



Volunteer Centres

Exeter & Torridge

Customer Service Policy and Procedure

**Volunteer Centre Quality Accreditation
2015-2016**

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Statement of Intent

Volunteer Centres in Exeter and Torridge aim to support voluntary action and empower local communities through the provision of the following core services:

- Strategic Development of volunteering;
- Good Practice Development
- Developing Volunteering Opportunities;
- Voice of Volunteering
- Brokerage

This manual looks in detail at the brokerage service we provide across the Exeter and Torridge region.

We believe in the power of volunteering and social action as a catalyst for change, in individuals, organisations and society as a whole. Our aim as a team is to support people of all ages and backgrounds to participate in their community through individual volunteering or becoming part of social action project group. Our core outcome is enablement of the most disadvantaged people in Devon to find meaningful occupation which builds skills, confidence, and self-esteem and most importantly, enables re-connection and re-engagement in and with the local community and wider world

Exeter and Torridge recognizes volunteering as a meaningful activity benefitting individuals and the local or wider community and aims to provide a personalised service, matching volunteers with opportunities according to their skills, interests and abilities and supporting organisations in developing their opportunities and appropriate training/support mechanisms for their volunteers. We also aim to reduce barriers to volunteering and to develop opportunities in areas where there currently is a lack. The services of Exeter and Torridge are open to all sections of the community in Devon and the Volunteer Centre staff and volunteers are committed to being polite, helpful and not to discriminate. We are committed to offering a professional service, where staff and volunteers are accountable and act in accordance within the law, meeting legal requirements in particular relating to Data Protection, Confidentiality and the Equalities Act. We strive to continuously improve the level of service.

Definition of an Enquiry and Opportunity

Enquiry

An enquiry is the initial contact between the Volunteer Centre team and a member of the public seeking to ask about volunteering. This could include how to get involved, where to find information or what is available and how they can start the process to

volunteer. An enquiry could be face to face, by telephone, by email, through Do-it and or through our individual websites and social media.

Opportunity

An opportunity is a volunteer role placed with the Volunteer Centre by an organisation wishing to involve volunteers. This opportunity is made available to members of the public to get involved, whether this is a one off event or a longer term activity.

Enquiries and Appointments

Initial enquiries may be made via, phone, e-mail, the web (via do-it, Council for Voluntary Service (CVS) websites), and social media or in person.

- Volunteer Centres check telephone, postal and e-mail enquiries every opening day (please note opening days may vary across different Volunteer Centres) and an initial response will be made within a maximum of five working days from receipt
- Volunteer Centres aim to answer phone calls within six rings and if a query cannot be answered straight away a call back will be arranged
- Answer phones will be activated when no staff or volunteer is available to answer the phone
- All enquirers will be given information on the different ways they can access Volunteer Centre services as appropriate (do-it, via telephone/e-mail/letter, personal appointments)
- All enquirers will be treated politely and with courtesy in verbal communication, body language and demeanour, even where a customer may not demonstrate similar courtesy
- For appointments, Volunteer Centre Advisors will always endeavour to see people on time, and if appointments cannot be kept people will be notified and the meeting rearranged
- Volunteer Centres aim to ring potential volunteers the opening day before the appointment to ensure they are still attending
- It may not always be possible to see persons calling without prior appointment, but we will aim to offer an appointment within 7 working days
- A confidential environment for appointments is available as standard or on request at all Volunteer Centres
- Some of the Volunteer Centres have easy access for people with physical disabilities, as well as hearing loops and aids for people who may have visual impairment
- Interviews might be available in languages other than English; however a command of English is usually required for most volunteering opportunities.

Brokerage Procedure (appendix 1)

Centre Based (including face to face, telephone and e-mail enquiries)

All enquirers will be informed about the procedures and service of the Volunteer Centres (and the benefits of volunteering if appropriate). It should be explained that the Volunteer Centres refer potential volunteers to volunteer involving organisations registered with the Volunteer Centres, who have their own recruitment processes which may include DBS checks and references. They are also encouraged to disclose any unspent convictions to the organisation they wish to apply to.

The reasons for asking about personal information should be explained (to aid the matching process, for statistical purposes, for improving accessibility etc.), as well as the relevance of the data protection act and that at some Volunteer Centres the registration form will be passed on to another member of staff for database entry.

