



Volunteering and Participation

Part of the BYO Operations and Administration Policy Suite

Britannia Youth Organisation CIC is a Community Interest Company registered in England and Wales.
Company No. 12515346 | Registered Address: 36 St Joseph's Rd, Ward End, Birmingham, B8 2JU

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Document Details	Information
Policy Title	Volunteering and Participation Policy
Version	3.0
Effective Date	28 June 2026
Review Date	1 July 2027
Owner	Britannia Youth Organisation CIC
Approved By	Hassan Kingsley, Governor
Cross-References	Safeguarding Policy Framework, Vetting and DBS Policy, Recruitment Selection and Onboarding Policy, Code of Conduct for Staff and Volunteers, Equality Diversity and Inclusion Policy, Data Protection Policy, Health and Safety Policy, Complaints Policy, Whistleblowing Policy, Child Protection Procedures, Managing Allegations about Staff and Volunteers, Digital Safeguarding Policy, Organisational Values and Inclusion Framework

1. Overview

This policy sets out the broad principles for volunteer management within BYO.

We recognise that **volunteers** are a valuable resource of support for our team and participants, and working with **volunteers** is an effective way to promote community development and extend our reach. We value the contributions made by volunteers and are committed to providing appropriate support and recognition for their personal development.

This policy is endorsed by the Leadership Team and is reviewed every 12 months.

2. Definition

A **volunteer** is not employed and will not have a contract of employment with BYO. Volunteering is defined as unpaid activities undertaken by individuals who freely offer their time and commitment to contribute to our work.

Volunteering must be a choice freely made by each individual. **Volunteers** are distinguished from other work placements, where the primary aim is usually for the participant to obtain work experience or carry out specific projects.

The Leadership Team recognise the benefits that **volunteers** bring to our organisation in terms of their skills, knowledge, and personal experience. We will ensure that **volunteers** are appropriately integrated into our structure and that practical mechanisms are in place for them to contribute effectively.

BYO will not introduce **volunteers** to replace paid **staff** or reduce employment opportunities. We expect our team members to work positively with **volunteers** and, where appropriate, actively involve them in our activities.

3. Types of Volunteering and Placements

BYO may work with various types of **volunteers** and placement students, including:

- University students on placement
- University students undertaking research projects
- Work experience students
- Community **volunteers**
- Skilled professionals offering pro-bono support
- Event **volunteers**

The procedures outlined in this policy apply to all these types of volunteering activities.

4. Recruitment and Selection

4.1 Recruitment Approach

Volunteers are recruited from all sections of the community in accordance with our [\[Equality, Diversity and Inclusion Policy\]](#) principles. We welcome people from diverse backgrounds to join us as **volunteers**. Information about volunteering opportunities is shared through:

- Our website and social media
- Universities and colleges
- Community networks
- Word of mouth and referrals

4.2 Application Process

Depending on the volunteer role, applicants may be required to:

- Complete a simple application form
- Provide references (typically 1-2 sources)
- Attend an informal interview or meeting

The process will be proportionate to the role and level of responsibility involved.

See also: [\[Recruitment, Selection and Onboarding Policy\]](#) for comprehensive recruitment procedures and safer recruitment practices.

4.3 Checks and Clearances

- **Volunteers** working directly with vulnerable groups will require appropriate DBS checks in accordance with our [\[Vetting and DBS Policy\]](#)
- **Volunteers** who will be driving on behalf of BYO must have a valid driving licence and appropriate insurance
- All **volunteers** must sign a Volunteer Agreement before starting

See also: [\[Vetting and DBS Policy\]](#) for detailed DBS requirements and procedures.

5. Volunteer Agreement

All **volunteers** will sign a simple Volunteer Agreement that identifies:

- The volunteer's role and key responsibilities
- Any essential training requirements
- Expenses that BYO will reimburse
- Insurance coverage provided
- Who will supervise and support the **volunteer**
- Notice period if the volunteering arrangement ends

Volunteers are expected to comply with relevant BYO policies while undertaking their duties, particularly:

- **[Code of Conduct for Staff and Volunteers]** - behavioural expectations
- **[Safeguarding Policy Framework]** - safeguarding responsibilities
- **[Health and Safety Policy]** - safety requirements

6. Induction and Training

6.1 Induction

All **volunteers** receive a practical induction covering:

- BYO's mission, values and approach
- Their specific role and responsibilities
- Key contacts and support people
- Essential health and safety information
- Confidentiality requirements

6.2 Training

Volunteers will receive training appropriate to their role, which may include:

- **Safeguarding** awareness (mandatory for roles involving contact with vulnerable groups)
- Health and safety basics
- Specific skills training for their volunteer role

Training will be practical and proportionate - we won't require excessive training for simple volunteer roles.

See also: *[Safeguarding Policy Framework]* for detailed safeguarding training requirements.

