

**1625 Independent People**  
**Volunteering at 1625 Independent People Procedure**

Note – this procedure does not include the recruitment, support, training of volunteer Board Members/Trustees – there is separate guidance for that.

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## 1 Introduction

1625ip provides volunteering opportunities through several strands (note – this is not intended as a definitive list as new opportunities/initiatives will emerge)

- VIP (Volunteering at Independent People) programme
- Community Mentoring and Peer Support Programmes
- Corporate volunteering opportunities
- Governance of the organisation

This procedure supports our approach and aspirations regarding volunteers to ensure that there is a fair and appropriate process at every stage.

## 1.1 Definitions

A **'colleague'** for the purposes of this Policy and the associated Procedure, is an employee of 1625ip

A **'Volunteer'** is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses.<sup>1</sup>

Current volunteering opportunities at 1625ip, although the list will change as new opportunities are sought and developed.

- **Board Member:** Responsible for the governance of the organisation (please see separate Board recruitment procedure). Note there are two Board places that are reserved specifically for young people, and / or people with lived experience.
- **Independent People Ambassadors (IPA):** Young People who volunteer their time, experience, and insight to form a panel of young people who help shape and agree priorities and plans of the organisation.
- **VIP (Volunteer Independent People):** General volunteering opportunities, including regulated group work and back-office duties.
- **Community Mentor:** Delivery of un-supervised, regulated, one-to-one, weekly mentoring sessions to young people for a 6 – 18-month period.

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<sup>1</sup> Volunteering England fact sheet – Health and Safety of volunteers

- **Employment, Education, and Training Mentor:** Delivery of supervised, informal conversations with young people about specific roles/courses and/or delivery of unsupervised workplace taster days and/or placements
- **Peer Supporter:** Young people with "lived experience" who volunteer to give their time to support other young people.
- **'Young Volunteer':** Existing and former young people taking co-delivery roles such as supporting activities or co-delivering talks/training OR being involved in representative/decision-making processes.
- **Corporate Volunteer:** Where employees are supported by their company, association, union (e.g., a Student Union) using paid hours to volunteer at a charity; this may be as an individual or a team.
- **Third Party or Partner Volunteers:** For example, volunteers placed with 1625ip via another organisation or institution (e.g., a charity or university), and including co-delivery with existing volunteers from third-party/partner organisations where 1625ip are not the sole supervisor.

## 2 Procedure

NOTE – the process for recruiting Board members is not covered by this procedure. There is a separate procedure for that.

### 2.1 Recruitment

Excepting corporate volunteers, third-party/partner volunteers, "ad-hoc" volunteers, or young people who have engaged with 1625ip services, and become peer supporters.

- We will use appropriate means to advertise for volunteers locally, that align with the principles of our Equity, Diversity, and Inclusion Policy and Procedure.
  - We advertise for volunteers using the 1625ip Website and VOSCUR as standard sites, but we may occasionally advertise elsewhere e.g., university volunteering site, community settings, or other volunteer organisations that promote opportunities
- Volunteers will be asked to submit a written application (help can be given with this if necessary).

- The applicant will be interviewed by colleagues responsible for the volunteering programme.
- The person's suitability will be assessed against the requirements of the volunteer position description and person specification.
- All decisions on a potential volunteer's suitability will be reviewed with a second colleague (involved in leading on volunteering), a relevant operations manager or senior manager **prior** to any outcome being communicated to volunteers. It is not the responsibility of any one person to come to a decision.
- Where necessary, a second interview will be carried out.
- All volunteer positions are subject to appropriate references and a DBS check relevant to the position. The following provides general guidance for this, but each position is checked for specific requirements:
  - Young people facing roles - enhanced DBS check.
  - Administrative / project roles / fundraising (not one-off) - Basic DBS check.
  - One off (supervised) work - not required.
- The 1625ip application forms asks for two referees with one at least being their most recent employer, but for some potential volunteers this may be a challenge, if for example, someone is considering volunteering as a way back into work after being away from a workplace for illness, or caring responsibilities. 1625ip do not want to make this an insurmountable barrier to people.
- If the lead recruiting colleague has any concerns or queries about references (e.g., the time covered by references or any of the contents) please speak with a manager or member of the People team. Following such a discussion, 1625ip may decide, for example, to ask for a different reference, or an additional reference covering a longer period.

## 2.2 Induction and training

Excepting corporate volunteers, some third-party/partner volunteers or “ad-hoc” volunteers.

