



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

Policy Name	Volunteering Policy
Policy Author	Community Development Co-Ordinator
Approved by Sub Committee	N/A
Approved by Management Committee	September 2025
Latest date of Next Review	September 2028

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.

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 the volunteer role is a "regulated role" a PVG disclosure will have to be completed. The volunteer cannot take up any position until this has been received by the organisation.
- 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 VASLAN (Voluntary Action South Lanarkshire).

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, PVG required details, 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.

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57 Belmont Road
Whitlawburn
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Volunteer Agreement between Co-operative.

and West Whitlawburn Housing

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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Termination of Volunteering

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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, _____, 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)

Equalities Impact Assessment

Policy/Project/Service Information			
Lead Officer	Community Development Co-ordinator		
Policy / Project / Service	Volunteering Policy	New Policy / Project / Service or revision of existing?	Revision
Is this a reassessment following amendments being required at a previous assessment?	No		
Briefly describe the aims, objectives and purpose of the policy / project / service.	This Policy describes how WWHC will acknowledge and support the role of volunteers in the work of the co-operative. The Policy will set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers. It will encourage and enable the involvement of volunteers. .		
Who is intended to benefit from the policy / project / service? (Eg. applicants, tenants, staff, contractors)	This policy is intended primarily to benefit volunteers, and those supporting their role within the organisation.		
What outcomes are wanted from this policy / project / service? (Eg. the measurable changes or benefits to members/ tenants / staff)	That volunteers are recognised for their contribution and respected as colleagues in order that we, together, maximise the potential of their volunteering.		
Consultation			
Who have you engaged and consulted with as part of your assessment?			

Management Committee members.

We will promote and raise awareness of our strategy and policy through our website, Guide to Information and publications, our Annual Assurance Statement, staff induction and training.

Equalities Impact Assessment			
Which protected characteristics could be affected by the policy, practice, or service?		Identify any positive impact/s that could result for each of the protected characteristic groups.	Identify any negative impact/s that could result for each of the protected characteristic groups.
Age	X	As an engager of volunteers WWHC is committed to a policy of equal opportunities.	None
Disability	X		
Gender Reassignment	X		
Marriage & Civil Partnership	X		
Race	X		
Religion/Belief	X		
Pregnancy/Maternity	X		
Sex	X		
Sexual Orientation	X		

Action Plan To Mitigate Negative Impact		
What action/s are required to address the impacts arising from this assessment?		
Protected characteristics	Action	Implementation Date
Age		
Disability		
Gender Reassignment		

Marriage & Civil Partnership		
Race		
Religion/Belief		
Pregnancy/Maternity		
Sex		
Sexual Orientation		
Human Rights		

Final Decision	Tick relevant box	Include explanation where appropriate
Approved for implementation without change	X	
Amend or change the Policy/Project/Service		
Continue the Policy/Project/Service without change (despite impact)		
Stop the Policy/Project/Service		
Lead Officer Signature		Stephanie McPeake
Date		01/09/2025
Date approved by Management Committee/ Sub Committee		30/09/2025