

**SALFORD**

**Volunteering**

**Code of Good  
Practice**

**COMPACT**

## **Volunteering**

### **Code of Good Practice**

**April 2006**

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This Code of Good Practice should be read in conjunction with the other Codes of Good Practice available: Community Involvement, Partnerships and Networks, Social Inclusion and Volunteering.

## **Volunteering Code of Good Practice**

### **Contents**

Aims	4
Definition of Volunteering	4
Four Principles Fundamental to Volunteering	5
Joint Commitments / Shared Values	6
Public Sector Commitments	10
Third Sector Commitments	11
Appendix A - Volunteer Centre Salford	12
Key Contacts	14

## **Aims**

To provide Salford Compact partners with good practice guidelines for:

- public and third sector organisations which use volunteers in delivering services
- decision-makers whose decisions may affect community or voluntary activity
- cross-sector partnerships with volunteer board members

## **Definition of Volunteering**

Volunteering is an activity that involves the “commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain.”

For the purposes of the Salford Compact, this commitment refers to people volunteering with recognised community groups and/or voluntary organisations.

This definition also includes those who give their time as voluntary members of committees and boards of trustees in the Third Sector and lay members of partnerships.

It does not include those people who give of their time to support a relative, neighbour or friend in need.

## **Four Principles Fundamental to Volunteering (taken from the national Code)**

The following principles will guide the recruitment, support and celebration of volunteers and volunteering:

**Choice** - freedom to volunteer or not

**Diversity** - open to all

**Reciprocity** - the volunteer should benefit as well as the organisation

**Recognition** - explicit recognition of the value of volunteers

## **Joint Commitments / Shared Values**

- Volunteering is recognised as making an important contribution to the social and economic well-being of the communities of Salford through helping deliver crucial services and by offering opportunities for community involvement and personal development
- The Public and Third Sectors agree to work together to raise the profile and status of volunteers by developing joint strategies for publicising the achievements and valuing the skills of volunteers from all sectors
- The Public Sector will recognise that the recruitment, support and personal development of volunteers and the co-ordination of volunteering activities and development of appropriate quality standards for volunteering in Salford has resource implications for volunteering and Third Sector infrastructure organisations.
- The Public and Third Sectors will work together to identify and dismantle barriers to volunteering and community involvement. Examples of some identified barriers are:
  - Possible poor image of volunteering with respect to specific tasks
  - Social isolation making it difficult for potential volunteers to obtain information
  - Financial constraints, physical and mental health issues and cultural differences
  - Information and training not available in community languages

- A lack of clarity about what constitutes a volunteering activity
  - Employer policies on hours of working, flexible working and time off for volunteering and community activity
  - Increased legislation and insurance relating to risk assessment
  - Poor organisational practice
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- Volunteering should be open to all and a diversity of age, background, religion, race, faith etc within an organisation's volunteers is recognised as an important aim whenever possible and appropriate
  - Volunteers must be properly reimbursed for any out-of-pocket expenses. This is recognised as particularly important for volunteers from lower income or disadvantaged groups. A local agreement will be developed aiming for consistency in the reimbursement of volunteers for out-of-pocket expenses
  - Where volunteer involvement is an objective for the purchaser:
    - volunteers' contribution and involvement should be identified
    - sufficient resources will be included to cover the costs of appropriate volunteer support and management
    - volunteer involvement will be budgeted for by the provider of volunteering opportunities and made available by the purchaser/funder
    - good practice in volunteer management will be required by the purchaser/funder and provided by the volunteering organisation

- All organisations involving volunteers are committed to good practice in involving and managing volunteers and will develop a Volunteer Policy which will include:
  - a statement setting out why an organisation involves volunteers and the principles underpinning this involvement
  - equal opportunities and diversity statement and policy
  - recruitment policy and procedure
  - induction, training and development policy and procedure
  - expenses policy and procedure
  - a supervision and support policy and procedure for volunteers
  - criminal records check, where necessary
  - evidence of appropriate insurance cover for volunteers
  - links to other relevant policies, as appropriate to the organisation
  - a written agreement setting out expectations on both sides
  - volunteer role description(s)
  - an exit policy

