

Glasgow Life

Volunteering Policy

1. Context & definitions

This policy is designed for Glasgow Life volunteers who carry out an agreed role within one of our services. It outlines the principles on which the relationship between volunteers and Glasgow Life is based on basic information about volunteering with us. It also designed to provide information and guidance to assist Glasgow Life employees in the involvement and supervision of volunteers within their service area.

1.1 The following definitions apply to roles described in this policy:

- A Volunteer is anyone who, without payment, performs an activity at the direction of, and on behalf of, Glasgow Life.
- A Volunteer Mentor is the Glasgow Life employee who supports and supervises the Volunteer.
- A Volunteer Programme Manager is the Glasgow Life manager who oversees a volunteer programme including the development and delivery of the volunteer management cycle and often has responsibilities linked to the volunteer programme like budget approval.
- A Volunteer Nominated Service Representative is the Glasgow Life employee responsible for new volunteering opportunities within their service area and they must ensure they have the budget and staffing resources required.
- The Volunteering & Citizenship Manager has overall responsibility for the involvement of volunteers across all Glasgow Life service areas.

2. Role

The role of Volunteers is to supplement, not replace paid employees or the duties normally done by them, and Volunteers will only be asked to undertake tasks which are deemed meaningful and enjoyable.

New roles/opportunities must be approved by Nominated Service Representative and the Volunteering and Citizenship Manager within Glasgow Life's Business & Strategy Team. The associated documents must be completed demonstrating consideration for volunteer management cycle, budget, employee's time, monitoring and evaluation processes.

All roles/opportunities are managed and supported as per Glasgow Life's Volunteering Best Practice Guide.

3. Recruitment

Role descriptions will be produced for each volunteering activity; these are called **Volunteer opportunity details**. All Glasgow Life volunteering opportunities will be advertised on the Glasgow Life website via our Volunteer Database (Team Kinetic) system, as well as on the Volunteer Glasgow database of opportunities. They will also be advertised via other promotional material in Glasgow Life venues and communities. Glasgow Life value diversity and inclusion. We are

particularly interested in recruiting people currently under-represented in our organisation. Every effort will be made to help people who need extra support.

Each applicant will be asked to register and apply for opportunities via <https://volunteer.glasgowlife.org.uk/> Help in completing the process can be provided if needed. Those without IT access, IT skills and/or those who would like some additional help with any part of the application process, can be referred to the recruiting Volunteer Co-ordinator/Manager to our Digi-PALs Volunteers in Glasgow Libraries.

The requirement for references will be based on discussion between the Volunteer Programme Manager and Volunteering and Citizenship Manager taking the Volunteer's tasks into consideration. If references are required, applicants will be asked to submit two referees when applying via Kinetic.

4. Induction

All Volunteers will receive an induction covering an introduction to Glasgow Life, health and safety requirements and any role specific requirements and guidance.

5. Volunteer Agreement

All Volunteers will be asked to sign an agreement between themselves and Glasgow Life. This is not a contract of employment but a list of responsibilities for both the Volunteer and the Volunteer Mentor, and it sets out both our commitment to and our expectations of volunteers. An example of our Volunteer agreement is attached as Appendix 1.

A copy of the signed agreement should then be uploaded to the Volunteer's profile on our Volunteer Database by the Volunteer Mentor or stored locally.

6. Support & supervision

Each Volunteer will have a Glasgow Life Volunteer Mentor who will support and meet with them as regularly as is appropriate and proportionate to the length and regularity of the Volunteer's involvement, to review the Volunteer's experience, and to identify goals for the next period. This person will be responsible for the day-to-day guidance of the Volunteer for consultation and assistance.

7. Resolving Concerns

7.1 All concerns and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with concerns and complaints openly, fairly and quickly to protect Volunteers and ensure minimal disruption to our services and customers. Please see **Appendix 2**.

