

Volunteering Policy Statement



The following statements have been extracted from the full Volunteering Policy:

3. Definitions

The Corserv Group of Companies uses the following definition of 'volunteering' – *'A person who does something, especially helping other people, willingly and without being forced or paid to do it'*

3.1 Who is a volunteer?

Volunteers:

- Are individuals or groups who offer their time, experience, knowledge and skills without financial gain
- help to achieve objectives and provide a benefit to the community.
- complement the work of paid staff, adding value and supplementing the capacity of the service to undertake additional tasks.
- are not an employee and there is no binding contractual relationship
- are not a replacement or substitute for paid employees

The arrangement between Cormac and its volunteers is a flexible one, with no obligation for the volunteer to accept the role, or for Cormac to offer it (see Appendix A and B for constituted and non-constituted groups)

3.2 Impact from volunteering activities:

- Improves community reputation
- Improves volunteers' health and wellbeing
- Ensures the ongoing delivery of a range of important services across Cornwall
- Generates positive PR and good news stories
- Helps to maintain the environment
- Improves volunteer's employability skills and knowledge

4. Policy Statement

The Corserv Group is committed to promoting and supporting volunteers in all operations and the services it provides

4.1 Safeguarding

All people have a right to be safe regardless of who they are or what their circumstances. Safeguarding is about protecting children, young people and adults at risk' safeguarding is everybody's business. Corserv has a statutory duty to ensure the safety of children, young people and adults at risk, and we all have a responsibility to ensure that we are doing all we can to protect the most vulnerable members in our society. Corserv's safeguarding policy applies to all volunteering opportunities where the volunteer engages with children, young people and adults at risk.

Where a volunteering role requires sole or substantial access to children, young people, or adults at risk, an enhanced check for regulated activity will be required requested through the Disclosure and Barring Service, (DBS) prior to the volunteer taking up their role. An enhanced check will also be required for volunteers with access to information about children and adults at risk



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4.2 Equality, Diversity and Inclusion

Corserv is committed to promoting fairness and opportunity and working towards developing good practice around equality and diversity outcomes. We will support improving the quality of life for local communities, supporting its workforce, promoting equality, eliminating discrimination, harassment, hate crime and will ensure a fair and open access to all services we deliver. These outcomes will be aligned to the needs of our stakeholders, clients, customers, workforce and local communities. It is everyone's responsibility to ensure we have fair, equal and inclusive communities in which we live and work.

It is the responsibility of the individual volunteer to confirm that they are legally permitted to volunteer within the UK, and specific additional policies may apply to some volunteers (for example young people or people within additional needs). It is the responsibility of the named supervisor to ensure that these additional policies are implemented as appropriate.

Where an individual needs assistance or reasonable adjustments are needed to allow an individual to undertake a volunteering placement, we will endeavour to support these requests.

4.3 Confidentiality and Social Media

If volunteers become aware of confidential information about the company, its employees, customers and/or suppliers within the course of their volunteering activities, this information should not be disclosed without consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure. Volunteers must recognise their responsibilities, be aware of safeguarding issues and of the risks of the use of social media as identified in the social media policy. Staff undertaking volunteering placements are also expected to adhere to the social media policy.

4.4 Data Protection

The Corserv Group will not retain personal information on volunteers or organisations we engage with for longer than is necessary for our purposes, in line with the Data Protection Act 1998. We have in place appropriate measures to prevent the unauthorised or unlawful processing of personal information, and accidental loss or destruction of, or damage to personal information.

4.5 Concerns

The relationship between the company and its volunteers is entirely voluntary and does not imply any contract. However, it is important that as a company we are able to maintain our agreed standards of service to our customers. It is also important that volunteers enjoy making their contribution to the service. All concerns and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with complaints and problems openly, fairly and quickly.

Initially a meeting with the named supervisor will attempt to resolve issues presented by either party. If this does not resolve the concern, then a meeting with the mentor's line manager will be arranged. Ultimately, a decision may be taken to end the volunteer's involvement with the service or cease to work with a particular constituted group.

At all times the volunteer will be able to freely state their case and may be accompanied by a friend. Volunteer Cornwall or Volunteering England can also provide support, advice and mediation.



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Appendix A – Cormac Constituted Groups

This section of the policy relates to groups that are already operating under a formally adopted constitution (whether a charity or not) and hold their own public liability insurance. These groups would seek prior formal permission for any works that they wish to carry out, obtain agreement and then complete their activities without the assistance of Cormac; therefore, Cormac have an oversight role rather than direct management responsibility. However, there would still be an expectation to operate to Cormac’s standards when working for and on behalf of the service, or on any land over which Cornwall Council has an interest.

