Guidance for developing youth friendly opportunities and supporting young people
# A Pack for Organisations

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Introduction to Youth Volunteering

Volunteering for young people is a fantastic way to build up social and professional skills, learn new ways of working and contribute to the wider community.

Why Include Young Volunteers?

Young people can bring a tremendous amount of enthusiasm and commitment to a volunteering role and provide a new dimension to your work.

They can:
- Provide peer support to your beneficiaries
- Help give a voice to other young people so that their views and experiences of your service can shape future work
- Help you to develop partnerships and networks with other organisations that support young people e.g. schools, youth groups and other voluntary organisations.
- Help promote your work to the wider community e.g. parents, residents and other communities

This is what some of the organisations that work with young volunteers have said about these younger team members:

“An invaluable asset to the team”

“The impact he made was significant and highly valued by the project”

“We rely on volunteers like Craig to be able to provide a quality service, as such he is a valuable member of the team”

How does volunteering benefit your young volunteers?

Giving young people an opportunity to volunteer within your organisation has the potential to provide life changing experiences and benefit their future plans. It is widely recognised that volunteering can be advantageous for a young person:
- Building professional and personal skills
- Providing employment experience in a young person’s chosen occupation or career path
- Giving them a break from the norm and a chance to try something completely different

The Curriculum of Excellence has stipulated a need for volunteering opportunities for young people as it too recognises that through volunteering, young people can:
- Develop their identity
- Develop into active and positive citizens within their communities
- Build social skills and social networks
Involving Young Volunteers

Policies and Procedures

Below is a brief description of the Policies and Procedures we recommend you have in place if you are supporting young volunteers. Please remember that if you already have volunteers in your organisation, you are likely to already have some of these in place. Good Practice Guides on all the issues are on our website.

Health and Safety Policy

All voluntary and community groups, including those run entirely by volunteers, have a common-law duty of care to volunteers. Volunteer involving organisations should have an up to date health and safety policy. Health and Safety legislation, responsibilities and requirements must be observed and made known to all staff and volunteers through an induction process.
Risk Assessments

Each volunteering role should be risk assessed by a competent person in order to ensure safe working conditions.

Safeguarding and Child Protection Policy (including Central Registered Body in Scotland)

Organisations working with children and young people should have a robust Safeguarding and Child Protection Policy in place. Clear procedures should also be present including a thorough screening procedure for potential volunteers. Volunteers may need to undertake PVG checks before an opportunity begins. If your clients are not children or young people but you are taking on young volunteers it may necessary for a member of staff to be PVG checked.

Employers/Public Liability Insurance

All organisations working with young volunteers should have an insurance policy that covers them. Insurance should cover all individuals, regardless of age. However if you are working with volunteers below the age of 16, it is worth checking your Insurance Policy.

Employers Liability Insurance

If you employ paid staff you are legally required to have Employers Liability Insurance. This insurance is designed to protect your organisation in the event of an employee being killed, injured or made sick as a result of working for you. It does not automatically cover your volunteers. It is good practice to ensure that your Employers Liability Insurance does in fact cover your volunteers and you should check that your policy specifically mentions volunteers.

Public Liability Insurance

Public Liability Insurance often causes the most confusion. While there is no legal requirement for an organisation to carry Public Liability Insurance, not doing so will put your organisation at serious risk. Public Liability Insurance is designed to cover you for any liability to claims from members of the public (or any third party – but not employees) as a result of harm or loss caused to them which happens because of your business activities. Volunteers may be considered as a third party under the policy. Therefore if any harm or loss occurs to them because of you – they could claim against you and your policy would cover you. It is important to clarify with your Public Liability Insurer that volunteers are regarded as third parties and not as unpaid employees. Your public liability insurance also needs to cover you for claims from third parties harmed by the actions of your volunteers. Again you should check with your insurance provider.

Please have a look at the Health and Safety Checklist in the appendices at the back of this pack.

Equal Opportunities and Diversity policy

All Volunteer involving organisations should have a full equal opportunities and diversity policy.
Expenses

It is a really good idea to think about how accessible you can make your volunteering for young people and one of the ways to do this is to ensure that you are able to pay a volunteer’s expenses to ensure that they are not out of pocket for giving their time to you.

Key points to consider:

- Only reimburse volunteers for expenses actually incurred in the course of their volunteering
- Ensure that you keep good records of expense payments

Reasonable expenses include:

- Travel to and from the place of volunteering
- Travel undertaken in the course of volunteering
- Childcare (crèche or child minding) or other caring expenses
- Food and refreshments while volunteering
- Postage, telephone calls etc. paid for by the volunteer
- Materials to do voluntary work (e.g. paper, pens etc.) paid for by volunteer
- Cost of equipment, protective clothing etc.
- Attendance at training events and courses relevant to their volunteering

Training

Young volunteers should have the opportunity to receive training in the role that is designed for them. At a basic level, we would expect all volunteers to receive induction training from the organisation to ensure that young people understand their role, the organisation and related policies.