7.2 Reporting a serious concern: if you believe that any Glasgow Life employee or volunteer is behaving in a way that is likely to bring the organisation into disrepute or cause either financial or reputational loss, you should let your Volunteer Mentor know immediately. If, for any reason, you would rather not talk to your Volunteer Mentor contact, please call the Volunteering & Citizenship Manager via 0141 287 2809.

8. Training & development

8.1 Glasgow Life will discuss training, and development needs appropriate to their role with each Volunteer and help them to identify potential routes or opportunities for progression.

8.2 Employees need to be mindful that offering free training that is not appropriate and relevant to volunteers can be seen as a financial gain and could be argued as creating an employment contract rather than volunteering. Therefore, only training relevant to volunteer's role/opportunity can be offered.

9. Volunteer responsibilities

9.1 The tasks and activities Volunteers are responsible for will be listed in their Volunteer Opportunity listed on Kinetic and be agreed before completion of the Volunteering Agreement.

9.2 Standards of dress: Volunteers are representatives of Glasgow Life. How they present and conduct themselves reflects on the organisation. Guidance will be provided by Glasgow Life on appropriate clothing for each role as part of the Volunteer Agreement.

9.3 Acceptance of gifts: Giving or receiving gifts could raise expectations of the level of support a Volunteer can provide in their role. As such, we ask that volunteers do not give or receive personal gifts to or from employees or anyone using our services. Any gifts that are received must be disclosed to the Volunteer Programme Manager.

9.4 Media comment: Any contact with volunteers from the media should be directed through the Volunteer Programme Manager to the Glasgow Life's Media Team on 0141 287 4350

9.5 Social Media: Our volunteers are expected to ensure that any information or opinions they share on social media platforms protect Glasgow Life's reputation. Any offensive or derogatory comments about Glasgow Life, it's employees or customers and services users via personal social networking pages are unacceptable and may result in the termination of the Volunteer Agreement and further actions being taken if necessary.

10. Identification

Identity badges will be provided for Volunteers where appropriate for their role. These must be returned to Glasgow Life upon the termination of the Volunteer Agreement.

11. Health & Safety issues

All tasks undertaken should comply with relevant Health and Safety procedures.

- Incident / Accident reporting

Volunteers should always report any accident or incident to a Glasgow Life Employee to ensure that Glasgow Life procedures can be followed.

- Violence at work The Health and Safety Executive's definition of work-related violence is: -

"Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work"

Any incident of verbal and or physical abuse encountered by Volunteers while undertaking their role must be reported to a Glasgow Life Employee

- Personal safety

All Volunteers are expected to be careful in relation to their own personal safety. Training and information on personal safety will be part of the induction training.

12. Insurance

12.1 Once the Volunteer agreement is signed, Volunteers are covered by Glasgow Life's liability insurance policies including public and employer's liability. This is on the basis that Volunteers are carrying out tasks under the appropriate Glasgow Life employee's supervision and guidance, and that the tasks have been agreed. Glasgow Life's insurance does not cover personal belongings.

12.2 Drivers: Where Volunteers use their own cars as part of their voluntary duties, they MUST check with their own insurance provider as they may be required to update their policy. A written record from their insurer confirming the policy position must be passed to the Volunteer Programme Manager before being authorised to drive as part of the role. The Volunteer Manager will also be required to carry out a check on the driver's licence as per Glasgow Life's Work-Related Road Safety Policy.

12.3 Where a company vehicle is being provided to the Volunteer to drive, the Volunteer and their manager must follow the guidance under Glasgow Life's Work-Related Road Safety Policy.

12.4 Where anyone is volunteering and is required as part of their duties to take a flight or overnight stay in the UK or abroad then they should notify the Governance and Risk Department to take account of the same.

12.5 For insurance for corporate Volunteers provided by a third- party organisation, please see section 22 of this policy.

13. Age

13.1 There is no upper age limit for Volunteers.

13.2 There is no minimum age recommended for volunteering. However, there are some minimum age criteria which should be noted:

- Any Volunteer **aged under 16 years** will be subject to parental consent
- Any Volunteer **aged under 18 years** should be supervised by an adult Glasgow Life employee in accordance with the Company's Child Protection Policy.