Guidance on developing a Volunteer Policy and on good practice in involving volunteers can be obtained from Volunteer Centre Salford (see Appendix A)

- Volunteer time is recognised as equal in status to money and acceptable as match funding where auditable records are kept. A local agreement as to acceptable 'going rates' for identifiable types of work will be developed.
- Training for volunteers is recognised as important and the possibility of developing a cross-sector network of training opportunities will be explored.
- High quality volunteering opportunities in all sectors which adhere to the good practice guidelines will take time and resources to achieve. All sectors are committed to achieving this in the long-term but it is acknowledged that success will depend on the financial and human resources available.
- Information regarding changes in legislation that may affect volunteers claiming benefit, participating in government schemes etc. will be made available to organisations in all sectors.

## Public Sector Commitments

Salford Public Sector will:

- recognise the importance of volunteering to local community stability, cohesion, civic renewal and quality of life in its strategy and policy development
- comply with the standards of good practice implemented by Third Sector organisations in their sector's involvement of volunteers
- be aware of the potential impact of policy changes which may affect volunteers and the organisations they work with
- assess how volunteering and community activity can contribute to achieving policy and programme objectives and where volunteer involvement is encouraged, make sufficient resources available
- provide adequate resources where criminal records checks are required for volunteers
- ensure that organisations funded to involve volunteers are recruiting, managing and supporting their volunteers according to good practice
- encourage a diversity of volunteers in funded organisations
- aim to increase staff awareness of the contribution of volunteers to organisational objectives
- look at encouraging 'employee' volunteering schemes with local Third Sector organisations
- recognise the importance of independent infrastructure support for Third Sector organisations working with volunteers and community activists

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## Third Sector Commitments

Voluntary and community organisations carry out a number of roles in relation to volunteering. Community organisations are made up entirely or almost entirely of volunteers. Voluntary organisations may involve and manage volunteers and may provide infrastructure support to volunteers and volunteering groups. All Third Sector organisations are governed by volunteers at Executive Committee/ Board level.

Salford Third Sector organisations will:

- ensure volunteer representation on the Board/Executive Committee where there is significant volunteer involvement in delivering any project or service
- achieve and maintain a high quality service and volunteering experience to and for volunteers
- recognise the need for and seek specific resources for the recruitment, induction, management and support of volunteers
- ensure proper records are kept to demonstrate how volunteers have added value to a service or organisation
- ensure training opportunities are available to volunteers and that volunteers are able to gain accredited and recognised qualifications, as appropriate to the organisation's core aims.

## **Volunteer Centre Salford - Appendix A**

Within Salford it is recognised that Volunteer Centre Salford operates as the local volunteering development agency. It has the following strategic objectives, which are common to Volunteer Centres throughout the country:

- To develop volunteering, identifying the needs and planning new ways to meet those needs in partnership with other organisations
- To promote volunteering to all sections of the community using a variety of marketing and promotional methods
- To offer a brokerage service, providing information and guidance on a wide range of voluntary opportunities to potential volunteers
- To act as an 'agent' for organisations involving volunteers by maintaining a register of volunteering opportunities and referring potential volunteers to those opportunities
- To enable participation in volunteering, challenging discrimination and breaking down barriers which exclude some people from becoming involved in their local communities

- To provide information, training and research into volunteering, especially in promoting good practice in volunteer management
- To comment and campaign on volunteering issues and maintain an awareness of local, regional developments which affect volunteering

## Key Contacts

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To formally sign up to the Compact or for more information visit: [www.salfordcvs.co.uk/salford-cvs/salford-compact](http://www.salfordcvs.co.uk/salford-cvs/salford-compact)

Copies of all the Codes of Practice are also available here.

Alternatively, email: [office@salfordcvs.co.uk](mailto:office@salfordcvs.co.uk)  
or telephone 0161 787 7795.



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