



Groundwork London

Volunteer Policy

June 2013

Policy Review

This policy and procedure will be regularly reviewed, and in the first instance after 24 months, and thereafter at a timescale to be determined

Reviewed:

Version 1: Feb 2010

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1. Introduction

The purpose of this policy is to provide guidance for staff and volunteers regarding Groundwork London's (otherwise referred to as 'the Trust') volunteering activities and establish a framework for good practice.

2. Policy

2.1. What is volunteering?

"Volunteering is the commitment of time and energy for the benefit of society and the community, the environment, or individuals outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain" **Home Office Volunteering Unit**

Groundwork London recognises the valuable contribution made by volunteers to the local area and the vast array of skills, experience and enthusiasm that exist within the community. We believe in involving volunteers in our activities because they reflect the interests, needs and resources of the community and society we aim to serve and bring a unique perspective to all our work.

The Trust defines volunteers and volunteering under the following categories;

- **Individual Volunteers:**
 - Short term (ad hoc and less than 5 working days) over a 12 month period [Recruitment Workflow - Appendix 7a](#)
 - Medium term (up to 4 weeks) [Recruitment Workflow - Appendix 7b](#)
 - Long-term (4 weeks and longer) [Recruitment Workflow - Appendix 7b](#)
- **Volunteer-Interns:** Graduates, tertiary students and individuals who volunteer to gain further experience towards their education and training. Individuals seeking to retrain or realign their skills and experience may seek to volunteer with the organisation over a specific period of time in order to gain experience in their newly chosen field. [Recruitment Workflow - Appendix 7c](#)
- **Corporate Volunteers:** Groups or individuals from corporate entities who wish to support of the Trust through volunteering: see **Corporate Volunteering Policy**
- **Work Placement Volunteers:** Students who wish to gain experience in the workplace in support of an academic requirement. [Recruitment Workflow - Appendix 7d](#)
- **Volunteer Services:** Members of the public as well as volunteer-seeking businesses are able to register and identify suitable volunteers and opportunities to suit their needs. Groundwork London managers are able also to access volunteers through the Services. They also provide advice and guidance as well as assistance in managing and leading volunteers: [Recruitment Workflow - Appendix 7e](#)

Groundwork London does not want to discourage members of the community from becoming involved in our work, and seeks to lessen as much as possible the administration burdens of recording and tracking the participation and presence of volunteers; e.g. a planting morning to complete a project where involvement is unplanned and ad hoc, and there is no long-term commitment from members of the public. However, where a member of the public makes a commitment to contribute their time and skills on a regular basis the principles, processes and forms inherent to this policy must apply.

2.2. Volunteering Principles

This policy is underpinned by the following principles. Groundwork London;

- ensures that volunteers are properly **integrated** into the organisational structure and that mechanisms are in place to support them in contributing to the Trust's work
- recognises volunteers as a **core part of our team**, with a distinctive and complementary role along side paid staff
- ensures that the **concerns** of volunteers are listened to and given due consideration
- explains and accepts its responsibility for its volunteers and their **well being** and respects their wish to always have a fair hearing if a conflict arises
- ensures that volunteers enhance its services by providing **support** to persons undertaking existing roles, and that they do not carry out work or become responsible for delivering outcomes that are normally the responsibility of paid staff
- expects that **staff** at all levels will work positively with volunteers and will actively seek to involve them in their work
- recognises that volunteers require **satisfying work** and **personal development**, and will seek to assist volunteers to meet these needs where it is appropriate, and to support them in achieving their role performance
- recognises that volunteers are a valuable and integral part of society who deserve appropriate **support and recognition.**

3. Responsibilities

3.1. Recruitment of Volunteers: (see also hyperlinks to workflows in 2.1 above)

Groundwork London is committed to ensuring all sections of the community are represented among our volunteers. In recruiting volunteers Groundwork London will;

- wherever possible advertise volunteering opportunities widely within the community and on social media and internet sites
- adopt standard procedures in the recruitment and selection of volunteers
- where appropriate provide written role descriptions which outline the skills and duties required
- treat information collected in relation to the volunteer in accordance with the Data Protection Act 1998
- establish and maintain clear vetting procedures for those who will work within regulated activities
- ensure volunteers comply with our corporate policies and procedures
- reserve the right to refuse volunteers. If individuals are unsuccessful in applying to take part volunteering with the Trust, they will be offered an opportunity to discuss the outcome and receive feedback

3.2. Volunteer Induction

All volunteers are provided with a written letter of welcome (**Appendix 1**), which outlines the expectations and responsibilities of both the volunteer and Groundwork London. This agreement may be reviewed at any time with the consent of the volunteer and their supervisor.

Short-term volunteers will not be provided with a full induction but will receive basic health and safety training, and will be required to provide emergency contact information and any relevant personal health details.

Medium and long-term volunteers will receive an Induction Checklist (appendix 3) and attend a formal induction into Groundwork London.

Volunteers are given a copy of the Volunteer policy and the Disciplinary and Grievance policies. Volunteers are expected to operate within the framework of the policies. In addition, they should be aware of the Equal Opportunity and Diversity policies and as GW London volunteers their right to equitable treatment and respect within the workplace (ref 6 below).

All volunteer placements are subject to a trial period the length of which will depend on the nature and hours of their volunteering. During this period volunteers are given additional supervisory support and will attend a review meeting with their supervisor at the end of the trial period to ensure that all parties are satisfied with the volunteering arrangement.

3.3. Support and Training

Groundwork London is committed to providing skills development to its volunteers to enhance their competencies. The volunteer's supervisor will provide them with regular one to one meetings and feedback on their progress, and will be available to discuss their future development and any problems that may arise. The supervisor will also deal with any complaint or grievance relating to the volunteer.

Volunteers are entitled to receive training to enhance competencies and skills in line with the performance requirements of their role. Wherever possible training should be delivered via coaching or as on the job in-house learning opportunities.