13.3 All Volunteers, of whatever age, should be supervised by a Glasgow Life employee, but the level of supervision may need to be higher for those **under 18** recognising that they may need more guidance than other Volunteers.

The age deemed appropriate for a volunteering opportunity with Glasgow Life will depend on the role and responsibilities of each individual role.

14. Time commitment

Some volunteering opportunities will be for one off events, others will be for a much longer basis. There is no minimum time commitment associated with Volunteering.

15. Disclosure Scotland: Membership of the Protection of Vulnerable Groups (PVG) Scheme¹ and Disclosures

Due to the nature of our work with young people and vulnerable adults, Glasgow Life may ask Volunteers to attain a Disclosure or join the Disclosure Scotland PVG scheme. Glasgow Life will pay the Volunteer expenses associated with attaining a Disclosure or joining the PVG scheme. The Glasgow Life service area hosting the Volunteer Opportunity is responsible for any costs associated with having a Volunteer. In volunteering posts where membership of the PVG scheme is required, Volunteers must not start their role until PVG scheme membership is confirmed by Disclosure Scotland.

16. Child Protection and safeguarding

16.1 Any concerns a Volunteer has about Child Protection or Safeguarding should be raised immediately with a GL employee who will follow the company's agreed Child Protection procedures.

¹ See: http://www.disclosurescotland.co.uk/pvg/pvg_index.html

16.2 Glasgow Life's Child Protection and Safeguarding Policy covers the roles and responsibilities of both employees and volunteers in regard to child protection and safeguarding. Glasgow Life's Child Protection and Safeguarding Policy should be provided to each new volunteer. This will be discussed during the Volunteer Induction (See section 4) and a place on the Glasgow Life's Child Protection and Safeguarding training course should be organised, where appropriate, as soon as possible.

For guidance on whether a Volunteer role requires Child Protection training, please contact Glasgow Life's Child Protection Officer on 07467685691

17. Expenses

17.1 Volunteers with Glasgow Life should not be out of pocket as a result of their volunteering.

17.2 Budgeting for Volunteer Expenses is the responsibility of the individual Volunteer Programme Manager.

17.3 Glasgow Life will reimburse Volunteers for; travel costs to and from the volunteering location (volunteers should use the most least inexpensive form of transport accessible to them) and when volunteering for more than four hours at a time, an allowance for food and drink will be agreed with the Volunteer Programme Manager in advance.

17.4 Travel expenses generated out with the city boundary may be reimbursed at the discretion of the Volunteer Programme Manager.

17.5 Expenses must be claimed using the Volunteer Expenses Form with receipts to be provided in support of all claims and this process will be explained at the Volunteer Induction.

See Section 12 regarding the use of cars. Expenses will be paid at a rate of 45 pence per mile.

For corporate volunteering expenses - please see Section 22 of this policy.

NB: It should be noted that Glasgow Life will offer and encourage all volunteers to claim expenses. It is then entirely the Volunteers' decision whether to claim the expenses offered to them or not.

18. Costs

The Glasgow Life service area hosting the Volunteer Opportunity is responsible for any costs associated with having a Volunteer e.g. expenses, food and drink, PVG Scheme membership, name badges and uniforms.

19. Equalities

19.1 Glasgow Life aims to treat all people fairly, with respect and with dignity, no matter their age, disability, gender, gender reassignment, race, religion or belief, sexual orientation,

marriage or civil partnership, pregnancy and maternity; additionally, we include others, such as those with caring responsibilities, those on low incomes or those who may be considered disadvantaged due to health status or place of residence. Discriminatory behaviour or harassment will be treated very seriously and in line with our **Resolving Concerns process – please see Appendix 2.**

Glasgow Life will try to do as much as it can to support people who may need extra help to be able to volunteer, or who may have additional requirements. Some examples might include a sign language interpreter for a Deaf volunteer, prayer room space and breast-feeding areas. Volunteers should let their Volunteer Mentor know what they need so that they can do their best to help.