- It will be clarified, that there is no obligation to take up volunteering following this enquiry
- The potential volunteer will be given the opportunity to explain why they want to volunteer, their interests, availability and any support needs they might have. This will be recorded on the volunteer registration form (**appendix 2**)
- The Volunteering Advisor will then use his/her knowledge and/or the available opportunities information to match up the skills, interests and need for support of the potential volunteers to volunteering opportunities
- Should the volunteer offer specific skills (i.e. British Sign Language, clog dancing, carpentry etc.) where there is no existing opportunity, appropriate organisations will be e-mailed to see if they could work with the volunteer and develop a specific opportunity around that skill
- The Advisor will pass on opportunity information
- Information given out will be recorded on the registration form
- Depending on the amount of information Volunteers will either be encouraged to take time to read the opportunity information and then to contact us or will be given the choice of receiving organisational contact details or having the organisation contacted on their behalf for an application form/pack straight away
- Every effort is taken to ensure that that a particular opportunity is suitable for an individual volunteer and vice-versa. Where no suitable volunteering opportunity exists, the Volunteer Centre should follow its mismatch process

- If the volunteer requires any further support during the volunteering process we will endeavour to refer the volunteer to projects that offer this (some Volunteer Centres offer this in house)
- Volunteers will be offered access to monthly updates on opportunities that might be of interest to them via e-mail, newsletter or website

Do-it applications

Do-it applications are a generated email regarding a specific do-it opportunity with the aim to apply for this opportunity. The Volunteer Centre will contact the volunteer with the correct organisational details and contact the organisation on behalf of the volunteer, passing on the volunteers' details to that specific organisation.

Do-it applications will be checked every opening day and replied to within 2 working days.

- Do-it applicant/enquirers will be thanked for their interest in volunteering, sent detailed information about the opportunity they are interested in and contact details
- For the organisation alongside instructions on how to proceed with their application (any personal messages can be replied to if appropriate)
- Any volunteer sending multiples enquiries/applications will be offered Volunteer Centre advice or an appointment
- For do-it applications an e-mail will also be sent to the organisation with the contact details of the volunteer
- Do-it information will be entered into the database when all information has been received

Managing Information about Volunteers

- All volunteer enquirers' details should be entered onto the V-Base Cloud database
- All information recorded about an individual must be appropriate to their volunteering enquiry. Information must be managed in accordance with the Volunteer Centres' confidentiality policy (appendix 3) and data protection requirements.

Managing Volunteer Involving Organisations

- Organisations wishing to recruit volunteers through the Volunteer Centres have to register with Volunteer Centres Exeter or Torridge. Registration

procedures might vary from Centre to Centre, but is free (appendix 4). Upon registration information about the Volunteer Centre, its procedures and requirements shall be sent to the organisation (appendix 5 – an example from one Volunteer Centre)

- Minimum requirements for volunteer brokerage include the following: equal opportunities policy, health & safety and complaints policies; insurance and an induction to the role. Disabled access, paying expenses, volunteering policy and training are encouraged as good practice
- Organisations new to volunteer involvement and/or not meeting minimum requirements will be offered the support to develop good practice procedures
- The original registration form, along with any other paperwork not relevant to volunteers, is kept in the organisation folders and are kept in the office, not for general public access
- Details of volunteering opportunities are kept on Do-it in the Volunteer Centre area. This includes information on the area of interest, geographical area and days/times a volunteer is needed as well as information on insurance, health & safety, expenses etc.

Mismatch between the needs of Volunteers and Organisations

Exeter and Torridge have developed a process for responding to issues around the mismatch between the number and nature of volunteering opportunities and the needs and expectations of potential volunteers. An annual check is made on the variety of organisations and active volunteering opportunities registered with the Volunteer Centres, checking that the types of opportunities on offer reflect the interests of potential volunteers.

- Opportunities in the different categories are counted at a specific date in the year. We are aiming for a ratio of 1 volunteering opportunity for every 10 expressions of interest in a particular area of interest. Any specific actions required will be documented and progress regularly monitored in the annual evaluation
- If a specific volunteering gap is identified or a volunteer expresses an interest in a certain type of volunteering opportunity that is not currently registered with the Volunteer Centre, then the Volunteer Centre will be pro-active in researching and contacting registered organisations that could offer that type of volunteering experience. If there are no registered organisations that can offer the identified volunteering experience, then the Volunteer Centre will be pro-active in going out and contacting organisations that could provide that opportunity, referring the potential volunteer and encouraging them to register

with the Volunteer Centre. Alternatively a potential volunteer could be supported in setting up their own community group, which will meet their needs and that of the community/cause