7. Support and Supervision

- All **volunteers** are assigned a named contact person for support
- Regular check-ins will be arranged as appropriate to the role
- BYO will provide timely guidance to help volunteers succeed in their roles
- **Volunteers** can raise concerns or ask for additional support at any time

Reporting Concerns

If **volunteers** have concerns about **safeguarding**, misconduct, or organisational practices:

- Report **safeguarding** concerns to the **DSL** immediately
- Use **[Complaints Policy]** for service-related issues
- Access **[Whistleblowing Policy]** for serious concerns about organisational practices

See also: *[Code of Conduct for Staff and Volunteers]* for professional standards and *[Whistleblowing Policy]* for raising serious concerns.

8. Expenses and Reimbursement

While **volunteers** are unpaid, BYO will reimburse reasonable out-of-pocket expenses such as:

- Travel costs (where agreed in advance)
- Meals during long volunteer sessions
- Materials or resources purchased for BYO activities

Reimbursement requires:

- Prior agreement where possible
- Completion of a simple expenses form
- Production of receipts
- Expenses must be reasonable and directly related to the volunteer role

9. Insurance and Health & Safety

9.1 Insurance

BYO will take reasonable steps to protect **volunteers** through appropriate insurance cover while they are carrying out agreed volunteer activities. This cover does not extend to unauthorised actions or activities outside the volunteer agreement.

9.2 Health and Safety

- BYO will take reasonable steps to ensure the health, wellbeing and safety of **volunteers**
- **Volunteers** must follow basic health and safety guidance
- **Volunteers** should report accidents or safety concerns to their supervisor
- **Volunteers** should not undertake activities outside their agreed role without authorisation

See also: [\[Health and Safety Policy\]](#) for comprehensive safety requirements and procedures.

10. Confidentiality and Data Protection

Volunteers may become aware of confidential information about BYO, participants, or team members. **Volunteers** must:

- Maintain confidentiality of any sensitive information
- Follow data protection principles
- Seek guidance if unsure about confidentiality matters
- Not share information on social media or with unauthorised persons

See also: [\[Data Protection Policy\]](#) for detailed information handling requirements and [\[Digital Safeguarding Policy\]](#) for social media guidance.

11. Equality and Inclusion

BYO operates on principles of equality and inclusion. We aim to ensure that no **volunteer** is treated unfavourably on grounds of race, colour, nationality, religion, ethnic origin, age, gender, gender identity, marital status, sexual orientation, or disability.

See also: [\[Equality, Diversity and Inclusion Policy\]](#) and [\[Organisational Values and Inclusion Framework\]](#) for comprehensive equality principles.

12. Resolving Issues

If **volunteers** have concerns or issues:

- They should first discuss these with their named contact person
- More serious issues can be escalated to the Leadership Team
- BYO will endeavour to resolve issues promptly and fairly
- If needed, the volunteer arrangement can be ended by either party with reasonable notice

Formal Resolution Pathways

For more serious concerns:

- **Service complaints:** Use [Complaints Policy] procedures
- **Safeguarding concerns:** Report immediately to DSL following [Child Protection Procedures]
- **Serious organisational concerns:** Access [Whistleblowing Policy] protection
- **Misconduct allegations:** Follow [Managing Allegations about Staff and Volunteers] procedures

See also: *[Complaints Policy]* for formal complaint procedures and *[Whistleblowing Policy]* for protection when raising serious concerns.

13. Recognition and Feedback

- BYO values volunteer contributions and will provide appropriate recognition
- Volunteers leaving the organisation will be asked for feedback on their experience
- This feedback helps us improve our volunteer programme

14. Record Keeping

BYO will maintain appropriate records including:

- Volunteer contact details and emergency contacts
- Signed agreements and any relevant checks
- Training records
- Any significant incidents or issues

Records will be kept in accordance with [\[Data Protection Policy\]](#) requirements and destroyed when no longer needed.

See also: [\[Data Protection Policy\]](#) for detailed record keeping and retention requirements.

15. Safeguarding Responsibilities

All volunteers have safeguarding responsibilities and must:

- Complete safeguarding training appropriate to their role
- Follow the [\[Code of Conduct for Staff and Volunteers\]](#)
- Report all safeguarding concerns to the DSL immediately
- Understand the signs of abuse and neglect
- Maintain appropriate boundaries with service users

Key Contacts:

- **Designated Safeguarding Lead:** Joshua William Hall (07925 328 728)
- **Deputy DSL:** Hassan Alexander Kingsley (07597 874 222)

See also: [\[Safeguarding Policy Framework\]](#), [\[Child Protection Procedures\]](#), and [\[Code of Conduct for Staff and Volunteers\]](#) for comprehensive **safeguarding** guidance.

16. Review

This policy will be reviewed annually to ensure it remains effective and appropriate for BYO's needs and the **volunteers** we work with.

Reviewed by:



Hassan Kingsley

Date: 28/06/2026

Next Review Date: 01/07/2027

This policy forms part of BYO's commitment to safeguarding and should be read alongside our complete Safeguarding Framework.

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