When designing your volunteer role description, it was worth looking at what, if any, other training should be provided for the volunteer.

A note on younger volunteers (under 16)

There are no legal restrictions when it comes to minimum ages and volunteering so you can think about opening up your volunteer opportunities to younger volunteers aged under 16.

Think about what measures you can put together to support the younger volunteer and whether you would need a responsible adult to accompany them e.g. a parent, guardian or teacher.

Key things to consider when taking on a volunteer under 16:

- Check your insurance, some policies have a minimum age of 16 or 18
- Check when your volunteering can take place, i.e. is it at weekends when younger people are available?
- Check your child protection policy and procedures
- Thoroughly risk assess the role and put in place the appropriate control measures
- Consider obtaining written consent from the young person's Parent/Guardian.(Example in the appendices at the back of this pack)
Designing your volunteer task

It is important not to overlook this important aspect of volunteer management, whether a staff member or member of the board, everyone has a description of what they are expected to fulfil within the organisation, volunteers are no different.

A key thing to remember when putting together a volunteer role is that it has to be appealing, rewarding and something the volunteer looks forward to. For young people this also has to fit around whatever else is going on in their lives for example school or college, jobs or training or perhaps caring responsibilities.

Think about:

- The purpose of the role – why does this job need doing and what impact does this have on the organisation
- Suggest activities – what tasks and activities need to be completed in order to fulfil the purpose of this role
- Skills, knowledge and attributes – what does the volunteer need to have in order to fulfil these activities. Remember that young people can bring lots of great personal attributes to an organisation, so think about how things like confidence, communication and positive attitudes can benefit the role.
- What will they gain – think about what activities will give young people valuable experiences and interesting challenges.
- When and where – think about when you need the role to take place, what time commitment you are looking for. Also consider where the role will take place. Think about the timing of the role and its suitability for young people.
- Review the role – consider what activities you are asking the volunteer to do, is it too much? (can you split the role up) is it too little? (can it be shared with another role that needs doing)
- Who can supervise – every volunteer should have someone who is responsible for their supervision and support.
- Training – how are you going to train the volunteer in this role
EXAMPLE of a Volunteer Role Description

Volunteer Role - Learning Buddy

Organisation description

We are a programme that supports young people with extra needs to make the transition from leaving school to moving into adult life and greater independence. The programme is made up of several elements, which include: learning, sports, life skills, developing confidence and independence, communication and social skills. There are about 10 young people that access the project and they can continue with us for up to 5 years.

Role of a Learning Buddy

The role of a learning buddy is to work on a one-to-one basis with a student and support them to do an educational task. As a buddy you will support the student to understand what he/she is required to do with the task; to understand the different elements of the task; and to support the student to try and complete the task. The buddy will also help to feed into the individual’s learning plan by providing feedback to the project staff on the task. This feedback will help the young person to reflect on their learning and to develop on further skills.

Person specification

- Interest in young people with support needs
- Understanding of autism/special needs
- Interest in literacy/numeracy/computers
- Patience and lots of it!
- Ability to explain tasks in clear and understandable manner
- Sense of humour

When it takes place

We need volunteers from Monday to Friday in our morning and afternoon slots. Each slot is for three hours and you can do up to four slots per week.

Support

You’ll be allocated a supervisor when you begin volunteering. They will hold regular update and support meetings with you.

Training

As a Learning Buddy, you will be given full induction training about your role and the organisation.
Inducting your Volunteers

One of the best ways for a young person to effectively slot in to their new opportunity within your organisation is to provide them with a well-supported induction period. This a great chance for your volunteer to learn their role and for the organisation to assess their suitability and any support needs.

Deciding what to include in your volunteer induction

When thinking about what to include in your induction for young people a good place to start will be to think about what your volunteer needs to know, this could include some of the following:

What the Organisation does
The aims and objectives of the organisation. Helping a volunteer to understand what the purpose of your service is, will greatly help them to see where their role fits in.

Practical Information
Where are the toilets? What time do I need to be here? What happens if I have an accident? Where do I make a cup of coffee? Think about making a list of things that occur during a ‘walk through’ of a day in your organisation.

People
People are your most important resource! Your volunteer will need to know not just who will be responsible for supervising them, but who else is in the organisation and what they do. It is important to think about who your volunteer will come in to contact with whilst they are volunteering and making introductions with them.