- If a registered organisation identifies a need for volunteers with a particular skill that they are finding hard to recruit, then the Volunteer Centre will be proactive in engaging in marketing activities to reach potential suitable volunteers. If any “hard to fill” opportunities are identified, the Volunteer Centre will discuss this with the volunteer involving organisation, looking at adjusting the role description, re-targeting the opportunity or developing a new opportunity that incorporates some of the activities that have not been filled
- An annual approach will be made to registered organisations that have no active volunteering opportunities with the Volunteer Centre to see if their volunteering needs have changed
- The Volunteer Centres aim to work with other local volunteer development agencies to share information and to develop volunteering opportunities as appropriate.

Monitoring & Evaluation

Organisations

- An annual survey will be conducted to ensure quality and development of Volunteer Centre Services
- 6 monthly follow-up will be conducted to ensure contact details and opportunities are current
- 3 monthly follow –up will be conducted against volunteer referrals made to those organisations

Volunteers

- An annual survey will be conducted to ensure quality and development of Volunteer Centre Services
- All enquiries, general, email, telephone and do-it referrals will be conducted on a 3 monthly basis using the technology that was initially used to enquire about volunteering

Complaints Procedure (Appendix 6)

The purpose

Volunteer Centres in Exeter and Torridge strive to provide a helpful and high standard of service both to the members of the public and to the organisations with whom we work.

This Complaints Procedure details how we will deal with a complaint made by someone who has come into contact with one of the Volunteer Centres and who is subsequently not happy with any aspect of its work.

If a user of our services feels that they wish to complain about the service they have received, you should encourage them to tell or write to the Volunteer Centre in question. A copy of this procedure should be made available to the user.

All possible or actual complaints must be reported to the Manager immediately.

Any individual or organisation wishing to complain about a shortfall in the standard of the service outlined in this document, should be advised to speak or write to the Volunteer Centre Manager.

Stage 1

At the first sign of a problem speak to the member of staff who would normally deal with the matter. Often they will be able to sort it out straight away. If it cannot be dealt with immediately, a meeting will be held internally within 3 working days and if a response cannot be given at the time, it will follow within 48 hours.

Stage 2

If the concern is not resolved at stage 1, the complainant should complete the Complaints Form (from Administration Manager) then send it to the Chief Executive. He/she will meet both parties separately within 5 working days of the date the form was received to ascertain the facts of the case. A reply will be given in writing within 3 working days of the meetings.

Stage 3

If again the response is unsatisfactory, the complainant may take their case to the next stage within 5 working days of receiving the Stage 2 reply. A meeting of the Director's Complaints Panel will be held within 5 days of receiving the request (in writing) for the case to be taken further. A written response will be given within a further 3 working days.

Stage 4

If the matter is still unresolved following Stage 3, the matter can be referred to the Chair of the Board of Directors. **The decision of the Chair of Directors will be final.**

Notes

- At any time the complainant may bring a representative, friend or advocate supporting them or helping them put their case.
- If at any time investigations mean that the timescales as set out above cannot be met, revised timescales will be agreed
- Copies of the form are available from the Administration Manager

- Any general enquires about the procedure can be made to the Administration Manager.
- If at any time during the course of the investigation, matters arise which warrant investigation under Child Protection or Disciplinary Procedures, then the Complaints Procedure will be suspended until such investigations are completed
- Similarly, if there is a police investigation pertinent to the complaint or if the complainant chooses to seek legal redress, the complaints investigation will be suspended.
- Aggressive or abusive behaviour towards our staff or unreasonable demands made on staff will not be accepted.

A record will be kept of all complaints received and documentation relating to the complaint will be held on file for 3 years.

