

An informal discussion or interview may be held to discuss interests, experience, availability, support needs, expectations and role-specific requirements.

Step 4 – Checks

The organisation completes any checks required for the role, including identity, references, DBS and safeguarding checks where appropriate.

Step 5 – Induction

The volunteer completes an induction covering policies and procedures relevant to their role.

Step 6 – Commencement of Volunteering

The volunteer begins agreed activities with appropriate supervision. They must not be given responsibilities beyond their training, experience or agreed role.

Step 7 – Ongoing Support

The supervisor maintains regular contact and provides support. Concerns should be addressed promptly.

Step 8 – Review

Volunteer arrangements should be reviewed periodically, considering wellbeing, attendance, training, safeguarding, health and safety, skills development and suitability.

Step 9 – Ending the Volunteer Placement

When volunteering ends, the organisation should confirm the end date, recover organisational property, remove system access where appropriate, return or securely destroy confidential information, and thank the volunteer for their contribution.

24. Volunteer Records

Anchoreach C.I.C. will maintain appropriate records relating to volunteers.

These may include application information, contact details, emergency contact information where appropriate, role descriptions, training records, DBS or safeguarding information where required, attendance records, volunteer reviews and relevant incident or concern records.

All personal information will be handled in accordance with the organisation's GDPR and Data Protection Policy.

25. Monitoring and Review

The Board and relevant managers will monitor volunteer arrangements, including recruitment, training, attendance, safeguarding, health and safety, concerns and feedback.

The policy will be reviewed at least annually or sooner if there are significant changes to legislation, organisational activities, safeguarding requirements or good practice.

26. Volunteer Quick Checklist

Before volunteering

- ☐ Volunteer role and responsibilities have been explained.
- ☐ Relevant checks have been completed.
- ☐ Induction has been completed.
- ☐ Relevant policies have been explained.
- ☐ Safeguarding requirements have been understood.
- ☐ Health and safety arrangements have been explained.

During volunteering

- ☐ Follow agreed duties and procedures.
- ☐ Maintain confidentiality.
- ☐ Treat everyone with dignity and respect.
- ☐ Report safeguarding or safety concerns.
- ☐ Ask for help when unsure.

When volunteering ends

- ☐ Return organisational property.
- ☐ Return or securely destroy confidential information.
- ☐ Confirm the end of the volunteer placement.
- ☐ Provide feedback where appropriate.

27. Non-Compliance

Failure to follow volunteer procedures may place individuals or the organisation at risk.

Where a volunteer repeatedly fails to follow agreed procedures, Anchoreach C.I.C. may provide additional training, supervision or take other appropriate action.

Serious breaches may result in the volunteering arrangement being ended.

28. Policy Review

29. Approval

Approved by: Board of Directors

Signature: P Marriner

Name: Paul Marrnier

Position: Managing Director

Date: 17/08/2026

Review Date: 17/08/2027