Volunteers will be provided with the following mandatory training;

- **Short Term:** Project and/or Office Induction by the Line Manger, Project H&S Awareness and a Team briefing.
- **Medium & Long-Term Volunteers, Volunteer-Interns and Work Placement Volunteers:** Groundwork London Induction, Office Induction, Team Induction, Equality & Diversity training, Take Care Health & Safety CBT, and where appropriate, NSPCC Child Protection Awareness CBT and Safeguarding of Vulnerable Adults CBT.

Upon the recommendation of the line manager volunteers may attend in-house training which is relevant to their volunteering role. This is subject to the availability of places. Volunteers attending approved training may do so within their normal hours of volunteering and claim out of pocket expenses.

All individual volunteers, volunteer–interns and work placement volunteers will have a personal development plan (PDP) which records training and development undertaken during their time with the Trust. A copy will be provided on request and at the commencement of each Groundwork London performance year.

Volunteers are encouraged to express their views about matters concerning Groundwork London and its work. The format and regularity of support and supervision will depend on the type of volunteering undertaken, and will be agreed between the volunteer and their supervisor at the commencement of their time with the trust. A Volunteer & Line Manager 1:1 meeting form is available and should be used to ensure performance needs are properly discussed and evidenced, and that the individual receives appropriate and effective line management support.

The relevant project manager is responsible for the overall management of volunteer involvement, including overseeing the implementation of this policy.

Groundwork London will endeavour to communicate with volunteers in appropriate ways.

3.4. Volunteer's Rights and Responsibilities

Volunteer's Rights

Volunteers have the right to:

- Know what is expected of them
- Know their rights and responsibilities
- Support and supervision
- Appreciation for their efforts
- Safe working conditions
- Workplace insurance cover in accordance with their statutory rights
- Out of pocket expenses in line with their volunteer responsibilities
- Training or coaching relevant to their volunteering responsibilities
- Access to personal development activities
- Adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles

Volunteer's Responsibilities

Groundwork London expects volunteers to:

- Volunteer within Groundwork London's culture of promoting equal opportunity and diversity, where any discriminatory behaviour by employees, volunteers, trustees and other stakeholders is always challenged in a polite and constructive manner so the person making them has a chance to correct their behaviour
- Be reliable and punctual
- Maintain the confidentiality of privileged information to which they are exposed while volunteering, whether this information involves partners, a member of staff, volunteers, other persons or the overall business of the organisation.
- Attend induction, training and support sessions
- Carry out their tasks in line with Groundwork London's aims and values
- Volunteer within agreed guidelines including observance of Groundwork London's policies on diversity and equality, health and safety, grievance, confidentiality. Breaches these policies could result in disciplinary procedures.
- As representatives of the organisation, volunteers, like staff, are responsible for presenting a professional image to our partners and to the community.

4. Expenses

Groundwork London offers volunteers full reimbursement of out of pocket expenses that are incurred on behalf of the Trust, providing that the nature of these expenses has been agreed in advance.

The Trust will only reimburse volunteers for agreed expenses and expenditure, supported by a receipt in accordance with Groundwork London's financial procedures

The Trust will pay the following out of pocket expenses on production receipts and a completed petty cash claims form:

- Reimbursement of bus/train fares as agreed beforehand with their line manager
- Travel from home to and from the place of volunteering and any additional travel necessary in the course of volunteering subject to prior approval from their line manager.
- Meal expenses, subject to a maximum limit of £4.00 where the volunteering has exceeded 5 hours in a day, or where the volunteer has been required to work through a meal break.

- Other expenditure incurred through volunteering which has been authorised in advance by the line manager.

Journeys must be made in the cheapest practicable way and Groundwork London requires volunteers to utilise public transport whenever and wherever available.

The line manager must approve any additional expenses, such as materials, protective clothing etc., before a volunteer incurs these costs. Expenses may be claimed from the Finance Manager on production of a claim form and receipts, and will be paid weekly.

5. Insurance

Volunteers are fully covered by Groundwork London's insurance whilst they are on the premises or engaged in any activities on behalf of the Trust.

Volunteers who choose to use their personal vehicle in connection with their volunteering must contact their own insurance company to ensure adequate and continued cover is in place.

Groundwork London's public liability and personal accident insurance does not cover personal possessions and volunteers are advised to make their own arrangements and to take normal precautions with their own belongings.

6. Equal Opportunities and Diversity

The Equal Opportunities and Equality & Diversity policies are available in the Policies and Procedures section of the H:\ Drive (see below). Volunteers have a responsibility to familiarise themselves with the policies and comply with them at all times. Where the volunteer does not have access to these policies in digital format, hard copies must be made available to them.

Groundwork London welcomes the diversity of tradition, culture and belief within the communities we serve. We aim to provide appropriate and responsive services in support of our organisational purpose to all parts of those communities, especially those experiencing poverty or other forms of exclusion. We will therefore seek to ensure that we reflect our support for diversity through our programmes, practices, governance, staffing and operations. We will not accept discrimination within Groundwork London on grounds of race, religion, gender, sexual orientation, ethnicity, disability or age.

The promotion of diversity and genuine equality of opportunity for all are central to ensuring a fair and just society. Groundwork London is committed to ensuring all of our employees, volunteers, trustees and stakeholders are given equal opportunity to achieve their potential and are valued for the contribution they can make.

Therefore, we are committed to ensuring equality of access to Groundwork London volunteer opportunities, and equality of treatment for our volunteers under all our policies and within our organisational and operational practices.

Copies of the following policies may be found on the shared drive:

<H:\GW London\Administration\Policies & Procedures\Diversity Policy.pdf>

<H:\GW London\Administration\Policies & Procedures\Equal Opportunities Policy.pdf>

7. Health and Safety in the workplace

Groundwork London provides safe and healthy conditions, equipment and systems of work for all employees and volunteers, and provides information, training and supervision necessary to achieve this.

Volunteers must follow and adhere to Groundwork London's Health and Safety Policy, a copy of which will be made available to all volunteers. Additional information regarding the use of

tools on site and risk assessments will also be provided where it is appropriate to the nature of the role the volunteer may undertake.