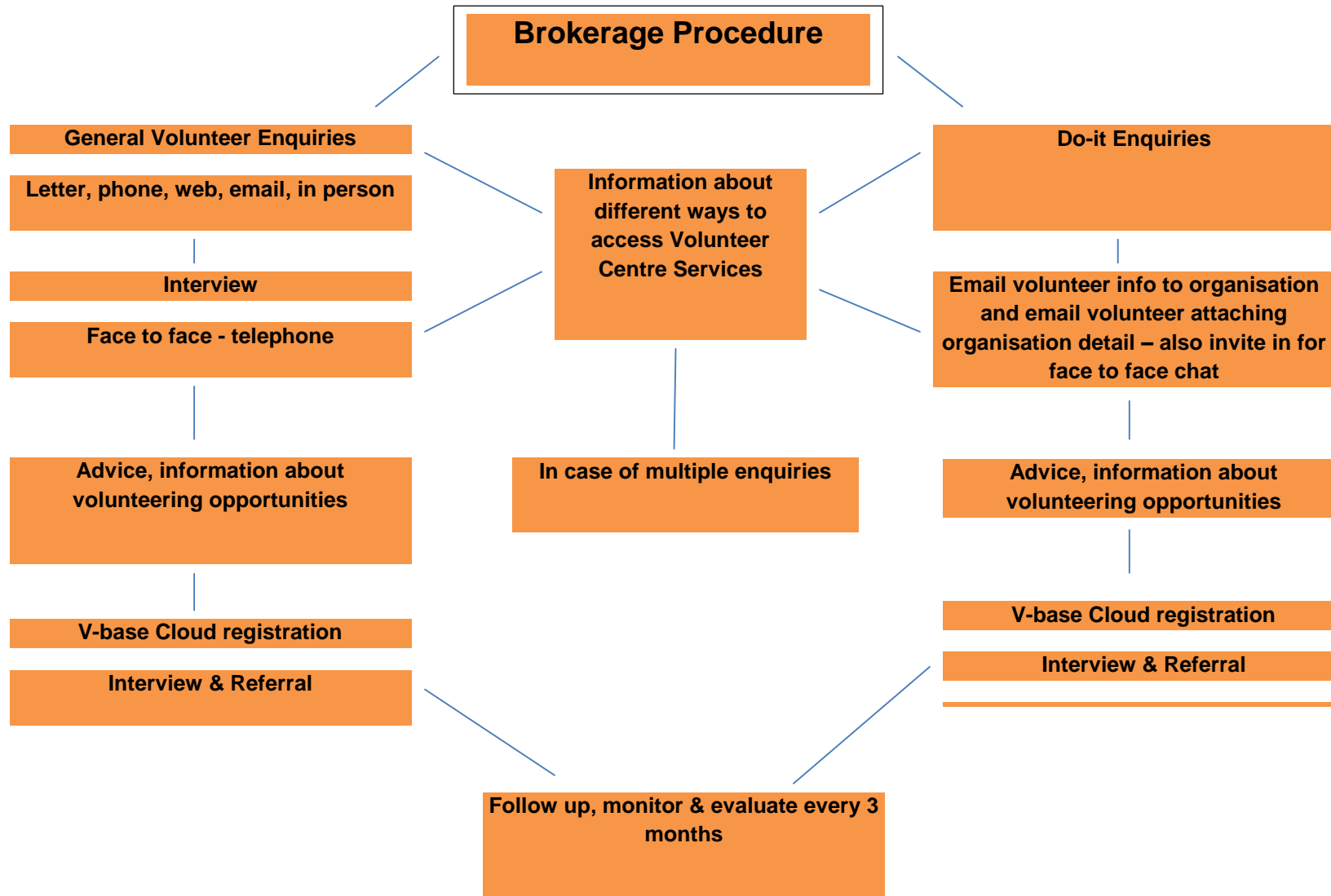
Complaint Form Completion (Appendix 7)

- All parties must ensure that the complaint log is completed and that the complainant has a copy throughout all stages of the complaint
- Any written evidence should be copied and attached to the original form and if any physical evidence should be photographed a copy should be attached to the original documentation
- All should be signed and dated, and a copy attached to the original

Compliments Procedure

Staff will be encouraged to pass on details of compliments and or suggestions received to be logged and acknowledged, if appropriate. Compliments and or suggestions will be reported in summary format to the Exeter and Torridge Directors on a quarterly basis and the relevant information and logged. (Appendix 8 & 9)

Appendix 1: Brokerage Procedure



Appendix 2: Volunteer Registration Form

Thank you for deciding to register as a volunteer. Please complete this form giving as much detail as possible so that a suitable volunteering opportunity can be arranged. If you are unsure about any part of this document please ask for advice or assistance.

Date of Application: _____ Interviewer _____ V-Cloud _____

Individual Details:

Title: Mr Mrs Miss Ms Other (please specify): _____

Full Name: _____

Address: _____

Town: _____ County _____ Postal Code: _____

Daytime Telephone: _____ Evening Telephone: _____

Mobile: _____ Email: _____

How did you find out about the Volunteer Centre (*please tick appropriately*)

Do-it website		Express & Echo	
Exeter CVS website		Support Worker/Care Manager	
Internet		School	
Library		Voluntary Organisation	
Poster/leaflet		Local Authority	
Job Centre		Word of Mouth	
Job Clubs		Passing by	
Social Media			

Please give brief details of your occupation, previous work experience, interests and hobbies

What are you interested in?