19.2 Refugees and people seeking asylum (including refused applicants) are allowed to volunteer for charities and public sector organisations as long as the activity is ‘genuinely voluntary’, ie the activity is not replacing a paid worker. The Home Office recognises volunteering as a purposeful activity and that it provides opportunities for integration into the local community and culture.

Further guidance on volunteering and voluntary work for refugees and people seeking asylum is available from the UK government’s Home Office website.

19.3 If required, a Glasgow Life Director can provide a letter of support for Refugees and Asylum confirming their Glasgow Life volunteering activity. Contact the Volunteering and Citizenship Manager to arrange.

20. Absence

Volunteers should be encouraged at induction to give as much notice as possible to their Volunteer Mentor if they cannot attend a session. Volunteer Managers are responsible for arranging cover if required, they are also responsible for updating Kinetic to ensure accurate reporting of volunteer hours. Volunteers are welcome to take breaks from volunteering at any time. If a significant time passes they may be asked to attend refresher training.

21. Ending a Volunteer Agreement

21.1 Volunteers can stop volunteering at any time and should let their Volunteer Mentor as soon as possible. Identification badges and other Glasgow Life equipment must be returned to a Glasgow Life Employee. Also contact volunteering@glasgowlife.org.uk to remove them from list of volunteers accessing GOLD training.

21.2 Where a Volunteer was required to be a member of the PVG scheme, Volunteering and Citizenship Manager must be informed that the Volunteer is no longer volunteering with Glasgow Life and inform Disclosure Scotland.

21.3 Please refer to Appendix 2 for help with resolving any concerns which may potentially result in the termination of a volunteer agreement.

21. Confidentiality

Any information Volunteers provide, such as in their application, will be kept securely and will be confidential in accordance with data protection legislation. In line with data protection rules, Glasgow Life Volunteers should not have access to client or customers' details, unless in exceptional circumstances and where it is appropriate for their role/ opportunity. Where this is the case, Volunteers are expected to keep all such information confidential in line with data protection legislation. Any breach in this confidentiality will be treated very seriously and in line with our Resolving Concerns process – please see Appendix 2.

22. Corporate (third party) Volunteers

22.1 Corporate Volunteers are defined as volunteers who are employees of a third-party partner organisation but who are volunteering with Glasgow Life on a pre-agreed basis on behalf of their employer. As with other new volunteer opportunities, employees are asked to inform Volunteering and Citizenship Manager if they are planning to engage with corporate volunteers.

For Corporate Volunteering partnerships, Glasgow Life will require confirmation of the following insurance cover from any third-party organisation(s) providing Glasgow Life with corporate volunteers:

- Public Liability Insurance of £5 million
- Employer's Liability insurance of £10 million
- Professional Indemnity Insurance £5 Million

If this evidence is not available, then please contact the Glasgow Life Governance & Risk Manager for further guidance before proceeding into any corporate volunteering agreement with a third-party organisation.

All tasks undertaken should comply with relevant Health and Safety procedures and a suitable risk assessment must be carried out by the Glasgow Life host venue prior to the corporate volunteer activity and a copy made available to the third-party organisation providing the volunteers.

22.2 Corporate Volunteering, in the same respect as all volunteering, is not free and can incur costs such as volunteer expenses. These expenses need to be outlined prior to the corporate volunteering activity commencing and an agreement needs to be reached as to whether or not the third-party organisation will cover these costs for their employees. If the third-party organisation is not able to cover these costs, Glasgow Life has a responsibility to reimburse volunteer expenses in line with this policy.

23. Employer supported volunteering (ESV)

Glasgow Life employees may apply for up to one day's paid leave that can be aligned with social purposes i.e. if you carry out duties or services of an honorary, charitable or philanthropic nature.

For more information, please see Glasgow Life Conditions of Service (Leave), Section 14, Social Purposes. Employees must speak with your line manager to apply.