It is the project manager's responsibility to ensure that the volunteer is suitably trained or qualified to carry out any tasks that they are asked to perform. Project Managers should ensure that all tasks are risk assessed, and that adequate controls and safety measures are in place.

A copy of this policy may be found on the shared drive:

<H:\GW London\Administration\Policies & Procedures\Health & Safety Policy.pdf>

8. Timescales

This policy will be reviewed every two years.

9. Scope

This policy applies to all Groundwork London employees, trustees, partners and other stakeholders.

This policy is subject to the provisions outlined in our Equal Opportunities policy, and in particular the Equality Act 2010

10. Recruitment & Management Procedures – see workflow diagrams below

- Groundwork London will not recruit volunteers to displace any paid employee. Volunteers may be recruited to undertake specific tasks delegated by line managers and team leaders, which would increase the capacity of the Trust to deliver its work.
- The Trust recognises that volunteering opportunities and the availability of people to undertake them is variable and often for significantly differing time periods; long and short term and often tied to a specific project deliverable. Groundwork London does not want to discourage involvement by creating barriers to volunteering, for example by requiring an excessive level of form filling. The following recruitment requirements reflect the differences in recruitment and administration of volunteers and volunteering within the Trust.

The Volunteer Recruitment process:

- All potential volunteers will be **interviewed** by the relevant project manager/manager, and if appropriate, by a senior member manager. The interview should be a **two way informal process** used to assess their suitability to volunteer with the Trust, and to establish if the Trust is the right organisation for the potential volunteer.
- Prospective volunteers will be asked to provide information regarding what they would like to do for the Trust; their availability, the location at which they would like to volunteer, their competencies and personal or professional suitability, and **how best their potential might be realised** through the Trust. This is also an opportunity for the volunteer to ask any questions about the Trust and its work.
- Where required, volunteers must provide **two references** upon application; these could be a friend of the family, work colleague, teacher at college, etc. but must not be a family member or relative. (Appendix 4)
- Upon commencing with the Trust every new volunteer is required to attend an **induction**, which may be carried out on either a one to one basis or in small groups. During the induction the volunteer/s will receive a briefing of the background, nature and purpose of the organisation, and receive training in mandatory requirements such as Diversity and Equality, Health and Safety and any training necessary for working with children or vulnerable people.

Induction Checklist

- An **overview** of the work of Groundwork London
- The identification of their **primary supervisor**
- A briefing on the volunteer's **role** and how they will be supported by the organisation
- Relevant health and safety **training** including how to access the health and safety policy
- Access to the Equality and Diversity policy
- A familiarisation tour of the office and the opportunity to meet staff and other volunteers, where appropriate
- Fire training and personal safety, where appropriate
- Their volunteering responsibilities
- Groundwork London facilities and working conditions
- A copy of the Volunteer policy
- How to claim out of pocket expenses and record hours
- What to do if they are unable to attend
- Any appropriate training to support their volunteer responsibilities or as part of their induction to Groundwork London
- An opportunity for the volunteer to ask questions about Groundwork London and to clarify their role
- Completion of personal details form including emergency contact details and relevant health information (Appendix 6)

Appendix 1 Volunteering Charter letter: An electronic copy of this document can be found at: <H:\GW London\Administration\Policies & Procedures\Current Forms>



[Name]
[Address1]
[Address2]
[Address3]
[Address4]

Groundwork London
18-21 Morley Street
London
SE1 7QZ
Telephone: 020 7922 1230
Facsimile: 020 7922 1219

Email:
london@groundwork.org.uk
www.groundwork-london.org.uk

[date]

Dear **[Volunteer's 1st Name]**

Voluntary Work Charter for [Volunteer's Full Name]

Thank you for attending the interview on **[Interview Date]**. I would like to confirm that Groundwork London is pleased to welcome you as one of its volunteers.

[Insert Role objectives/tasks and details incl supervisor, project, team, location, hours etc]
You have been given a copy of your role description, outlining the nature and purpose of the voluntary work, and you have agreed to only undertake those tasks detailed in it, unless prior agreement is given through me. A code of conduct is enclosed and the accompanying guidelines outline procedures relating to conduct and the role and rights of volunteers working with Groundwork London. Also enclosed are copies of the Trust's health and safety, and equality and diversity policies, which you must read and agree to adhere to.

Groundwork London will provide all necessary protective clothing, insurance, out of pocket expenses incurred in travelling to the place of volunteering, and the cost of lunch (on the occasions where work involves a lunch period) subject to the limits as outlined in the volunteer policy. We agree to give you as much support as possible and I will provide supervision and support for you (frequency and time to be agreed). You can of course contact me at any time if you have a problem or query. Induction training, as you have been notified, is necessary to help you carry out your role effectively. This will be incorporated into the **[Number]** hours that you will be with us each week.

We will arrange a start date and notify you of the programme for your induction programme at the above office, it is essential that you attend this training. All procedures and details listed in this letter will be outlined in full at the induction. If you agree with the details and information listed in this letter, and are ready to commence to volunteer for us, please sign this letter in the space below and return to me. A copy of the signed letter will be provided to you at your induction.

| | |
|------------------------------------------------|--------------------------------------------------|
| Signed: [Line Manager's Name] | Signed: [Volunteer's Full Name] |
| [Date] | [Date] |

Appendix 2 New Starter Appointment Form: An electronic copy of this document can be found at: <H:\GW London\Administration\Policies & Procedures\Current Forms>

