



**Belmont House, 57 Belmont Road, Cambuslang, G72 8PG**  
**www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628**

<b>Policy Name</b>	<b>Volunteering Policy</b>
<b>Policy Author</b>	<b>Community Development Co-Ordinator and Director</b>
<b>Approved by Sub Committee</b>	<b>N/A</b>
<b>Approved by Management Committee</b>	<b>July 2022</b>
<b>Latest date of Next Review</b>	<b>July 2025</b>

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



**Registered with the Scottish Housing Regulator No. 203**  
**Registered Charity No. SCO38737, VAT Registration No. 180223636**  
**Registered society under the Co-operative and Community Benefit Societies Act 2014**

## **Introduction**

Volunteering is "the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary"

WWHC believes in the potential value of volunteering to the community, the organisation and to the individuals who volunteer with us and will take responsibility for ensuring that volunteers within our organisation are appropriately involved, recognised for their contribution and respected as colleagues in order that we, together, maximise the potential of their volunteering.

In issuing this volunteer policy we wish to:

- Formally acknowledge and support the role of volunteers in our work
- Formally acknowledge, welcome and legitimise the use of volunteering in an individual's personal development
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.

## **1 Equal Opportunities**

As an engager of volunteers WWHC is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.

Volunteers will be expected to adhere to WWHC's Equality and Diversity Policy.

## **2 Recruitment and Selection**

Prior to recruiting volunteers, full consultation and discussion should take place with those involved to establish that there is capacity for supporting and supervising volunteers and a genuine role for volunteers. A clear description of that role should be developed.

In order to reach a wide section of the community, recruitment should be by a variety of means:

Initial Contact - People interested in becoming volunteers should be invited for an informal talk with the appropriate contact person. They

should:

- Be given information about WWHC and the activities they would be involved in.
- Have their prospective role explained and how it fits in with WWHC's overall aims and values.
- If the potential volunteer wishes to proceed, the contact person should fill out paperwork required for the volunteer and if appropriate, get details of referees.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to complete a disclosure application at the point of being offered a conditional voluntary position.
- All volunteers will be asked to provide information about their experience and their reasons for wanting to volunteer to allow selections that are right for the volunteer and for the organisation.
- Where appropriate, up to two written references will be required. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for voluntary work.
- If it is agreed through conversation between the potential volunteer that one or both of their needs would not be met through a volunteering arrangement the potential volunteer will be signposted to SOLVE (South Lanarkshire Volunteer Centre.)

### **3 Placement**

- Once a suitable voluntary placement has been identified details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.

### **4 Induction**

Induction sessions should be provided for all new volunteers and should cover:

- Introduction to staff and volunteers

- Health and Safety information
- Tour of Building
- Phone and ICT information
- Culture and values
- Confidentiality
- Where policies can be found
- Agreement Signing
- Arrange support sessions

## **5 Information & Training**

Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities.

Volunteers will be given induction and training in the specific tasks to be undertaken.

Volunteers will agree on a realistic Personal Development Plan that will allow the volunteer to develop the skills to carry out their role to the best of their ability and to meet their own personal development objectives

Volunteers will be consulted in decisions that affect them.

## **6 Records**

Minimum details will be kept on volunteers. This will include references if appropriate, placement details, correspondence and any other relevant information such as emergency contact details.

Record keeping will be secure but accessible to members of staff but only used for carrying out their duties.

The Data Protection Act enables volunteers to access information held about them.

## **7 Support & Supervision**

Each volunteer will have a clearly identified named contact person who is responsible for the day to day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.

Volunteers will be supported, as best as possible, to meet their own personal development objectives.

## **8 Confidentiality**

Volunteers are bound by the same confidentiality conditions as paid staff.

## **9 Expenses & Insurance**

WWHC will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses, if agreed.

Volunteers will be adequately covered by insurance while carrying out agreed duties.

## **10 Health and Safety**

All volunteers are covered by the same health and safety policies and provisions as staff.

## **11 Relations with Paid Staff**

Staff will be clear about the roles of volunteers and that good working relationships between staff and volunteers are fostered.

WWHC recognises the need for training for all those working alongside and managing volunteers.

## **12 Commitment**

WWHC recognises that volunteers will often need flexible arrangements regarding the amount of time that they will be able to commit and that this may vary.

WWHC will be sensitive to volunteers' changing ability to commit time.

## **13 Absence & Holidays**

Volunteers will give as much notice as possible if when they are planning to take time off. There is no upper limit as to how long this is.

If a volunteer is unable to attend at their usual, or a pre arranged, time, regardless of reason they are expected to make contact to advise of this.

The 'No Show' procedure is to ensure the safety of Volunteers.

- WWHC will phone the volunteer if they have not made contact within an hour of their regular/ agreed starting time.
- If no contact can be made with the volunteer the next of kin and/or any professional person that the volunteer is known to will be contacted.
- If the volunteer's safety can not be established a visit will be made to the volunteer's home address.
- If at this stage there has been no contact with the volunteer the police will be informed.

## **14 GDPR**

Volunteer personal data will be gathered and held in accordance with WWHC's Privacy Policy. The volunteer fair processing notice will be appended to the Volunteer agreement.

**15 Termination of Volunteering**

WWHC and the volunteer have the right to end the agreement at any time. WWHC will give at least two weeks notice,(unless there is an issue of misconduct) and would hope that the volunteer would do likewise.