Volunteer Related Issues
When your volunteer starts, they will need to be aware of how volunteers are supported within the organisation. This will include things like, how expenses will be paid, who and how to raise an issue or problem and if there are any structures such as Team Meetings that a volunteer can access.

A Volunteer Pack
We would recommend putting all the items that you think would be useful for a volunteer into a pack that they can keep. This pack can form part of their induction and can be used to include policies, forms and contacts. See overleaf for an example of what to include. Try to keep the volunteer pack light, it needs to be something that a volunteer will use every time they come to volunteer with you. Keep items such as Time Sheets, Action Plans and Expenses Form in there.
EXAMPLE VOLUNTEER PACK

<table>
<thead>
<tr>
<th>Key Items</th>
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<tbody>
<tr>
<td>Volunteering Policy</td>
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<tr>
<td>List of Staff and Volunteers – what they do and how to</td>
<td>✔️</td>
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<tr>
<td>contact them</td>
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<tr>
<td>First Aid/Health and Safety Policy</td>
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<tr>
<td>List of related Policies and Procedures</td>
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<tr>
<td>Expenses Form</td>
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<tr>
<td>Volunteer Agreement</td>
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<tr>
<td>A copy of the Role Description</td>
<td>✔️</td>
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<td>A Personal Development Plan</td>
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<td>A Time sheet</td>
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<td>An Action Plan</td>
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<tr>
<td>A newsletter or item of your publicity</td>
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Try not to overload the pack with policies but do ensure you let your volunteer know where they can access them if they need to.

For an example of a full induction check list, see Appendix 4.
Supporting your Volunteer

With your volunteer structures in place and your opportunity designed, you can think about how you can support your young person in their role. There may be times when you might also have to think about accessing support for your volunteer outside of your organisation.

Supporting your Volunteer in their role.

Every volunteer should be supported in their role to ensure that they continue to gain the most out of their volunteer experience.

An effective support structure will also ensure that your organisation can identify and tackle any issues or problems that may arise.

Finding a support structure that works best for your organisation can comprise of the following ideas:

- Regular, pre-arranged one-to-one support sessions
- Informal day-to-day support, e.g. checking in with volunteer at the end of each session
- Telephone support
- Review/development/evaluation sessions at fixed points during the year.
- **Personal development plans**
- **Action plans**
- Volunteer Journals
- Accreditation or Awards – for example the Saltire Awards
- Getting in touch at key points, e.g. after a potentially stressful session or a big event
- Group support – getting volunteers together to share ideas and experiences
- Peer support – using experienced, long-standing volunteers to support new volunteers.
- Buddy Support – make contact with any referring agency that could provide initial support to your young volunteer
- Training – all volunteers should have the training necessary to equip them with the skills and knowledge they need to carry out their tasks safely and effectively.
- Volunteers’ voice – consideration should be given to systems for enabling volunteers to voice their ideas and opinions about the work of the organisation.
- Other staff – staff not directly responsible for volunteers should be prepared to offer assistance to volunteers and staff training in working with volunteers should be provided if necessary.

*Examples of these documents can be found in the appendices*
Personal support for your volunteer.

There may be times when your young volunteer needs some additional support. It might be that there are factors outside a young person’s volunteering that you become aware of and perhaps need to find support for them.

There are a great number of support agencies that can be accessed for young people that can support them depending on their need.

Below is non-exhaustive list of specialist services for young people.

**Young Scot**
http://www.youngscot.org/
An information portal for young people in Scotland

**Shelter Scotland**
http://scotland.shelter.org.uk/get_advice/advice_for_young_people
Information and guidance for young people affected by homelessness.

**NHS Young People**
http://www.childrenfirst.nhs.uk/teens/index.html
A website for young people on a whole range of health issues

**Enquire**
http://www.enquire.org.uk/yp/index.php
From Children in Scotland, this is a web portal that provides educational support to young people

**Children 1st**
http://www.children1st.org.uk/18/our-services/index.htm
A list of the services for young people including, advocacy, befriending and support for victims of abuse

**Alcohol Support**
http://www.infoscotland.com/alcohol/
Advice and guidance on alcohol related issues,
Recognising and Awarding your Volunteers

A great option to be able to offer your young volunteers is an award that reflects the learning and skills development that young people often acquire through their volunteering. There is a choice out there for your organisation if you are thinking about officially recognising your young volunteers, below is a short overview of the options.

The Saltire Award

Volunteer Centre Edinburgh also supports the Saltire Awards. New in 2011 this government endorsed awards that recognises commitment to volunteering at a variety of levels. A young person can progress through the stages or enter/exit the programme where they chose to. It is completely flexible, accessible to young people regardless of ability, circumstance or lifestyle.