Enrolment, Support and Supervision - Volunteers may be enrolled in volunteer activity via either direct contact with Cormac on behalf of the volunteer, or through periodic organised recruitment strategy initiated internally. Enrolment of a volunteer via the latter route may be to individual time limited projects, or for more long-term placements and use may be made of job sites, advertisements, and social media channels as appropriate. Constituted groups will have a named contact within Cormac who will be responsible for ensuring the appropriate transfer of all information relating to the volunteering opportunity, and who will provide support and supervision as required. Volunteer group leaders to be responsible for passing on all information to new volunteers within their group (and being able to prove if necessary that this has been done).

Safeguarding - Safeguarding expectations for existing constituted groups will be covered in the initial induction and further training will be provided if appropriate. Constituted groups in question should have considered their direct responsibilities in respect of Safeguarding procedures and Cormac may require the provision of information relating to this.

Disclosure and Barring Service (DBS). An enhanced check will also be required for volunteers with access to information about children and vulnerable adults. The constituted group will be responsible for ensuring that DBS checks are in place as required, and Cormac will require confirmation from the group leader that DBS checks are held.

The Volunteer Agreement - Constituted groups will be expected to work to Cormac’s policy standards in relation to the guidance outlined in this policy and sign to evidence that they have sight of this policy.

Public Liability Insurance - It is expected that constituted groups will hold their own public liability insurance to cover the activities that are being undertaken, and CORMAC will require confirmation that suitable and sufficient insurance is in place prior to commencement of any activity. Constituted groups may also wish to arrange their own insurance against personal accident cover.

Any activities outside of Cormac’s remit such as committee meetings, fundraising or charity events would not be covered by Cormac’s insurance.

Health and Safety - Constituted Groups have a responsibility at all times for the health and safety of their volunteers. Anyone undertaking a volunteering placement has a duty to take care of themselves, and others who might be affected by their actions. Volunteers should only carry out works within previously agreed scopes, and any accidents or near misses should be reported to the named supervisor/group leader.



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Appendix B – Cormac Non - constituted groups

This section of the policy applies to volunteers engaged in supporting the delivery of Cormac's services, who are not part of a wider constituted group. Cormac have the direct responsibility for individuals engaging with the Company to volunteer.

Enrolment, Support and Supervision - Volunteers may be enrolled in volunteer activity via either direct contact with Cormac on behalf of the volunteer, or through periodic organised recruitment strategy initiated internally. Enrolment of a volunteer via the latter route may be to individual time limited projects, or for more long-term placements and use may be made of job sites, advertisements, and social media channels as appropriate. Volunteers will have a named contact within Cormac who will be responsible for ensuring the appropriate transfer of all information relating to the volunteering opportunity, and who will provide support and supervision as required. Volunteer leaders must refer all new volunteers in the first instance to the Community Partnership Officer who will follow the usual recruitment procedures.

The Volunteer Agreement - Cormac's Volunteer Agreement sets out Cormac's commitment to volunteers in terms of what volunteers can expect from Cormac and what Cormac asks for in return from its volunteers.

Public Liability Insurance - Volunteers who operate on behalf of Cormac will be covered by Cormac's public liability insurance providing the correct volunteer procedures are followed. Cormac does not purchase personal accident cover for volunteers. Therefore, any volunteer who is accidentally injured will not be able to claim from Cormac. Most individuals have personal accident included with their household insurance, but if not, they can purchase this cover themselves.

Any activities outside of Cormac's remit such as committee meetings, fundraising or charity events would not be covered by Cormac's insurance.

Health and Safety - Cormac has a responsibility to endeavour to support safe working practices around the health and safety of its volunteers, whether these are volunteers directly working with the Company or who are existing staff on a volunteering placement. Volunteers should follow Cormac's health and safety policies and procedures at all times. Anyone undertaking a volunteering placement has a duty to take care of themselves, and others who might be affected by their actions. Volunteers should only carry out works within previously agreed scopes, and any accidents or near misses should be reported to the named Supervisor. It will be Cormac's responsibility to ensure any accidents or near misses are logged using the relevant processes and systems, these will be investigated accordingly. Cormac will be responsible for ensuring the site induction is completed, and that volunteers undertaking the work are competent and equipped to carry out the allocated tasks.