**16 References**

On the basis of their voluntary engagement, volunteers have the right to request a reference.

**17 Review**

This policy will be reviewed every 3 years or as and when changes in legislation or other factors make this necessary.

***West Whitlawburn Housing Co-operative***  
***57 Belmont Road***  
***Whitlawburn***

***Cambuslang***

***G72 8PG***

**Volunteer Agreement between [redacted] and West Whitlawburn Housing Co-operative.**

**Duties**

You have been engaged to work in a voluntary capacity.  
Your duties have been outlined through discussion with your named point of contact.

WWHC reserves the right to amend these duties from time to time, in full consultation with you, as is necessary.

**Service Dates**

This volunteer agreement commenced on

**Place of Volunteer**

Your normal place of volunteering will be in the Co-operative office.

**Hours**

Your normal hours of volunteering will be as agreed with the Director.

**Absence**

If you are unable to attend you must inform the Director as soon as reasonably practicable by telephone.  
Failure to do so will result in the implementation of the No Show procedure.

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WWHC will give at least two weeks notice,(unless there is an issue of

misconduct) and would hope that the volunteer would do likewise.

**Performance, conduct and attendance**

WWHC reserves the right to terminate this agreement with immediate effect if the quality of your work, your conduct or attendance are unsatisfactory.

**Grievance Procedure**

If you have any concerns with regards to WWHC or its representatives, please raise these informally with the Director. If, having done so, you are still not happy, or your concern is of a serious nature, please write to the Chairperson.

**Confidentiality**

During the course of your volunteering you will have access to, or have disclosed to you, confidential information relating to WWHC and its partners, customers, contractors, etc. You must not disclose or discuss any confidential information with anyone other than for the immediate purposes of your work for us.

Once you no longer volunteer with for us, all information gained during the period of your engagement with us must also not be disclosed to other parties.

**For the avoidance of doubt, all work produced by you whilst volunteering will be in the ownership of West Whitlawburn Housing Co-operative.**

**Signatures**

Both copies of this contract must be signed. Please retain one copy for yourself and return the other signed copy to the Director.

I, Paul Farrell, on behalf of West Whitlawburn Housing Co-operative confirm the organisation to be bound by the terms of this volunteering agreement for work with \_\_\_\_\_.

Director (Signed) \_\_\_\_\_ Date \_\_\_\_\_

I, agree to be bound by the terms of this volunteering agreement with West Whitlawburn Housing Co-operative.

Volunteer Worker \_\_\_\_\_ Date \_\_\_\_\_  
(Signed)



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## Fair Processing Notice

(How we use volunteer and Committee Member information)

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This notice applies to all Volunteers and Management Committee Members.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. West Whitlawburn Housing Co-operative (WWHC) (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **Z5990754** and we are the data controller of any personal data that you provide to us. Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer, Stephanie Marshall, Depute Director.

2. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties:
  - a) Name
  - b) Date of Birth
  - c) Address
  - d) Telephone Number
  - e) E-mail address
  - f) Personal characteristics such as gender and ethnic group
  - g) Qualifications

- h) Attendance information
- i) Next of kin / emergency contact information
- j) Signature
- k) Declarations/conflicts of interest
- l) Membership of other voluntary organisations
- m) Equality monitoring information
- n) CCTV images and photographs
- o) Training records
- p) Codes of Conduct

We collect and use the above information and personal data for:

- a) Decisions on committee recruitment and appointment
  - b) Processing expenses
  - c) Training and development
  - d) Monitoring compliance with equalities requirements
  - e) Contacting you
  - f) Managing attendance at meetings and in the office
  - g) Health and safety
  - h) Compliance with Code of Conduct, Standing Orders and the Co-operative's rules
  - i) Statutory reports
  - j) Inform your contacts in the event of sickness, accident or other emergency
3. We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:
- To process expenses
  - Health and Safety Executive to satisfy legislative or regulatory requirements
  - To our financial auditors
  - To our internal auditors

- Legal advisers
- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners;
- To obtain advice from our professional advisors and regulators;
- To our service providers including IT and telecoms
- Other third parties necessary to comply with the law

We do not envisage taking any decisions about you based solely on automated processing which have a legal or similarly significant effect on you.

4. When you give us information we take steps to make sure that your personal information is kept secure and safe:
  - Paper copies are kept in a secure locked filing cabinet with access restricted to senior staff members
  - Restricted computer access
  - Suppliers and service providers are required to comply with General Data Protection Regulation requirements

Our information is presently stored within the UK/EEA. We do not intend to transfer your personal information to any country outside of the EEA or to any international organisation.

5. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by legal, accounting or reporting requirements, or as set out in any relevant contract we have with you.

We will retain all of your personal information during your engagement and for **a minimum period of 10** years after termination to allow us to establish, exercise or defend legal claims with the exception of the following:

- We will delete out of date contact, emergency contact, and other details whenever you provide us with updated details

Data retention guidelines on the information we hold is provided in the data retention schedule included in our Privacy Policy.

6. You have the right at any time to:

- Ask for a copy of the information about you held by us in our records
- Object to, or seek a restriction of, your information we process
- Require us to correct any inaccuracies in your information
- Complain to the Information Commissioner's Office in relation to our use of your information.

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact WWHC's Data Protection Officer, Stephanie Marshall, Depute Director.

**The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.**