See also associated Appendices;

- Appendix 1 Volunteer Agreement
- Appendix 2 Resolving Concerns Process

Related Documents:

- <https://www.glasgowlife.org.uk/privacy/glasgow-life-kinetic-service-user>
- <https://www.glasgowlife.org.uk/privacy/glasgow-life-volunteering>

APPENDIX 1. Volunteering Agreement

Thank you for joining our volunteer team at Glasgow Life.

Volunteers play an integral role in supporting our mission to inspire every citizen and visitor to become engaged and active in a city globally renowned for culture and sport. We hope to provide you with an enjoyable and meaningful volunteer experience.

Purpose of Document

This document outlines what volunteers can expect from Glasgow Life and what in turn Glasgow Life expects from the volunteer. It isn't a legal contract with the volunteer.

Glasgow Life's commitment to volunteers:

1. To communicate respectfully with volunteers and ensure volunteer processes are fair.
2. To ensure an appropriate environment is set up before any volunteering opportunity starts, including all necessary equipment to carry out the work.
3. To identify any risks to health and safety through appropriate workplace assessments and to ensure that reasonable protective and preventative measures are put in place.
4. To provide effective support, training and supervision appropriate to the volunteering opportunity including a relevant induction.
5. To ensure that for each volunteer or volunteering opportunity there is an allocated Glasgow Life employee known as Volunteer Mentor to manage and support the volunteer.
6. To ensure volunteers are provided with Glasgow Life's volunteer resolving concern process and know who to contact if they have a problem or concern.
7. To provide insurance cover relevant to tasks undertaken for their role/ opportunity.
8. To endeavour to ensure that anyone undertaking a volunteering opportunity is free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age, gender, sexual orientation, or marital status.
9. To aim to reduce the inequalities of outcome, caused by socio-economic disadvantage.
10. To keep personal information relating to volunteers confidential unless obliged by law to disclose such information.
11. To ensure volunteers are not out of pocket by reimbursing reasonable expenses incurred as a result of the volunteering opportunity.

What we ask from volunteers:

1. To accept and carry out your volunteer opportunity/role within the boundaries of Glasgow Life's Volunteer Policy. A copy of this document should have been given to you as part of the induction process.
2. To carry out all agreed tasks to the best of your ability, as described in the relevant volunteer opportunity on Glasgow Life's volunteer portal
3. To complete the tasks as outlined in your opportunity description on Kinetic. If you receive requests for additional tasks or information these should be passed on to your allocated Volunteer Mentor.
4. To attend relevant support, training and supervision sessions appropriate to the opportunity/role.

5. To talk to your allocated Volunteer Mentor if there are any concerns arising with your volunteering.
6. To help others feel welcome and to carry out your tasks as part of a team with volunteers and employees
7. To communicate respectfully to employees, volunteers, visitors and service users.
8. To respect and promote Glasgow Life and partners in a positive manner in public.
9. To play your part in helping to promote the Glasgow Life's Equality Policy and ensuring that it is adhered to in carrying out your role/opportunity, so that Glasgow Life's range of services and volunteering opportunities are inclusive and accessible to all sections of the community.
10. To keep confidential and not disclose to any other person, sensitive information relating to Glasgow Life's business, employees, volunteers, visitors and service users.
11. To provide as much notice as possible if you are unable to fulfil your volunteering role/ opportunity/session or if you no longer wish to continue to volunteer with Glasgow Life.

Volunteer Details	
Volunteer opportunity/role title	
Volunteer name	
Volunteer Email Address	
Date of Birth	
Volunteer signature and date	
Please tick to confirm;	
I have been provided with a copy of the Glasgow Life privacy notice and information on the legal basis and specific purposes for which my data will be used.	<input type="checkbox"/>
I have read and understood the commitments set out above in the Glasgow Life Volunteering Agreement. I understand that accepting these commitments is necessary to volunteer with Glasgow Life	<input type="checkbox"/>

On behalf of Glasgow Life, I have read and agree the commitments set out above in the Glasgow Life Volunteering Agreement.	
Job Title	Volunteering and Citizenship Manager
Name	Lorraine Toner
Contact Details	Email: volunteering@glasgowlife.org.uk Phone: 08085001315

Glasgow Life Volunteering Privacy Notice (short version)

For a full privacy notice related to volunteering and team kinetic, visit:

- www.glasgowlife.org.uk/privacy/glasgow-life-volunteering; and
- <https://www.glasgowlife.org.uk/privacy/glasgow-life-kinetic-service-user>.