The Saltire Award consists of 4 sections:

1, The Challenge: this is a great way to start. Volunteer in a one-off team event to get a real taste of volunteering, see if it’s for you and make a real difference to your community. Start a team with friends or classmates or join one that’s already organised in your local area. Build your team work skills, have a really fun time and you’ll get a certificate after taking part.

2, The Approach: Ready to give volunteering a go? The Approach give you the recognition for the regular volunteering you undertake whether it be in the community, with a charity, at school or part of a youth group. You choose the project and fit it around your need. You’ll discover more about your skills, strengths and receive certificates after 10 and 25 hours of volunteering.

3, The Ascent: Taking volunteering to the next level. Develop your skills and strengths through placements and make a longer commitment to volunteering. You can record your achievements, training, new skills and certificates in your personal online journal, keeping them handy for any university, college or work applications. You can get certificates of 50, 100, 200 and 500 hours.

4, The Summit: Volunteering above and beyond expectations! This award is for an outstanding contribution to volunteering. It is awarded to those who have completed 200 hours and have exceeded expectations. A volunteer is nominated for this level of Award (e.g. by the organisation they volunteer for, their school, college or local volunteer development worker).
Saltire Ambassadors (16-25): Having completed any level of the Ascent Award, young people can become Saltire Ambassadors and assisting in a variety of possible roles: helping organise challenge events, organising award ceremonies, doing promotional workshops etc.

These certificates can be used as evidence of work experience for job applications and on UCAS and college applications. What's more, the process to register your volunteers to receive these awards is easy and does not require a burdensome amount of paper work.

Once you have young people engaged in volunteering within your organisation, register your young people and get them recognised for the commitment they give you!

Please contact saltire@volunteeredinburgh.org.uk for guidance on how to register or visit the Saltire website www.saltireaward.org.uk.

Duke of Edinburgh Award

The Duke of Edinburgh Award is achieved by completing a personal programme of activities in four sections:

- Volunteering
- Physical
- Skill
- Expedition

There are three levels Bronze, Silver and Gold for which different time commitments to volunteering are required. Gold also requires a residential.

Youth Achievement Awards

Youth Achievement Awards enable young people to develop as successful learners, confident individuals, responsible citizens and effective contributors; and recognise young people's contributions in a variety of settings including youth work, volunteering, active citizenship, alternative curriculum and formal education.

The awards recognise four levels of responsibility taken by young people participating in activities that interest them. Bronze is about young people taking part, at Silver young people assist - sharing responsibility with others, at Gold they take individual responsibility to organise, and at Platinum they undertake training and lead. Youth Achievement Awards can be used within existing youth work programmes. The Awards are accredited by the Award Scheme Development and Accreditation Network (ASDAN) and are credit rated and levelled by the Scottish Credit and Qualifications Framework (SCQF).
APPENDIX ONE

Guidance on Writing a Volunteer Policy

Section A

This section outlines the principles on which your involvement of volunteers is based

1. Principles

Start your policy with an explanation of what your organisation does, and why it involves volunteers in its work. This helps to put both the policy and the volunteer programme into context. It is also useful to include a statement of intent, setting out the principles that will inform your involvement of volunteers – for example, this is where to state that you will not use volunteers to replace paid staff and also to state that your organisation complies with the Data Protection Act in respect of keeping records on volunteers.

2. Rights and Responsibilities of Volunteers

Include some or all of the following:

“In involving volunteers we recognise the right of volunteers to:

- know what is expected of them and to be given clear information and induction;
- have clearly specified lines of support and supervision;
- respect confidentiality and privacy;
- be shown appreciation;
- have safe working conditions;
- be insured;
- know what their rights and responsibilities are;
- be paid expenses;
- holidays and breaks;
- be trained and receive ongoing opportunities for learning and development;
- be free from discrimination;
- experience personal development through their participation as volunteers;
- ask for a reference;
- be consulted on decisions that will affect what they do;
- withdraw from voluntary work.

Volunteers have the responsibility to:

- carry out their tasks in a way which corresponds to the aims and values of this organisation;
- volunteer within agreed guidelines and remits;
- respect confidentiality;
- respect other volunteers, service users and staff;
- respect the human rights of others;
- carry out their tasks with a regard for others health and safety;
- attend training and support sessions where appropriate.
Section B
This section gives more specific policy statements

1. Recruitment and Selection

It's a good idea to include a couple of sentences about your recruitment process in the policy. Some points you may wish to include are:

- A statement regarding your organisation’s commitment to equal opportunities when recruiting and selecting volunteers.
- How will you advertise for volunteers?
- Will you use application forms?
- How will you interview volunteers?
- Will you request references?
- How will you deal with people you feel are not right for the particular volunteer role they are interested in?
- If your organisation works with children, young people or other vulnerable clients what procedures are in place for screening potential volunteers (i.e. disclosures and self-declaration forms). State at what point in the recruitment process the disclosure check will be requested, how the level of disclosure requested is determined and that this will be stated on the task description and the procedure for completing and returning self-declaration forms. You can then make reference to the other policies you have in place to deal with disclosures.

