

The Meeting Place (Bookham)

Registered company No. 7817471 and Registered Charity number 1192001



Volunteers Policy

Version History

<u>Version No.</u>	<u>Date</u>	<u>Details of Changes included in Update</u>	<u>Amendments by Name & Role</u>
<u>Original</u>	<u>2020</u>	<u>n/a new policy</u>	<u>n/a</u>
<u>Version 1</u>	<u>October 2023</u>	Version control commenced Volunteer Form reviewed to ensure same across The Meeting Place. Minor amendments to what a volunteer can expect. Clarification on DBS expiry dates.	Margaret Hibbert/Hilda Williams (Trustees)
<u>Version 2</u>	<u>April 2024</u>	Addition of Duke of Edinburgh Volunteer requirements	Margaret Hibbert/Hilda Williams (Trustees)
<u>Version 3</u>	<u>October 2025</u>	Reference to Lone Working Procedure	EC / MH
<u>Version 4</u>	<u>February 2026</u>	Update language hub contact details	MH

Purpose

The aim of this policy is to provide a clear framework for those volunteering at any activity run by The Meeting Place (TMP). It aims to ensure the highest standards are maintained in relation to the recruitment and management of volunteers.

A volunteer is someone who is working in an unpaid capacity as part of a planned programme of activity. The Meeting Place is committed to making sure that volunteers are well looked after and that they are treated with respect and dignity.

Volunteers need to be aware of and prepared to abide by the values, principles and policies of The Meeting Place www.themeetingplace.org.uk . Policies can be found on the website in the About Us section, password tmp2011.

Summary of Roles and Activities

In the table below are listed the activities run by The Meeting Place. Each has a Team leader who is responsible for the volunteers in their area.

Activity	Team Leader		
Coffee Shop	Denise Bottomley	07866 936878	denisevbottomley@msn.com
Community Fridge	Edna Woodhouse	07757 954294	ednawoodhouse@gmail.com
Language Hub	Rosemary Osborne		rosbo38@yahoo.com
Lip Reading	Val Lambert	07939 435668	valannlamb73@gmail.com
Anna Chaplaincy	Elaine Crutchley	07792 178539	annacoord@themeetingplace.org.uk

Recruitment and Selection

Volunteers will be recruited and selected according to their suitability in helping meet the needs of planned activities. They can expect an informal interview by the Team Leader of the specific activity team, and to complete an application form giving names of two referees. Approved volunteers will be asked to sign a Volunteer Agreement which will vary according to the activity involved and they will be inducted into their role. Volunteer Agreements for the various activities of The Meeting Place are listed in Appendix 1.

If a volunteer applicant is under 18, the application should be discussed by members of the management committee for that activity to ensure that sufficient guidance and support are in place. Parental consent and involvement will be required.

Equal Opportunities

The Meeting Place is committed to the fair treatment of its volunteers, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability, or offending background.

DBS checks

Any volunteer that is in a position of trust with adults at risk or children must complete an Enhanced DBS check, and where this is identified as necessary, it will be stated in the volunteer application forms.

NB - A DBS check has no official expiry date. Any information included will only be accurate at the time the check was carried out.

DBS checks are carried out by Yvonne Delahunty who keeps records on her personal computer, password protected, and in conjunction with DDC (Due Diligence Checking) who provide the Enhanced DBS checks and keep her informed when updating is required. Elaine Crutchley (Trustee) can go to the DDC website where this info is held in a secure area.

Volunteer Agreement

All volunteers will be asked to sign a Volunteer Agreement which lays out general and specific expectations for the area in which they are working. This may be different for each TMP activity that the volunteer is involved with.

Volunteers can expect:

- to be given an induction to their role, and appropriate training, supervision and support
- an induction into the health and safety requirements of their role
- to be given the name and contact details of their Team Leader
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to be recognised and appreciated

- have the right to withdraw from volunteering their services with courteous notice
- reimbursement of any reasonable out-of-pocket expenses incurred in the course of volunteering with TMP

The Meeting Place expects volunteers:

- to be reliable and honest
- to respect confidentiality at all times
- to undertake only those tasks and responsibilities that have been agreed
- to acquaint themselves and work in accordance with all appropriate policies, guidelines and procedures
- to report all accidents, serious incidents or damage to equipment immediately to a Team Leader
- to uphold the organisation's values and avoid bringing the organisation into disrepute

For Anna Chaplaincy Volunteers Only

- To keep accurate and up to date befriender visit records, and return them promptly at the end of each month to your team leader

Lone Working

Volunteers should refer to the TMP Lone Working Procedure (Appendix 2 of Anna Chaplaincy Policy) where this situation applies to their role.

Duke of Edinburgh Award Placements

There are no specific things required to be in place for a student to volunteer with The Meeting Place as part of their Duke of Edinburgh Programme, apart from the commitment to allowing participants to volunteer with us (see timescales below).

Placement students are required to follow relevant Meeting Place Policies. The onus is on participants and their parents to carry out any due diligence to ensure they are happy with The Meeting Place as a placement organisation and we would support that by providing any information that the parents/guardian/carer needs. Communication about rotas etc should always include a parent for under-18's.

For information (*Information obtained from Ewan Thomson Operations Officer, The Duke of Edinburgh's Award 7.3.24*)

To be able to enrol on the DofE Award, participants need to meet the following age requirements:

- Bronze Award – Year 9 or the year they turn 14.
- Silver Award – Year 10 or the year they turn 15.
- Gold Award – Must be 16 before they can enrol.

The Meeting Place will need to ensure we support students for the following timescales before accepting them as a volunteer.