Professional	Media – Marketing – Health & Safety – IT – Legal – Retail
Education	Education – Museums – Heritage – Literacy – Libraries

Environment	Environment – Animals – Wildlife – Conservation
Culture & Sport	Festivals – Performance – Drama – Sport – Craft – Music – Art – Film – Public Events – Recreation
Crisis & Poverty	Poverty – Disaster relief – Unemployed – International Aid – Emergency Services – Foodbank – Refugees – Homeless – Crisis Support – Housing – Hunger
Communities	Women – Men – LGBT – Faith – Race & Ethnicity – Immigrants
Crime & Justice	Justice – Politics – Civil Rights – Ex-Offenders – Victim Support – Human Rights – Domestic Violence – Prisoners - Crime
Health & Social Care	Veterans – Addiction – Social Care – Disability – Hospices – Mental Health - Medicine
People, Youth & Families	Older People – Families – Young People - Children

What skills do you want to gain?

Creative	Design – Craft – Photography – Creative
Practical	Building Work – Carpentry – catering – Cleaning & Tidying – Outdoor Work
Leadership	Leadership – Team Work – Managing People Governance – Organising
Technology	Web Design – Electronics – IT
Academic	Reading & Writing – Reasoning – Maths
Interpersonal	Talking to Others – Counselling – Listening - Negotiating

What skills do you have?

Creative	Design – Craft – Photography – Creative
Practical	Building Work – Carpentry – catering – Cleaning & Tidying – Outdoor Work
Leadership	Leadership – Team Work – Managing People Governance – Organising
Technology	Web Design – Electronics – IT
Academic	Reading & Writing – Reasoning – Maths
Interpersonal	Talking to Others – Counselling – Listening - Negotiating

What activities do you want to carry out?

Practical	Stewarding – Policing – Gardening – Retail – DIY – Design – Driving – Catering
Professional	Finance – Management – Legal Work – Translation – Business Development – Trusteeship
Promotion & Fundraising	Lobbying – Marketing – Fundraising – Campaigning – Social Media
Office	Administration – Receptionist – Research
Supporting Others	Mentoring – Counselling – Care Work – Befriending – Support Work – Advice - Escorting
Technology & Online	IT – Technology – Web Development – Virtual Volunteering
Teaching & Training	Training – Youth Work – Coaching - Teaching

What times are you available: (please tick all that apply)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM							
PM							
EVE							

Volunteer Centre's Exeter and Torridge would be pleased if you could take time to complete the following information. This will only be used for monitoring purposes.

Which age group are you in?

Under 15		15-18		19-25		26-29	
30-34		35-39		40-44		44-49	
50-54		55-59		60-64		Over 65	

What is your current employment status?

Employed		Employed P/Time		Self-Employed	
Non Employed		Retired		Unemployed	
Student		Unable to work			

Which ethnic group do you belong to?

White British		White & Black Caribbean		Bangladeshi	
White British English		White & Black African		Other Asian background	
White British Scots		White & Asian		Black African	
White British Welsh		Other mixed background		Other Black background	
White Irish		Indian		Chinese	
Other White Background		Pakistani		Indian	
Any other background					

Transport

	Yes	No
Do you have access to a car		
Would you be interested in using your car for voluntary work		
Are you able to accommodate a folding wheelchair		

Do you consider yourself to have a disability	Yes	No
Will this affect your volunteering	Yes	No
Please give more details		
Do you have any unspent criminal conviction since the age of 17	Yes	No
Please give more detail		

Whilst we make every effort to ensure health and safety is a priority at groups/organisations you may volunteer for, we cannot be responsible for the implementation of health and safety policies/practices, and **YOU** must be responsible for your own health and safety at all times.

I am aware that my name and address and any other relevant information discussed and agreed during this interview will be held by the Volunteer Centre and may be forwarded to organisations with relevant volunteering and training opportunities.