2. Induction and Training

Include statements on induction training and also any trial period that your organisation operates. Also state that volunteers will have equal access to training to enable them to develop their capabilities and personal competence appropriate to their volunteering role.

3. Expenses

Expenses are extremely important to volunteers, and are also important to your organisation in helping to attract a diverse volunteer ‘workforce’. Reimbursing volunteers’ expenses means that volunteering is accessible to all, regardless of income. Including information about the reimbursement of expenses in your policy makes it clear that your organisation values its volunteers and is actively making sure that barriers do not exist to volunteer involvement. However, it is important that volunteers are paid out-of-pocket expenses only, or your organisation could fall foul of national minimum wage legislation and your volunteers may be open to investigation by the Inland Revenue and/or Benefits Agency. Let volunteers know that reasonable expenses will be reimbursed. You should give details of which expenses are paid and to what value.

4. Supervision and Support

The kind of support that you provide for volunteers will depend on the type of work they are involved in. However, in most cases volunteers should have a named supervisor and regular supervision meetings to discuss any problems or issues that may arise. You can also make reference to any group support sessions that are available.
5. Volunteer Voice

It is advisable to encouraging volunteers to express their views on matters concerning the organisation and to facilitate this process you may wish to nominate a volunteer representative to sit on the management committee to liaise between the volunteers and the committee. You may wish to state in the policy that other volunteers will also be encouraged to stand for the management committee.

6. Insurance

Insurance is a very important issue, but one that many organisations forget about in relation to volunteers. Including a sentence about how volunteers are insured is an easy way of making sure that everyone who comes into contact with your organisation can see that volunteers are covered. Volunteers should be insured under either public or employer’s liability cover.

7. Equal opportunities and diversity

While volunteers are generally not covered by equal opportunities legislation, it is clearly good practice to include them in your equal opportunities and/or diversity policy. Ideally all your policies will have a commitment to equal opportunities and diversity at their heart. Restating your commitment to offering equal opportunity to volunteers from different backgrounds within your Volunteer Policy shows that you take the issue seriously and should indicate that all your organisation’s other policies have been written with inclusivity in mind.

8. Health and Safety

Organisations have a duty of care to avoid exposing volunteers to risks to their health and safety. Your organisation should have a health and safety policy in place, with volunteers being made aware of the policy and practical safety issues as part of their induction. Including basic information about the policy in your Volunteer Policy is a good way of reminding people about it and signposting them to the health and safety policy proper.

9. Grievance and Disciplinary Procedures

What will you do if a volunteer has a grievance with your organisation? Or if a volunteer has acted in an inappropriate manner? Including information about grievance and disciplinary procedures shows that you have a well-planned strategy around involving volunteers and have thought ahead about how you would deal with any problems.

Make sure that you have clear procedures in place to deal with complaints by or about volunteers. It’s a good idea to have separate procedures from those for paid staff, both to ensure that they are as understandable and user friendly as possible, and to keep some distinctiveness between staff and volunteers.
10. Confidentiality

Volunteers should be bound by the same requirements for confidentiality as paid staff. Including information about this in your policy may well be helpful in calming some of the fears that staff or people working with your organisation may have about volunteers being 'unprofessional'.

11. Local Volunteering Sector/Networking

To demonstrate that your organisation’s commitment to volunteering extends to the wider volunteering community, you may wish to include a statement on how you will develop relationships with the local volunteering sector, particularly in relation to the way you work with your local Volunteer Centre.

12. Review of Policy

Once you have developed your Volunteer Policy it needs to be reviewed regularly for relevance and revised as needed. Gaps in policy will continually surface as factors in the volunteering environment, the organisation, the community and the law change. The process of review can be beneficial in itself as it provides the opportunity to involve a range of volunteers, staff and management committee at policy level.

13. Responsibility for Implementation

Overall responsibility for the implementation, monitoring and review of the policy and procedures usually lies with the Chair of the Management Committee or Board of Directors and, on a day-to-day basis, with the senior staff/volunteers.
Volunteer Agreement

Volunteers are an important and valued part of [organisation name]. We hope that you enjoy volunteering with us and feel a full part of our team. This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

We, [organisation name], will do our best:

- To introduce you to how the organisation works and your role in it and to provide any training you need. The initial training agreed is [ ].
- To provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us. Your manager’s/supervisor’s name is [ ].
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To reimburse your travel and meal costs up to our current maximum*.
- To consult with you and keep you informed of possible changes.
- To insure you against injury you suffer or cause due to negligence*.
- To provide a safe workplace*.
- To apply our equal opportunities policy.
- To apply our complaints procedure if there is any problem.
- To provide you with a reference (character or professional) to help you in the future.