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <p>GROUNDWORK LONDON New Starter Appointment Form</p> <p>Please complete this form using capitals and black ink, or type Complete this form for all new staff and volunteer appointments and send to Gw London Personnel Data</p> | |  |
| <p><i>NOTE: Volunteer/Intern costs, including reimbursement of travel and subsistence, must be met from the project(s) they work on</i></p> | | |
| <p>NEW STARTER DETAILS</p> | | |
| First name: Title (Mr, Mrs, Miss etc): Job title: Contract type: [select from this list] Contract start date: Contract end date (fixed term): Office location(s): | Last name: Line Manager: Department: [select from this list] Work status (F/T or P/T): [select from this list] Continuous employment date: Contracted hours per week: | |
| <input type="checkbox"/> Baron Street <input type="checkbox"/> Lower Clapton Road | <input type="checkbox"/> Stanley Gardens <input type="checkbox"/> Stratford Advice Arcade <input type="checkbox"/> Skills Training Centre <input type="checkbox"/> Other | <input type="checkbox"/> Home Again <input type="checkbox"/> RE:Work <input type="checkbox"/> Sojourner Truth Centre |
| Salary Band: [select from this list] | | Salary (FTE): <i>(if volunteer/intern indicate N/A)</i> |
| Contracted working hours per day if Part-time <i>(indicate actual number of hours)</i> : | | |
| MON | TUE | WED |
| THU | FRI | SAT |
| SUN | | |
| Will the post holder have line management responsibilities? <input type="checkbox"/> Yes / <input type="checkbox"/> No If YES, please provide details | | |
| <p>ADDITIONAL CHECKS</p> Is a criminal records check a requirement of the project/contract on which this position will work? <input type="checkbox"/> Yes / <input type="checkbox"/> No | | |
| Is this position a 'Regulated Activity' and therefore exempt from the Rehabilitation of Offenders Act? Does this position require teaching or supervising of children on a frequent and/or intensive basis (ie once per week or four times in a month)? <input type="checkbox"/> Yes / <input type="checkbox"/> No | | |
| Criminal record checks (DBS) will be charged to the project(s) on which this appointment will work. Current charges: Basic check: £25.00 , Enhanced check: £52.00 Please contact Zena Edwards for further information | | |

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------|
| NEW STARTER INDUCTION | | |
| <p>HR T&D Officer will agree with the Line Manager the formal induction for the new starter and access to Personal Development Planning, including Equal Opportunities and Diversity, Health & Safety, and Environmental Management System training.</p> <p>Ref: <i>Training and Development\ 04 Personal Development Planning T&D and 09 HR Resources & Recruitment Pack.</i></p> | | |
| ACTION: Notification to HR Training & Development Officer. | | |
| Health & Safety | | |
| <p>Site Administrator to conduct a building induction on the new starter's first day.</p> <p>Induction booked for: [Date] [Time]</p> | | |
| Vehicles – Driving Licence | | |
| <p>Is use of Gw London or hire vehicles a requirement of the position? <input type="checkbox"/> Yes / <input type="checkbox"/> No</p> <p>Driving licence document(s) to be presented during the induction.</p> | | |
| <p><i>NOTE: Licences issued after 1 January 1997 do not automatically entitle holders to drive all classes of vehicles used by Groundwork. Please refer to separate guidance, or contact the responsible Resources Manager.</i></p> | | |
| <p>ACTION: General vehicle induction to be completed by new starter's Line Manager. "Crew cab tipper" vehicle induction to be conducted by Michael Ronksley.</p> | | |
| <p>ACTION: Licence documents to be scanned and emailed to "London Corporate Services", email subject field to read Driver documents</p> | | |
| HEALTH AND SAFETY TRAINING | | |
| <p>All staff/volunteers/interns etc must complete and pass "<i>Take Care (H&S)</i>" training (<u>mandatory</u>)</p> <p>All drivers of Groundwork London or hire vehicles must complete and pass "<i>Arrive Safe (Drivers)</i>" training</p> <p>Please raise a PO against Enact Development Ltd, quoting in the item line Description the title of the training course(s) to be undertaken and the name of the new appointee</p> <p>Current charge - £20.00 (+vat) per course - PO number:</p> <p><i>(Please specify).</i> <input checked="" type="checkbox"/> "<i>Take Care (H&S)</i>" (mandatory) / <input type="checkbox"/> "<i>Arrive Safe (Drivers)</i>"</p> | | |
| RESOURCES | | |
| Recharge information | | |
| <p>Mobile telephone costs (handset purchase/rental, call charges) and specialist computer equipment costs (hardware, software, connection charges) will be recharged to the project(s) on which the resource is used.</p> <p>Personalised stationery and ID costs will be recharged to the project(s) on which the individual works.</p> <p>Specialised furniture costs will be recharged to the project(s) on which the individual works.</p> <p>Please provide the <u>project number(s) and expenditure code(s)</u>:</p> <p><i>If resources are to be used across multiple projects indicate the appropriate percentage.</i></p> <p>If the required resources are already available please give the name of the current / previous user:</p> <p>If new or specialised resources need to be purchased check "New" below</p> | | |
| Resource Category | New | Information and Special requirements |
| Workstation | | |
| Desk | <input type="checkbox"/> | |

| | | |
|------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------|
| Chair: | <input type="checkbox"/> | |
| ICT Resources | | |
| Telephone handset: | <input type="checkbox"/> | |
| Telephone extension and Direct Dial (DDI): | <input type="checkbox"/> | Ext no.: DDI no.: |
| Mobile handset: | <input type="checkbox"/> | Mobile no.: |
| Network account | <input type="checkbox"/> | |
| Email account | <input type="checkbox"/> | <i>NOTE: Volunteers may not require an email account</i> |
| Email mail groups: <i>(additional to office mail group)</i> | <input type="checkbox"/> | |
| GPMS access: | <input type="checkbox"/> | |
| PC, monitor, keyboard, mouse: | <input type="checkbox"/> | |
| Laptop / Tablet PC: | <input type="checkbox"/> | |
| Dongle <i>(contract / pay as you go)</i> : | <input type="checkbox"/> | |
| Portable printer: | <input type="checkbox"/> | |
| Specialised software applications: | <input type="checkbox"/> | |
| Remote access to network (2X): | <input type="checkbox"/> | |
| ACTION: Admin to liaise with Resources Manager if new equipment required. | | |
| Personalised Stationery | | |
| Business cards: | <input type="checkbox"/> | <i>Details required: Name, Job Title, office address, switchboard telephone, fax number, DDI, email address</i> |
| ID Badge: | <input type="checkbox"/> | <i>Details required: Photo, name, Job Title, issue date</i> |
| ACTION: Admin to obtain photo, use information recorded above, place order. | | |