Signed: _____ Date: _____

Data Protection

1. At no time will we provide any of your details to a third party without your permission
2. You have the right to see any information about you that we hold in a retrieval system such as a computer database or paper index system
3. You have the right to challenge us about any information relating to you we hold in a retrieval system or paper index system and have this changed
4. You have the right for your details to be removed from a retrieval system
5. We may compile statistical data from time to time but this will never include references to a particular individual
6. In order to keep you up to date with information and events we may include you in our mailing list or email list
7. We will never sell or give our mailing lists to a third party
8. Your records will be kept on our computer and paper system for three years

What will the Volunteer Centre do with the information you give us?

We will hold your information confidentially. Using the information we will try to match you with volunteering opportunities that appear to suit your preferences and availability. If we find a match we will contact you with the details of the volunteering opportunity; you can then decide if this is something you would like to become involved with as a volunteer or not. If not, we will continue to look for volunteering opportunities that you may be interested in. We will not send your name and contact details to an organisation seeking volunteers unless you have agreed with us that we may do so.

Criminal Record Certificates

Some opportunities require that a criminal record check be carried on anyone who wishes to volunteer with them. This is often the case if the volunteering involves working with children and or vulnerable adults. No criminal record checks will be made without your consent and you have been accepted as a volunteer for an organisation requiring such a check to be made.

3.1 GENERAL STATEMENT

Exeter and Torridge recognises that a guarantee of confidentiality in the services it provides is an important factor in determining the level of trust and security its service users hold in the organisation. The purpose of this policy is to establish a clear and agreed understanding of what confidentiality means, to encourage uniformity in practice and ensure that service users know what they can expect from the organisation.

The term service-user refers not only to individuals who use our services, but also groups and organisations, which consult and share with it confidential information about their agency. The policy applies to all staff, volunteers and Trustees of Exeter and Torridge CVS and continues to apply after their service or involvement with has ended.

3.2 RESPONSIBILITIES AND ARRANGEMENTS FOR CONFIDENTIALITY.

3.2.1 THE BOARD OF TRUSTEES

The Board of Trustees, as the employer, has overall and final responsibility for ensuring that Exeter and Torridge meets its legal responsibilities regarding confidentiality in relation to criminal record checks, the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy.

The Board of Trustees will review the operation of this confidentiality policy annually.

3.2.2 CHIEF EXECUTIVE

The Chief Executive has overall responsibility for ensuring that the confidentiality policy is put into practice. In particular the Chief Executive will ensure that:

- Line Managers are aware of their responsibilities to their staff and volunteers
- There are arrangements in place to properly monitor and implement this policy.

3.3 GENERAL PRINCIPLES

Information belongs to the person or agency entrusting it to a member of staff or volunteer. Information remains personal and in the control of the giver. Once received, it may not be used for any purpose other than that for which it was given; nor may it be passed on to any person or agency outside without the express permission of the giver.

3.4 OPERATIONAL PRACTICE

Exeter and Torridge keeps extensive record systems, using paper files and computers. Where necessary, personal details of CVS staff and users of a service are recorded in these systems.

Each staff member and individual user of services has the right to see any information that it keeps on them in paper or computer files and to change that information where it is inaccurate. Information that has been provided by a third party may be removed from a file prior to its examination.

Exeter and Torridge will maintain an appropriate level of security, in accordance with the Data Protection Act, and this policy will adequately protect information about individuals that is held in the systems. Paper files will be kept in a locked area and computer files will be password protected.

The use of information for reports, service development and applications will scrupulously avoid any specific detail about service users that might lead to their identification. The data provided by should not include information that could easily lead to the identification of service users.

Constructive liaison with other local agencies is sometimes essential if individuals and groups are to be offered an effective service by Exeter and Torridge. However, users of services must have given their permission before any information that is held about them by Exeter and Torridge can be passed on to a third party where that information specifically identifies them or might lead to their identification.

3.5 OCCASIONS WHEN THE POLICY MAY BE BROKEN.

We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may broadly be defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk. Legal reports may have to be made regardless of the consent of a service user. In such cases, staff should discuss the matter with their Line Manager and where necessary, the Chief Executive. Decisions that are made, and the reasons for them, must be properly recorded.

When confidential information is divulged without consent, except where it might result in more harm to other people, the individual concerned should be informed and an explanation of the action given.

In anything other than exceptional circumstances, breaches of confidentiality will be considered a disciplinary matter.

3.6 SHARING INFORMATION

In order to give the best possible service to users, it is sometimes desirable to share information with other colleagues in. Similarly, it is important that in supervision meetings, staff and volunteers should feel able to talk freely about their experiences.