I, [name of volunteer], agree to do my best:

- to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected
- to follow [organisation name]’s rules and procedures, including health and safety, equal opportunities and confidentiality.

*More details on these issues are provided in the Induction handbook.

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.
APPENDIX THREE

VOLUNTEER ACTION PLAN

Name: Date:

What I plan to do:

What I hope to achieve for myself:

How I plan to benefit others:

Are there any areas of our work you’d like to move into?
<table>
<thead>
<tr>
<th>What</th>
<th>By Whom</th>
<th>When and How</th>
<th>Completed?</th>
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<tbody>
<tr>
<td>The Organisation</td>
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<tr>
<td>• Aims, philosophy and ethos</td>
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<tr>
<td>• About the clients/service users</td>
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<td>• The kind of work done and why</td>
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<td>• How the clients benefit</td>
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<tr>
<td>• Limitations of the organisation</td>
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<td>• Structure – departments or projects</td>
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<tr>
<td>• Management</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>The Building</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Toilets, cloakroom, parking etc</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Where to get tea/coffee (is it free?)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>• Health &amp; safety including fire exits etc</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>The Role</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Volunteer’s area of responsibility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Line management</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>• Days/hours, reliability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Code of practice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Likely problems and how to cope</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• System for reporting back</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Practical help and suggestions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Support System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Who, where and when to find them</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Supervision meetings</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Resources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Are expenses paid and if so, how?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• How are grievances handled?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Insurance cover</td>
<td></td>
<td></td>
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<tr>
<td>Fellow workers</td>
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<tr>
<td>----------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>▪ Who are they and what do they do?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>▪ Team meetings</td>
<td></td>
<td></td>
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<tr>
<td>▪ Working with others</td>
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<tr>
<td>Other Information</td>
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<td></td>
</tr>
<tr>
<td>▪ Trial period</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>▪ Confidentiality</td>
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</tbody>
</table>
APPENDIX FIVE

VOLUNTEER EXPENSES FORM

This form is to be used to record those expenses you incur while volunteering for Anyorg for which you wish to be reimbursed. The types of spending for which we will reimburse you for are:

1. ___________Travel (bus, train, mileage)____________________

2. ___________Food and drink (if volunteering for more than 4 hours at a time)_________

3. ____________________________________________________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Type of Expense</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Expenses will be reimbursed on demand, but claims for periods exceeding a calendar month will not be considered. Please remember to keep receipts, bus tickets etc.

These represent an accurate account of my expenses.

___________________ ______________________
Name of volunteer Authorised by

___________________ ______________________
Signature Date
## VOLUNTEER SUPPORT AND SUPERVISION FORM

<table>
<thead>
<tr>
<th>Volunteer Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Meeting:</td>
<td></td>
</tr>
</tbody>
</table>

**How has your volunteering with us been going, since we last met?**

**Is there anything you would like us to discuss about your volunteering in this session?**

<table>
<thead>
<tr>
<th>Items for discussion</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Items Discussed</th>
<th>Action Points</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Volunteer Comments**

<table>
<thead>
<tr>
<th>Volunteer Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Supervisors Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
# APPENDIX SEVEN

## HEALTH AND SAFETY CHECKLIST

<table>
<thead>
<tr>
<th>Health and safety checklist:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the organisation:</td>
<td></td>
</tr>
<tr>
<td>Event Date:</td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td></td>
</tr>
</tbody>
</table>

### General legal requirements

Please complete this form before an event takes place. If the activity is ongoing, this checklist should be used on a regular basis to ensure that insurance and other policies are checked and updated.

If you check ‘No’ to any of the below, it is your legal responsibility to action this as soon as possible and before any activity or event takes place.

Do you have current and adequate insurance cover for the following areas which extends to cover the people (i.e. children and young people) taking part in the event and the event (i.e. type of event)?

- Employer’s liability compulsory insurance [Yes] [No]
- Public liability insurance [Yes] [No]
- Motor vehicle insurance [Yes] [No] [Does not apply]

**Do you have a policy on health and safety at work?** [Yes] [No]

If you employ people, you are required by law to have a health and safety policy, which must be written if you employ five or more people. It is recommended that all organisations, those with employees or run on a voluntary basis, have written and displayed their health and safety policy and have completed risk assessments for each event or on an ongoing basis for regular activities.