Appendix 3

Induction Checklist: An personalised electronic copy of this document will be provided by the HR (T&D) Officer to the new volunteer and line manager when the New Starter form for the volunteer is completed by the line manager and forwarded to:

gw_london_personnel_data@groundwork.org.uk

Appendix 4 Reference Request Letter: An electronic copy of this document can be found at: <H:\GW London\Administration\Policies & Procedures\Current Forms>



[Name]
[Address1]
[Address2]
[Address3]
[Address4]

Groundwork London
18-21 Morley Street
London
SE1 7QZ
Telephone: 020 7922 1230
Facsimile: 020 7922 1219

Email:
london@groundwork.org.uk
www.groundwork-london.org.uk

[Click here and type date]

Dear **[Name of Referee]**,

Reference for Volunteer: [Full name of Volunteer]

As you are aware **[Volunteer's 1st Name]** has applied to volunteer with Groundwork London. I would be grateful if you could provide an assessment of their suitability to undertake this role. The role will encompass;

- **[Copy Role Details from Volunteer Charter Letter]**

Please provide your reference on letter-headed paper, or from your business email address providing the following information regarding **[Full name of Volunteer]**:

- Dates of employment or volunteering with you as line manager and the position held or role undertaken, or a description of your relationship to the volunteer.
- What duties of their role with your organization relate to the duties outlined in the job role above,
- Whether you would employ or provide a volunteer opportunity for this person again (yes/no),

Any other comments related to suitability of **[Full name of Volunteer]** to undertake this role.

May I assure you that the information you provide will be treated in the strictest confidence, and will be deleted from file following the end of the probation period of the volunteer. You may, if you so wish email your response to me, and I would be grateful if you would also send in a copy of the reference by post.

I would appreciate your response as soon as possible to enable us to complete the recruitment of this volunteer.

May I take this opportunity to thank you in anticipation of your reply.

Yours sincerely

per Lindy Kelly
Executive Director

Appendix 5 Volunteer Application Form: An electronic copy of this document can be found at: <H:\GW London\Administration\Policies & Procedures\Current Forms>

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------|
| <p>GROUNDWORK LONDON Volunteer Application Form</p> <p>Please complete using capitals and black ink, or type</p> | |  |
| Volunteer placement applied for (incl. reference): | Location: | |
| PERSONAL INFORMATION | | |
| Last name: (Mr, Mrs, Miss, Ms, etc) | First name: | |
| Address: | Home telephone no.: | |
| | Work telephone no. (optional): | |
| | Mobile no.: | |
| | Email: | |
| How did you find out about this placement? (newspaper, internet, internally, word of mouth, etc) | | |
| EXPERIENCE/QUALIFICATIONS Please give details of any experience/qualifications which you think would benefit your role as a volunteer within our organisation. | | |
| Name and place of course/work/experience | Qualifications/Experience | Year |
| | | |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Please give details of any voluntary organisation, committee, council, or professional bodies with which you are involved: | |
| | |
| Please describe how you occupy your leisure time (hobbies, interests etc) | |
| | |
| Do you possess a current full driving licence? Yes <input type="checkbox"/> No <input type="checkbox"/> (if relevant to post) | |
| REFEREES | |
| Please give details of two people (not relatives) that we could approach for references. They should be people who have known you for at least 6 months. Please ensure that you have obtained their permission prior to submission. By completing this section we will assume you have given these referees permission to disclose information about you to us. | |
| Name: | Name: |
| Job title: | Job title: |
| Address, including Company/Organisation name: | Address, including Company/Organisation name: |
| Tel no.: | Tel no.: |
| Email: | Email: |
| Capacity in which you are known to the referee: | Capacity in which you are known to the referee: |
| Do you agree to this referee being contacted if an offer of employment is to be made? Yes <input type="checkbox"/> No <input type="checkbox"/> | Do you agree to this referee being contacted if an offer of employment is to be made? Yes <input type="checkbox"/> No <input type="checkbox"/> |

| PROOF OF RIGHT TO WORK IN THE UNITED KINGDOM | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Before you commence working you must provide evidence to demonstrate your right to be in or work in the United Kingdom | |
| Are you eligible to work in the United Kingdom? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do you need a work permit? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If YES, when does your current permit expire? | |
| Nationality: | National Insurance No.: |
| Passport Number: | Place of issue: |
| DECLARATION | |
| <p>Under the Data Protection Act 1998, Groundwork is required to notify applicants and prospective employees on how their data will be processed and used. All of this application form apart from the equal opportunities monitoring form will be retained by Groundwork for a maximum of six months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act i.e. gender, race. This information will be used to assist us with recruitment monitoring. It will be held separately from application forms. It will also be held in computer format.</p> <p>By signing this form you are giving consent to Groundwork to use this data in the way described above.</p> <p><i>I confirm that the information I have given on this form is correct and complete and that misleading statements may be sufficient for cancelling any agreements made. I confirm I am not subject to immigration control (Immigration, Asylum and Nationality Act 2006).</i></p> | |
| Signed: | Date: |
| Please ensure that you have read and checked this Application Form thoroughly prior to submission ensuring that you have followed the instructions carefully. | |

Appendix 6 Personal Details Form: An electronic copy of this document can be found at: <H:\GW London\Administration\Policies & Procedures\Current Forms>