Information given to staff members or volunteers acting on our behalf, is in these circumstances considered to be given to us as an agency rather than to the individual staff member or volunteer. However, it should be absolutely clear to all attending such meetings that they are bound by rules of confidentiality and that confidential matters must not be discussed outside.

Casual or social discussion about service users that is conducted amongst staff and is strictly prohibited.

3.7 ELECTRONIC INFORMATION

3.7.1 SHARED WORKSTATIONS

Each member of staff is responsible for securing (or limiting access to) documents and folders, which can be accessed via shared workstations. On no account should confidential work be stored in shared folders. Personal folders should not be shared and confidential work should be password protected.

3.7.2 INDIVIDUAL WORKSTATIONS

Workstations, which contain sensitive or confidential data should be password protected. Users should avoid disclosing passwords or security details to other staff, volunteers or external agents. Passwords must be logged with the appropriate line manager and the Office Manager.

3.7.3 INTERNET AND E-MAIL

We are aware of the various issues raised in relation to the disclosure of personal information via the Internet and by email.

3.7.3 EMAIL ADDRESSES

We will not electronically store the email addresses of people making general enquiries. Only regular contacts should be stored in email address books and consent should be sought prior to any group postings. Staff should treat personal email addresses in the same manner as private telephone numbers. Where individuals or organisations subscribe anonymously to email network systems, an acceptance confirmation should be posted to the subscription address.

Staff and volunteers should use standard signatures, which refer to confidentiality when posting email externally.

External circulation lists must be stored under BCC – Blind Carbon Copy – to ensure that individual emails cannot be seen by other receivers on the list. The Business Support Team Leader is available for staff that require training in setting up this type of list.

3.7.4 WEBSITE

We does not use “cookies” in order to identify or market to specific users of our Internet service. Any online information collected will only be used for statistical analyses as an aggregate. If personal information is sought directly then details of privacy will be published online and will include details of the processing related to the collection, registration, preparation, storage or destruction of that information.

3.8 MEMBERS OF THE BOARD OF TRUSTEES AND SUB-COMMITTEES

Members of Exeter and Torridge Board of Trustees and Sub-Committees include individuals from various backgrounds, some of whom are there in a formal capacity on behalf of other agencies, some of which have statutory duties. Such representatives should normally regard information that they learn as members of a Committee as confidential to themselves and to the Committee. If, however, as a result of their membership of the Committee, they become aware of information that they feel they cannot ignore as a member of a statutory or other body, they should bring this to the attention of the Committee so that the statutory or other implications can be formally acknowledged.

4. CONFLICT OF INTEREST

All members of staff have a duty to give honest and faithful service, and to pass on information relevant to their employment. Staff are expected to disclose any direct or indirect relationship that they, or a close relative, have with a service user or a volunteer, if there should be a conflict of interest.

Staff will not work for another organisation with similar objectives when a conflict of interest could arise. Full time staffs are required to reach agreement with the Chief Executive, prior to accepting other employment, that the other employment will not affect their commitment.

Volunteers will not be placed with or directly line managed by a member of staff who is a partner, spouse or parent.

5. DATA PROTECTION ACT

The Data Protection Act 1998 requires organisations to register the information they hold about people, and what they do with it. It is the responsibility of the Chief Executive to ensure that this legal requirement is met.

We recognise that the Data Protection Act now applies not only to computer systems but also to manual (paper) filing systems that are structured by reference to individuals (e.g. in a card index or filing system).

Where information relating to racial or ethnic origin, political opinions, religious or other beliefs, trade union membership, health, sexuality, criminal proceedings and convictions are collected and processed, the individual concerned should give

explicit consent, although there are some exceptions under which the information can be collected without explicit consent.

A significant exception is where information is being collected for the sole purpose of monitoring aimed at promoting equal opportunities. In such cases we will inform the person about the purposes for which information will be used.

Appendix 4 – Volunteering Opportunity Registration Form

Charity Name	
Are you a registered Charity	
What is your Charity Number	

Describe your organisation

Where is your organisation based?

Postcode	
Address 1	
Address 2	
Town	
County	

Organisation contact details

Postcode	
Address 1	
Address 2	
Town	
County	

Opportunity detail

Postcode	
Address 1	
Address 2	
Town	
County	

About your opportunity

What are you looking for?