**Do you have arrangements for putting the policy into force (e.g. staff and volunteer induction, regular and updated training and information sessions)?** [Yes] [No]

**Have you either:**

- Displayed a ‘Health and Safety Law – what you should know’ poster [Yes] [No]
- Provide a health and safety leaflet for each person and at each location? [Yes] [No]
- If necessary, are you registered with the appropriate enforcing authority (such as your local authority if you are providing food)? [Yes] [No] [Does not apply]
- Do you have a person who is trained in health and safety issues? [Yes] [No]
- Do you have arrangements for providing employees and volunteers with an induction to, and updated training on, health and safety? [Yes] [No]

**Have you made the people taking part aware of who the employee/volunteer health and safety representative is, and their role and responsibilities?** [Yes] [No]
Accidents and emergencies

Do you have procedures and staff in place to deal with any accidents or emergencies?
- Yes  - No

Do you have adequate and appropriate equipment and facilities for first aid?
- Yes  - No

Have you appointed someone to take charge of first aid arrangements?
- Yes  - No

Do you record accidents in an accident book?
- Yes  - No

Are you familiar with the requirements for reporting accidents set out in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations of 1995 (RIDDOR)?
- Yes  - No

Do you have a current fire certificate for the premises?
- Yes  - No  - Does not apply

Personal protective equipment and welfare

Will you make sure that the volunteers taking part are provided with appropriate personal protective equipment and clothing of the correct size?
- Yes  - No  - Does not apply

Will you make sure that the volunteers taking part are trained to use all necessary personal protective equipment and clothing?
- Yes  - No  - Does not apply

Do you have accessible and appropriate toilets and washing facilities, including soap and drying facilities?
- Yes  - No

Risk assessment

Have you assessed the risks to the health and safety of your employees and others affected by your work, including arrangements for the safety and protection of people taking part while in your organisation and at each location?
- Yes  - No

Do you have arrangements in place to review and, if necessary, adjust risk assessments if someone taking part has a disability or a learning or language difficulty, or is inexperienced?
- Yes  - No

Have you taken all appropriate steps to put the findings of your risk assessments into practice?
- Yes  - No
Health and safety responsibility

Please provide contact details of the person in your organisation who responsible for health and safety.

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address and postcode:</td>
</tr>
<tr>
<td>Phone Mobile:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
</tbody>
</table>

Supervision

Will you make arrangements to give the volunteers taking part appropriate information, instruction and supervision?

☐ Yes ☐ No

Will you appoint someone to have overall responsibility for supervising the volunteers taking part?

☐ Yes ☐ No

Will supervisory standards take account of the experience of the volunteers taking part and the dangers associated with the tasks carried out?

☐ Yes ☐ No

Will the supervisor be aware of their health and safety responsibilities towards the volunteers taking part?

☐ Yes ☐ No

Training

Will you make arrangements to give the volunteers taking part appropriate health and safety training?

☐ Yes ☐ No

Will each volunteer taking part receive health and safety training to cover all the activities they will be undertaking as part of the activity?

☐ Yes ☐ No

Will each volunteer taking part be made aware of their responsibilities concerning health and safety?

☐ Yes ☐ No

Declaration

I confirm that the information I have given on this form is correct. I promise to tell (insert contact name) immediately about any changes.

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
</tr>
<tr>
<td>Role in the organisation:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>
APPENDIX EIGHT

YOUNG VOLUNTEER’S CONSENT FORM

<table>
<thead>
<tr>
<th>Name of the organisation:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers Start Date:</td>
<td></td>
</tr>
</tbody>
</table>

**Personal details**

<table>
<thead>
<tr>
<th>Young person’s name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of birth:</td>
<td></td>
</tr>
<tr>
<td>Address and postcode:</td>
<td></td>
</tr>
</tbody>
</table>

**Parents’ and carers’ permission**

I give permission for my son or daughter to take part in the volunteering above, including all the activities involved. I have ascertained what activities are involved and this permission extends to all activities involved in this event.

I understand that although staff or leaders in charge of the activities will take all reasonable care of the party members, they cannot necessarily be held responsible for any loss, damage or injury my son or daughter suffers as a result of their volunteering activity.

<table>
<thead>
<tr>
<th>Your name</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship to the young person</td>
<td></td>
</tr>
<tr>
<td>Address and postcode (if different from the young person’s)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Day</th>
<th>Evening</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>If there is an emergency and we are not able to contact you, please give the details of someone else we can contact and sign below.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
</table>

If your son or daughter becomes ill or has an accident requiring emergency hospital treatment, please authorise the organisation named above, or someone acting on their behalf, to sign any hospital written consent form needed if contact with you cannot be obtained and the doctor has recommended that such treatment is in the child’s best interests.