GROUNDWORK LONDON
Personal Details Form - CONFIDENTIAL

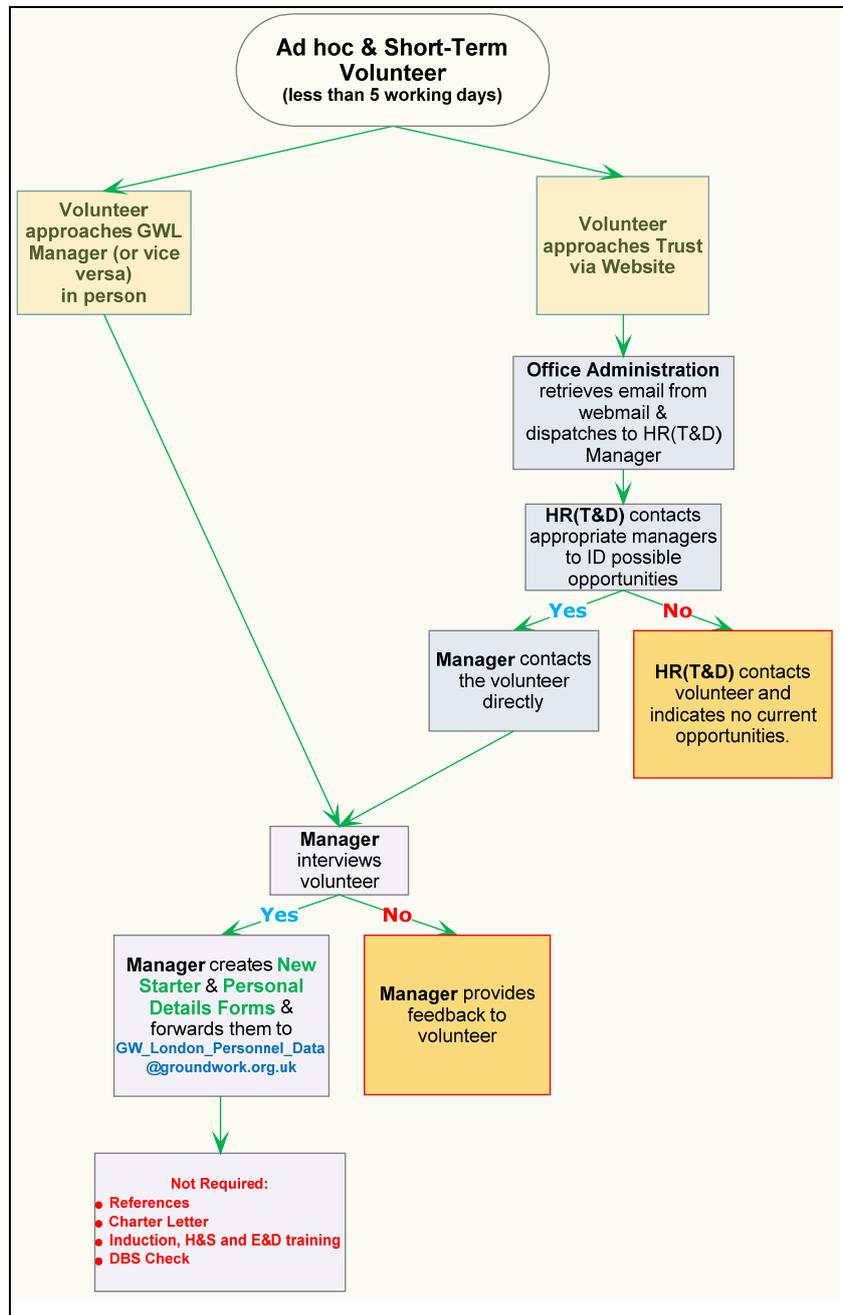
Please complete using capitals and black ink, or type
 To be completed by all new employees, volunteers and interns. Email to **Gw London Personnel Data**

| STAFF INFORMATION | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----|-----|---------------------------------------------------------|-----|-----|
| First name: | Last name: | | | | | |
| Middle name(s): | Address: | | | | | |
| Title (Mr, Mrs, Miss etc): | | | | | | |
| AKA: | | | | | | |
| Date of birth: | | | | | | |
| Job title: | Department: [select from this list] | | | | | |
| Line Manager: | Office location: [select from this list] | | | | | |
| Contract type: [select from this list] | Contract start date: | | | | | |
| Work status: [select from this list] | Continuous employment date: | | | | | |
| Contracted hours per week: | Contract end date (fixed term): | | | | | |
| Contracted working hours per day if Part-time (<i>indicate actual number of hours</i>): | | | | | | |
| MON | TUE | WED | THU | FRI | SAT | SUN |
| Band: [select from this list] | | | | Salary (FTE): <i>(if volunteer/intern indicate N/A)</i> | | |
| Is the position exempt from the Rehabilitation of Offenders Act? <input type="checkbox"/> Yes / <input type="checkbox"/> No | | | | | | |
| CRB check required? <input type="checkbox"/> Children & Young People / <input type="checkbox"/> Vulnerable Adults | | | | | | |
| PAYROLL & BANK DETAILS | | | | | | |
| Bank name & address: | | | | Sort code: | | |
| | | | | Account number: | | |
| | | | | Account name: | | |
| | | | | National Insurance No.: | | |
| PERSONAL INFORMATION | | | | | | |
| Home telephone no.: | | | | Mobile no.: | | |
| Email: | | | | | | |
| Are you receiving medication or do you suffer from allergies? <input type="checkbox"/> Yes / <input type="checkbox"/> No. | | | | | | |
| If Yes, please provide details: | | | | | | |
| Visa type: | | | | Visa expiry date: | | |