An induction will be prepared and delivered by the colleague responsible for overseeing the volunteer role. This will include:

- The role of the volunteer
- A list of all associated colleagues and volunteers
- Copies of:
  - Safeguarding of Children and Young People, and Vulnerable Adults
  - Data Protection, including confidentiality and 1625ip Confidentiality Agreements
  - Health and Safety, including Drugs Policy and Lone Working
  - Equity, Diversity, and Inclusion
  - Volunteering Policy and Procedure
  - 1625ip's Code of Conduct
  - Feedback procedure – Comments, Complaints, Compliments, and Suggestions
- Volunteer Agreement
- Essential procedures, e.g., timekeeping, rota
- Induction training and details of ongoing training
- Other information as appropriate

There will be a trial period relevant to the voluntary role, to enable 1625ip and the volunteer to establish if they are suited to one another. A review will be undertaken midway through the trial period and at the end of the trial period.

## **2.3 Support**

Excepting corporate volunteers, third-party/partner volunteers, “ad-hoc” volunteers

An identified colleague will be responsible for overseeing the volunteering opportunity. They will:

- Provide ongoing support to the volunteer, including acting as the first point of contact for any difficulties. This will be supported by other colleagues as appropriate.
- Oversee their induction.
- Discuss training needs and identify ways in which the agreed training needs can be met.

Additional support will be provided, as required, for individual roles and volunteers.

The organisational volunteer co-ordinating roles will have oversight of this process for VIP volunteers and will also coordinate pastoral support opportunities and related internal and/or external communications.

### **2.3.1 Recruitment, induction, and support for Corporate Volunteers**

Recruitment, induction, and support for Corporate Volunteers, by the nature of the role, differ to other volunteering streams, as corporate roles should reflect the work volunteers are doing to fulfil their corporate social responsibilities in a meaningful way.

A risk assessment of the activity(ies) reflecting the people involved will always be carried out, to ensure that risks are managed in a way that is proportionate to the volunteering opportunity and determined on a case-by-case basis.

There will always be an identified colleague to act as the coordinator for 1625ip, who will be supported by a relevant manager, usually an Operations Manager but which may be an SLT member, or someone in the Communications team, as part of their role on corporate partnerships and activities.

For third-party, partner, or ad-hoc volunteers, an appropriate support system will be developed in partnership with the external organisation or institution. A named welfare lead will be the main point of contact for welfare concerns, and the identified colleague from 1625ip will communicate with them about individual volunteers to ensure they are well supported and supervised.

## **2.4 Matching**

In some services, there is a process of matching a volunteer, for example, a mentor, with a specific young person.

### **2.4.1 Bristol Community Mentors and Industry (EET) Mentors\*:**

- Referral received from 1625ip support worker or self-referral from a young person (at this stage YP/support worker may have identified a potential match from the trained and “available mentors” list which is promoted in-house email)

- Volunteer Coordinator contacts the young person to get more info, share more about available mentor, discuss if a suggested match seems appropriate
- The Volunteer Coordinator contacts the mentor and discusses brief details and arranges a match meeting
- The match meeting is usually in a coffee shop attended by the young person, the potential mentor, and the Volunteer Coordinator (or another 1625ip colleague)

#### **2.4.2 South Glos Community Mentoring (6–18-month match)**

- Volunteer Coordinator contacts the referrer and the young person and the potential mentor separately, providing a 'bio' of the mentor to the young person and referral information to the mentor, as appropriate, to see if they want to go ahead with a matching meeting. In some cases, the coordinator will also meet the young person prior to matching with a mentor, for further assessment.
- Once a matching meeting has taken place and both parties want to continue, the Volunteer Coordinator organises lone working, the exchange of contact details, and so on.
- The Mentor contacts the young person to arrange future weekly mentoring meetings

#### **2.4.3 For Industry (EET) Mentoring (usually one-off meeting)**

- The Volunteer Coordinator contacts the young person for feedback
- More meetings are arranged if possible / needed
- Some Industry Mentors have progressed into Community Mentoring – in which case DBS, references, training, lone-working are then organised