- Bronze – 3 months (participants might choose to do an additional 3 months on top of this)

- Silver – 6 months (participants might add an additional 6 months if they did not complete the Bronze Award)
- Gold – 12 months (participants might add an additional 6 months if they did not complete the Silver Award)

Throughout the timescale, participants need to complete an average of an hour a week. This needs to spread across the timescale and cannot be condensed into two 6-hour sessions, for example.

Privacy Statement

The Meeting Place takes volunteers' privacy seriously and will only use their personal information in ways that they have consented to in their Volunteer Agreement. It will be stored securely (in either electronic or paper form) to ensure that those without appropriate need do not have access to it.

The Volunteer Agreement will be used only for managing the volunteer's activity with TMP and will not be passed to third parties. It will be destroyed when a Volunteer ceases to be involved with "The Meeting Place". The complete privacy statement is found in the TMP Data Protection Policy.

Expenses

Subject to prior agreement, any eligible costs incurred during volunteering will be promptly reimbursed.

Insurance

Public Liability cover is in place for third party injury or property damage arising in connection with the volunteering activities.

Appendix 1 Volunteer Agreement

THE MEETING PLACE (BOOKHAM)

The Meeting Place (Bookham) is a Company Limited by Guarantee (Registered number 7817471) and a Registered Charity (Registered number 1192001)



VOLUNTEER AGREEMENT AND CONTACT SHEET

Name of Volunteer _____

Date of meeting

Introduction

As your Team Leader I will be responsible for your placement with us, and I am pleased to welcome you as one of our volunteers. I will inform you if this role requires a DBS check.

As previously agreed, we look forward to you starting with us on
for a four week 'settling in period'. During this time we will:

- Give you an induction to The Meeting Place and the area in which you will be working,
- carry out any initial training for the role,
- provide you with access to The Meeting Place Policies and Procedures.

After four weeks we will review with you how you are getting on.

If you cannot attend at any time, please contact your team leader in the first instance. In their absence, please contact another member of the team. If at any time you would like some 'time away' then we would appreciate as much notice as possible in order to make alternative arrangements.

For volunteers supporting events only, a shortened induction suitable for the event will be carried out by the Event Organiser as appropriate.

Each Anna Friend will also be given a sub-licence by Bible Reading Fellowship (BRF) Ministries to operate in this capacity under the leadership of the Anna Chaplain.

Volunteers can expect:

- to be given an induction to their role, and appropriate training, supervision and support
- an induction into the health and safety requirements of their role
- to be given the name and contact details of their Team Leader
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to be recognised and appreciated
- have the right to withdraw from volunteering their services with courteous notice
- reimbursement of any reasonable out-of-pocket expenses incurred in the course of volunteering with TMP.

The Meeting Place expects volunteers:

- to be reliable and honest
- to respect confidentiality at all times
- to undertake only those tasks and responsibilities that have been agreed
- to acquaint themselves and work in accordance with all appropriate policies, guidelines and procedures
- to report all accidents, serious incidents or damage to equipment immediately to their Team Leader
- to uphold the organisation’s values and avoid bringing the organisation into disrepute

For Anna Chaplaincy Volunteers Only

- To keep accurate and up to date befriender visit records, and return them promptly at the end of each month to your team leader

References

Please provide the names and contact details of two referees who have known you for a minimum of 3 years.

Name: contact details:

Name: contact details:

Personal Details

Mr/Mrs/Miss/Ms/Other

First Name(s)

Surname

Date of Birth

Address

Postcode

Contact telephone (H) (M)

Email:

Relevant Qualifications (eg. food hygiene certificate/TEFL/ESOL/Safeguarding)

Emergency Contact Details

Name of contact and Relationship to volunteer:

Telephone number(s):

Do you have any medical or other condition you would like us to be aware of?

Privacy Notice

At The Meeting Place we take your privacy seriously and will only use your personal information in ways you consent to it being used.

Please acknowledge that you are happy for us to contact you by email or phone about your Meeting Place role, training, meetings and to send our Newsletter: yes/no

I have read and understood the TMP Privacy Statement in the Data Protection Policy: yes/no

I look forward to having you as part of the team.

Please do not hesitate to contact me should you need further information. My contact details are shown below.

Signed.....Date.....

(Team Leader)

Team Leader Contact details:

Signed.....Date.....

(Volunteer)

The Meeting Place General Data Protection Regulation					
Personal data held	Purpose of obtaining	How it is used	How it is stored	Who has access to this data internally	Is this data sent externally
Name Address Telephone Email address Date of birth	Running TMP activities DBS contact purposes Contact in emergency details	Running TMP activities Requirement for official documentation To contact volunteer or emergency contact	In electronic file on the server and in secured volunteer files in office	Team Leaders and other volunteers as relevant.	Checking for DBS
Health information (on a need to know basis)	Risk / Safeguarding	To share with befriendeds and volunteers if there is a need to know and only with your agreement	Secure volunteer files in the office	Team Leader	No

The Meeting Place Befriending General Data Protection Information.

Some information may be stored on TMP email account from staff.

1. How long will your data be stored?

Your data will be stored for the duration of you serving as a volunteer and erased when you retire from this position.

2. Subject Data Access Requests

You have the right to request to see the data TMP holds on you. To do this please contact the Team Leader.

3. Your right to withdraw your consent

Under GDPR you have the right to withdraw consent to your information being processed during your time as a volunteer but only if there is no legal or contractual or legitimate interest for The Meeting Place to hold the information.

5. Your right to complain to a Supervisory Authority

If you have a concern regarding GDPR, please contact your Team Leader. If, after an investigation, you still have a concern you have the right to contact the Information Commissioner's Office. Their website is ico.org.uk.