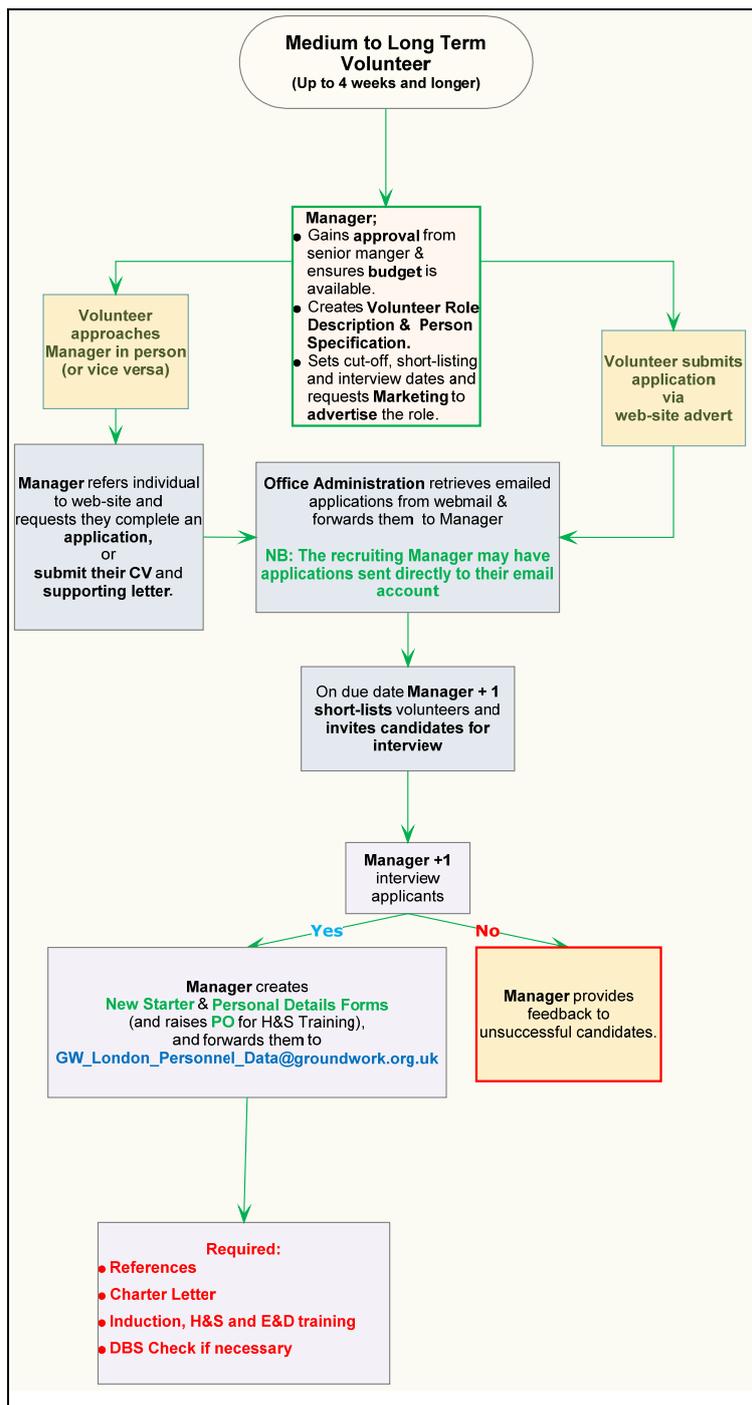
| | | |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| EMERGENCY CONTACTS <i>Please provide details of two contacts</i> | | |
| First name: | First name: | First name: |
| Last Name: | Last Name: | Last Name: |
| Address | Address: | Address: |
| Home tel no.: | Home tel no.: | Home tel no.: |
| Work tel no.: | Work tel no.: | Work tel no.: |
| Mobile no.: | Mobile no.: | Mobile no.: |
| Relationship: | Relationship: | Relationship: |
| DEPENDANT INFORMATION | | |
| Name: | Name: | Name: |
| DOB: | DOB: | DOB: |
| Gender: <input type="checkbox"/> Male / <input type="checkbox"/> Female | Gender: <input type="checkbox"/> Male / <input type="checkbox"/> Female | Gender: <input type="checkbox"/> Male / <input type="checkbox"/> Female |
| Amount of Parental Leave taken per child in course of last employment: | | |
| | | |
| MEMBERSHIP OF PROFESSIONAL ORGANISATIONS <i>Please provide details</i> | | |
| | | |
| DOCUMENTS REQUIRED | | |
| <input type="checkbox"/> Passport / Work Permit | | |
| <input type="checkbox"/> National Insurance | | |
| <input type="checkbox"/> Driving licence | | |
| | | |
| <i>I confirm that the information I have given on this form is correct and complete.</i> | | |
| Signed: _____ | Date: _____ | |
| | | |
| Forward this form to GW LONDON PERSONNEL DATA | | |

Appendix 7a: Administrative procedures in Workflow format for volunteering opportunities with the Trust:

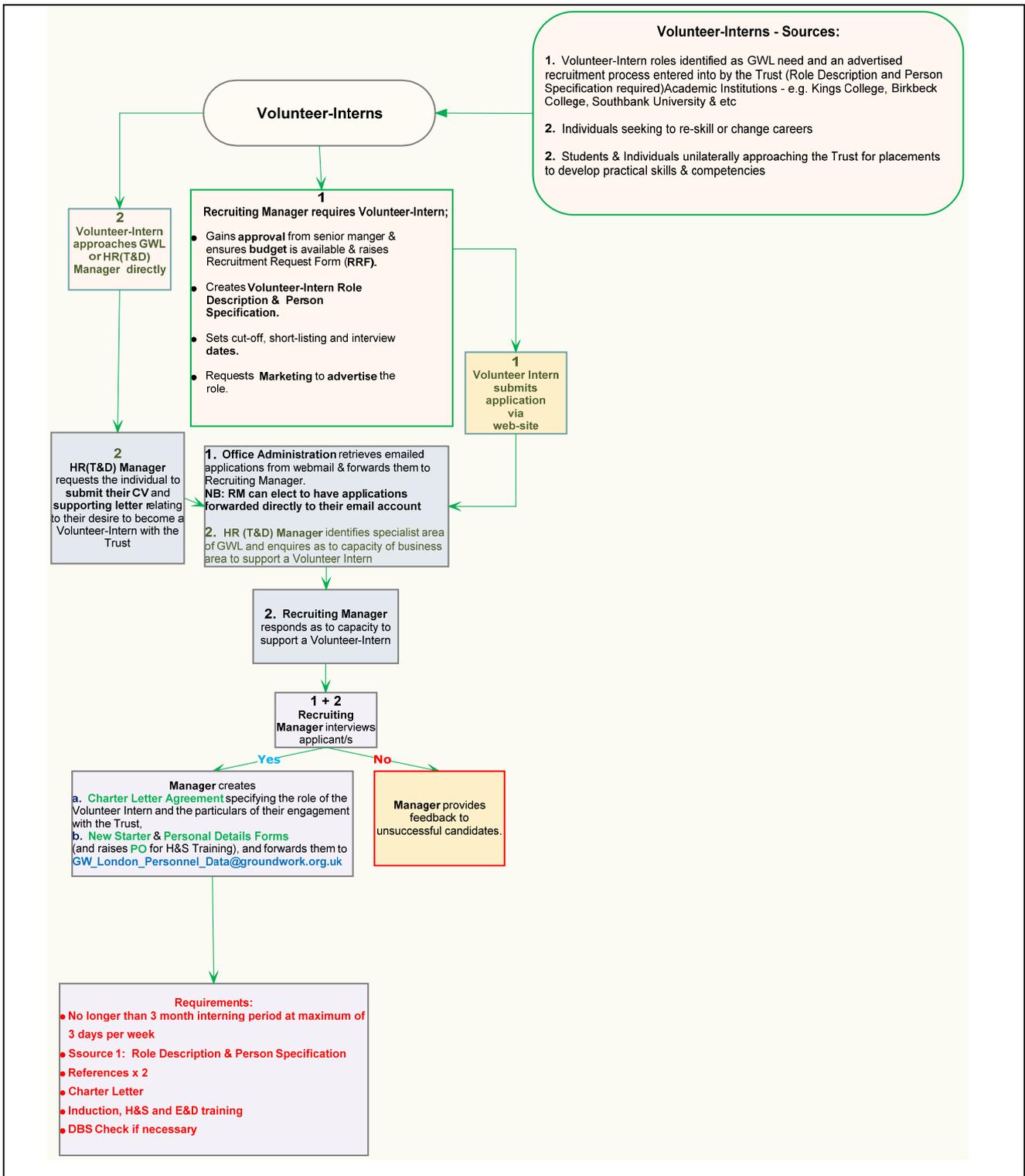
Ad Hoc & Short Term Volunteer Workflow (less than 5 working days)