Who we are	Glasgow Life is the controller of your personal data. We are based at Commonwealth House, 38 Albion Street, Glasgow G1 1LH.
Purpose	We use your information to manage your volunteering relationship with Glasgow Life, including creating profiles, matching opportunities, logging hours, processing expenses, and ensuring compliance with legal obligations like safeguarding.
Data Collection	We gather basic contact details, demographic information, emergency contacts, qualifications, volunteering history, and where necessary, health information and background checks. All volunteers must register on our Team Kinetic powered database.
Data Usage	Your information is used to manage your volunteering activities, communicate with you about opportunities, process expenses, maintain safety and safeguarding standards, and conduct statistical analysis for service improvement.
Data Sharing	Information is shared internally for verification and fraud prevention. We may share limited personal data with external providers for opportunities you are interested in, and to our service providers (like Team Kinetic) and legal/regulatory bodies where required. We never sell your data.
Legal Basis	We process your data based on performance of a contract (volunteer agreement), legal obligations (health and safety, equalities), and consent (marketing). Additional safeguards apply for sensitive personal information.
Retention and Storage	We typically store your personal information for up to 6 years for business, accounting or audit purposes. Your profile data is deleted 3 years after you leave, though you can request deletion at any time.
Your Rights	You have rights to access, correct, delete, withdraw or refuse consent to share, object and restrict processing of your personal data. You can contact us to use any of your rights.
Contact Us	You can contact us at info@glasgowlife.org.uk or 0141 287 4350. For any data protection queries, please visit www.glasgowlife.org.uk/privacy/data-protection-concerns for Data Protection Officer details and how to raise concerns.
Accessibility	All information can be provided in alternative formats for accessibility - contact us or visit www.glasgowlife.org.uk/accessibility

Other Related documents

Glasgow Life Volunteer Policy <https://www.glasgowlife.org.uk/volunteer-with-us>

Glasgow Life Volunteer portal <https://volunteer.glasgowlife.org.uk>

Glasgow Life Equality Policy <https://www.glasgowlife.org.uk/the-small-print/equality-diversity-and-inclusion>

APPENDIX 2. Volunteering - Resolving Concerns

The relationship between Glasgow Life and its volunteers is entirely voluntary and does not imply any contract. However, it is important that as an organisation 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 services.

All concerns and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with concerns and complaints openly, fairly and quickly so as to protect volunteers and ensure minimal disruption to our services and customers.

At all times volunteers will be able to freely share their views and can be accompanied by a friend to meetings.

If the way an individual carries out their tasks as a volunteer does not meet with the Glasgow Life's expectations as per their Glasgow Life's volunteer agreement, this is the process:

1. Initially with a meeting with the volunteer and Volunteer Mentor who will explain the concerns.
2. If this does not resolve the concern, then a meeting with the Volunteer Mentor's Line Manager will be arranged.
3. If Glasgow Life expectations are still not met, then Glasgow Life shall end the volunteer's involvement with Glasgow Life.

If a volunteer is dissatisfied with any aspect of their volunteering experience, the volunteer should:

1. Initially discuss dissatisfaction with their Volunteer Mentor.
2. If that does not resolve the concern, then a meeting with the Volunteer Mentor's Line Manager and the Volunteer Manager's Forum representative should be arranged.
3. If the volunteer's concern is not resolved through this meeting, the volunteer can write a letter of complaint to Glasgow Life Volunteering & Citizenship Manager who will respond within ten working days.
4. If after this, the volunteer's dissatisfaction remains unresolved, and Glasgow Life are unable to resolve the concern then it would be inappropriate for the individual to continue to volunteer.