Your signature:  Date:
Medical details
Has your son or daughter ever had, or do they still suffer from, any of the following? This information will be kept confidential among the staff and/or volunteers in charge of the activity your child is participating in.

You are not obliged to give this information, but it is your responsibility to disclose any information that relates to your child’s health and we are not responsible if we have not been informed of a health related matter.

Asthma or bronchitis □ Yes □ No
Heart condition, fits, fainting or blackouts □ Yes □ No
Severe headaches or migraine □ Yes □ No
Anxiety or depression □ Yes □ No
Diabetes □ Yes □ No
Epilepsy □ Yes □ No
Allergies to any known drugs □ Yes □ No
Any other allergies, such as food □ Yes □ No

Please list any allergies:
Contact with any infectious illness in the last three weeks □ Yes □ No
Other illness or disability not named above □ Yes □ No
Receiving any medical treatment □ Yes □ No

If you answer ‘Yes’ to any of these, please give full details

DETAILS

Name and address of the young person’s doctor

Phone

Dietary requirements
Does your son or daughter have any specific dietary needs, such as vegetarian, low cholesterol, gluten-free or halal? □ □ Yes □ □ No

If ‘Yes’ please give details.
**Volunteer Role Risk Assessment**

### Further information

Our organisation regularly takes photos and videos of visitors for publicity. Before taking images of children under the age of 16, we need their parents’ or carers’ permission.

May we use images of your son or daughter for publicity (including in brochures) or on our website?

- **Yes**
- **No**

We consider young people taking part in this event to be responsible for their own actions. By signing this form, you accept that your son or daughter will follow the rules of the event and the organisation.

**EXAMPLE FOR YOU TO ADAPT (Name of Volunteering Role)**

The list below is a guide to thinking about the potential risks involved in some roles. Read through this list considering each item on the Volunteering Role Description. Over the page is space to add any others specific to the role. Decide on appropriate actions you’ll take to minimise the risk. See [http://www.hse.gov.uk](http://www.hse.gov.uk) for further information.

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO (tick)</th>
<th>IF YES Examples of Possible Actions (followed by date action taken)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will the volunteer have supervised direct contact with the public?</td>
<td></td>
<td>Provide training/literature on safety management and dealing with difficult situations with the public (11/10/11).</td>
</tr>
<tr>
<td>Will the volunteer’s role frequently or always take place at any locations outwith your premises?</td>
<td></td>
<td>Provide relevant personal safety training/literature and provide means of emergency contact to volunteer. Ensure that your public liability insurance covers the volunteer at that location.</td>
</tr>
<tr>
<td>Will the role involve the provision of care to young people or adults at risk?</td>
<td></td>
<td>CRBS disclosure check must be carried out before commencing role.</td>
</tr>
<tr>
<td>Will the volunteer have sustained lone contact with service users who are young people or adults at risk?</td>
<td></td>
<td>CRBS disclosure check must be carried out before commencing their role and receive safety management training/literature to be provided on induction.</td>
</tr>
<tr>
<td>Will the staff member or volunteer have access to confidential records?</td>
<td></td>
<td>Make aware of the confidentiality policy and provide information about safe information handling. Ensure that staff member or volunteer’s self-disclosure form indicates ability to act in a trustworthy manner.</td>
</tr>
<tr>
<td>Will the role involve the need to travel between different locations?</td>
<td>Provide appropriate safety management training/literature on induction.</td>
<td></td>
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<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Does the role involve the use of any potentially dangerous equipment?</td>
<td>Provide training in the safe usage of any potentially dangerous equipment they will use.</td>
<td></td>
</tr>
<tr>
<td><strong>Any other risks specific to role?</strong></td>
<td><strong>Rate each on Scale of 1 – 5</strong> (1 is low and 5 is high – the higher the risk, the more actions might need to be taken) <strong>Actions to be taken to Lessen the Risk</strong> (with date action taken)</td>
<td></td>
</tr>
<tr>
<td>EXAMPLE Handling and packing of fragile and sharp objects</td>
<td>Danger of injury from sharp objects and accidental damage to objects</td>
<td>Example: Training on safe handling and packing of fragile objects (10/11/22)</td>
</tr>
</tbody>
</table>

Signed (Volunteer)_____________________________________________
Date__________________

Signed (Volunteer Support Worker)________________________________
Date__________________
For More Information

To promote your youth volunteering opportunity, gain guidance/information or if you have any queries, please contact Volunteer Edinburgh:

For a general enquiry:

Tel: 0131 225 0630
E-mail: admin@volunteeredinburgh.org.uk

Postal address:

Volunteer Edinburgh
222 Leith Walk
Edinburgh
EH6 5QE