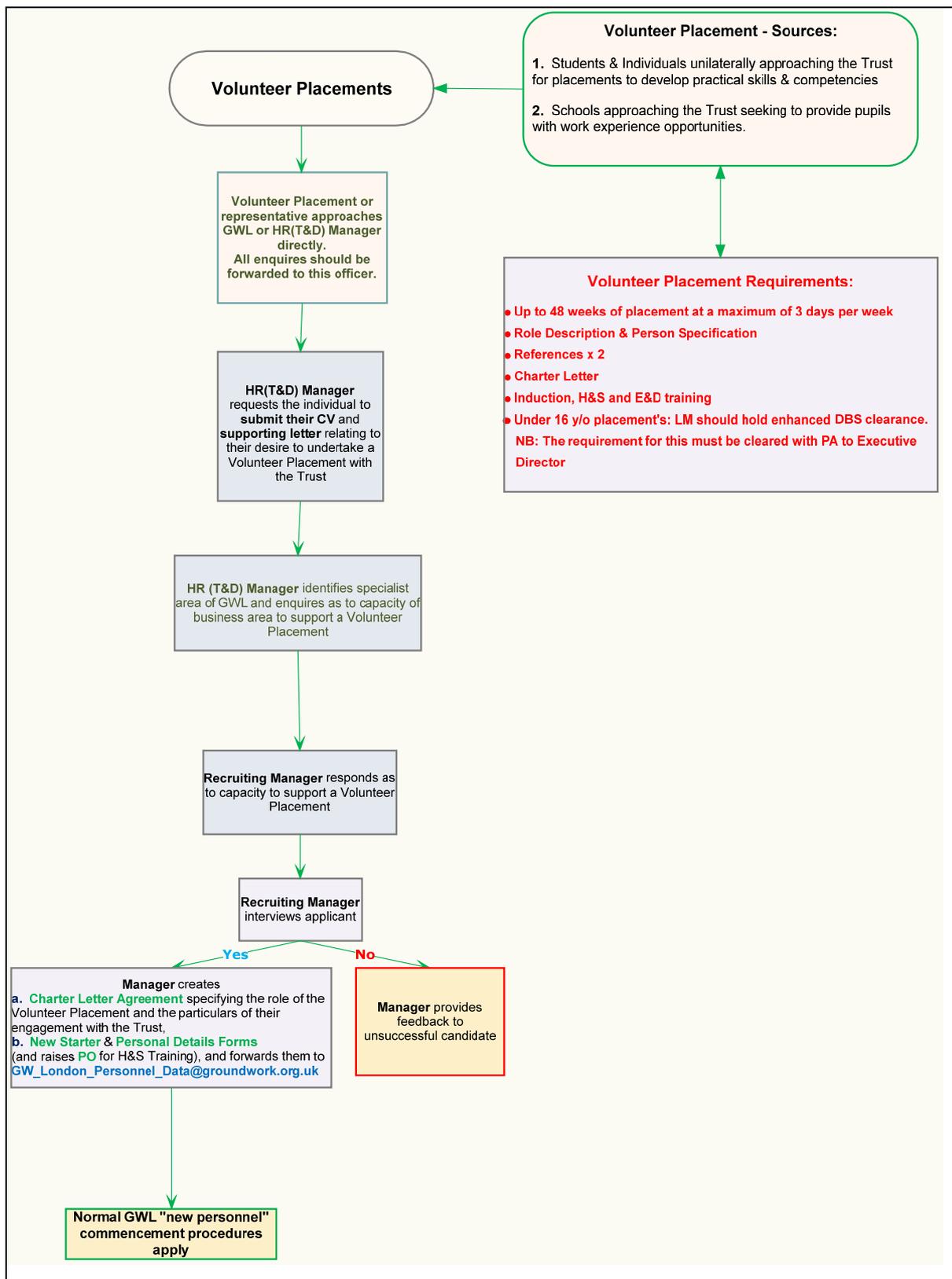
Appendix 7b: Medium/Long Term Volunteer Workflow:



Appendix 7c: Volunteer-Interns Workflow:



Appendix 7d: Work Placement Volunteers Workflow:



Appendix 7e: Volunteer Services Workflow