## **2.5 Training**

The current offer and requirements of training for all volunteers

<b>Training</b>	<b>Length</b>	<b>Who</b>	<b>When</b>
Core Volunteers Training (Bristol)	3 hours	All (except Industry Mentors)	Before start
Mentor Training (Bristol)	3 hours	Community/Peer Mentors	Before start
Core volunteers/mentoring training	3 x 2 hrs	All South Glos Mentors	Before start
Peer Support Training	3 hours	Peer Supporters	Before start
Placement Induction	1 hour	VIPs and Peer Supporters	At start
GDPR (iHASCO)	1 hour	All	Active volunteering

H&S (iHASCO)	1 hour	All	Active volunteering
DSE (iHASCO)	1 hours	Volunteers who use computer in their role- e.g., Reception, E-Bulletin, social media	Active volunteering
Safeguarding (Educare / iHASCO)	1 hour	All (2+ years volunteering)	Active 2+ years volunteer
Pie 2 courses or other organisational training	Varies	All	Offered when spaces are available (limited)

## 2.6 Expenses

Out-of-pocket expenses, if required, will be reimbursed subject to budgetary constraints e.g., expenses for travel, meals, agreed childcare expenses. Normal caps are £6 for lunch and travel can be agreed, within reason, on an individual basis. Exceptions are to be agreed by a manager with authority to make such decisions.

In South Glos, due to the geography of the county, mileage is paid at 45p per mile.

Volunteers must ensure there is prior agreement with the colleague responsible for supporting them prior to incurring these expenses.

When reclaiming expenses, the relevant expenses form needs to be completed and all appropriate receipts provided.

## 2.7 Equipment and Access to information

Volunteers are not, as a matter of course, given access to resources and tools such as In-Form or the I: Drive. If information, contact details, contact lists (e.g., for survey purposes, to collect information on occupational interests, to collect up to date EET information), then lists will be created and provided by 1625ip colleagues.

Some volunteers are provided with a 1625ip mobile phone, after signing a 1625ip Mobile Phone use agreement, and are subject to the same spend cap, use guidelines, etc. as 1625ip colleagues who have a work mobile.

Volunteers are not provided with IT equipment, such as laptop, as a matter of course.



Based on the nature of a volunteering project, there may be a specific reason for a volunteer to be temporarily issued with a laptop, but this would be in very limited, extreme, and unusual circumstances.

## **2.8 Health and Safety**

Lone working – any volunteer who meets young people, and works un-supervised, are set up on the lone-working system used at 1625ip.

Volunteers are expected to use the system consistently and completely and will be trained/guided in the effective use of the system. Monthly monitoring is provided to the colleague who supports each volunteer and if a volunteer is logging onto the lone working system less than expected/needed, a noted conversation will be had, support, refreshers offered.

If a volunteer demonstrably and consistently does not use the lone-working system as expected, then we may end their volunteering with 1625ip, or explore options around a role which does not require the use of the lone working system.

## **2.9 Resolving problems**

The relationship between 1625ip and volunteers is entirely voluntary and does not imply any contract of employment. Within this, it is important that 1625ip can maintain high standards of service to the young people with whom we work, and that volunteers benefit from and enjoy their contribution.

If the tasks a volunteer undertakes, or the conduct of a volunteer, does not meet with 1625ip's standards, we will provide feedback and offer the support necessary to enable improvement, or to potentially identify another volunteer role that may better suit the experience, for example, of the volunteer. If, following feedback and support, the required improvement is not achieved, then 1625ip may terminate the volunteer placement.

Equally, if a volunteer is dissatisfied with any aspect of their role, they should initially discuss this with the colleague responsible for supporting them. If this response is not satisfactory, volunteers can use 1625ip's Feedback Policy to further seek to rectify the issues.

### **3 Sources of more information and support**

Can Do Bristol [Can Do Bristol - Can Do Bristol](#)

Bristol City Council [Volunteering in Bristol](#)

Volunteering Matters [For our community - Volunteering Matters](#)

National Association for Voluntary and Community Action [NAVCA](#)

National Council for Voluntary Organisations [Help and guidance | NCVO](#)

Community and Voluntary Services (CVS) South Gloucestershire [CVS South Gloucestershire – CVS South Gloucestershire \(cvs-sg.org.uk\)](#)

[For Volunteers | One You South Gloucestershire \(southglos.gov.uk\)](#)

[Volunteer opportunities, rights and expenses: Find volunteer opportunities - GOV.UK \(www.gov.uk\)](#)

## 4 Document history

Version #	Owner	Issued date	Date of next review
Previous	Operations Director	January 2017	
2	Operations Director	April 2024	April 2027