--

Practical Considerations

--

Postcode	
Address 1	
Address 2	
Town	
County	

Suitability

People with visual impairment		Under 16's	
Long term commitment		Outdoor	
18-25 year olds		With friends	
Employee volunteers		One off events	
Groups		16-17 year olds	
University students		Short term commitment	
Micro volunteering		School work placement	
Restricted mobility		From home	
From your office		Older people	
Indoor		Family	
Online		Over 18's	
People seeking work			

Number of volunteers

--

Categorising your opportunity

Suitable for Volunteers interested in

Please select a **MAXIMUM OF 5 KEY SUBJECT AREAS**

Professional	Media – Marketing – Health & Safety – IT – Legal – Retail
Education	Education – Museums – Heritage – Literacy – Libraries
Environment	Environment – Animals – Wildlife – Conservation
Culture & Sport	Festivals – Performance – Drama – Sport – Craft –

	Music – Art – Film – Public Events – Recreation
Crisis & Poverty	Poverty – Disaster relief – Unemployed – International Aid – Emergency Services – Foodbank – Refugees – Homeless – Crisis Support – Housing – Hunger
Communities	Women – Men – LGBT – Faith – Race & Ethnicity – Immigrants
Crime & Justice	Justice – Politics – Civil Rights – Ex-Offenders – Victim Support – Human Rights – Domestic Violence – Prisoners - Crime
Health & Social Care	Veterans – Addiction – Social Care – Disability – Hospices – Mental Health - Medicine
People, Youth & Families	Older People – Families – Young People - Children

What skills will the volunteer gain?

Creative	Design – Craft – Photography – Creative
Practical	Building Work – Carpentry – catering – Cleaning & Tidying – Outdoor Work
Leadership	Leadership – Team Work – Managing People Governance – Organising
Technology	Web Design – Electronics – IT
Academic	Reading & Writing – Reasoning – Maths
Interpersonal	Talking to Others – Counselling – Listening - Negotiating

What skills should the volunteer have?

Creative	Design – Craft – Photography – Creative
Practical	Building Work – Carpentry – catering – Cleaning & Tidying – Outdoor Work
Leadership	Leadership – Team Work – Managing People Governance – Organising
Technology	Web Design – Electronics – IT
Academic	Reading & Writing – Reasoning – Maths
Interpersonal	Talking to Others – Counselling – Listening - Negotiating

What activities will the volunteer do?

Practical	Stewarding – Policing – Gardening – Retail – DIY – Design – Driving – Catering
Professional	Finance – Management – Legal Work – Translation – Business Development – Trusteeship
Promotion & Fundraising	Lobbying – Marketing – Fundraising – Campaigning – Social Media
Office	Administration – Receptionist – Research
Supporting Others	Mentoring – Counselling – Care Work – Befriending – Support Work – Advice - Escorting
Technology & Online	IT – Technology – Web Development – Virtual Volunteering
Teaching & Training	Training – Youth Work – Coaching - Teaching

Where is the opportunity located?

Location	
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When is the opportunity Available?

Start date	
End date	

Time of day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Appendix 5 – How Exeter Volunteer Centre Works for you

Exeter Volunteer Centre

Thank you for letting us know there is an opportunity for new volunteers to join your organisation and volunteering team. Please find attached a combined registration form requesting further details of the role so we can advertise it through the Volunteer Centre effectively.

On receipt of the combined registration form Exeter Volunteer Centre will;

- Upload the opportunity to www.do-it.org.uk (the national volunteering database through which thousands of volunteers find placements in the UK every year). This database also uploads to the Charity Trustee Network's Trusteefinder Service for opportunities in this area
- Your opportunity will be advertised in the Volunteer Centre. Each year Exeter Volunteer Centre interviews 1000 potential volunteers and our team of Volunteer Advisors will match those volunteers to your volunteering opportunities.
- When you register with Exeter Volunteer Centre, which your opportunity will be advertised in the Express & Echo on a Thursday, four local radio stations during the week and on a poster distributed electronically to over 140 local organisations – if you are interested in this advertising please contact John Stammers at john.stammers@exetercvs.org.uk or phone on 01392 202055
- Exeter CVS is lucky enough to have a two hour radio show, which goes out every Thursday on 106.8fm, from 2-4pm. Again, if you are interested in using this media to advertise your organisation please contact John Stammers at john.stammers@exetercvs.org.uk. The show is then edited and uploaded to our website at www.exetercvs.org.uk, where people can listen again. Each show has an average of 50 'listens' per week
- If you have a one off event or would like to advertise your volunteering opportunities in a journalistic way, Exeter Volunteer Centre can upload an article to our website, which will be twitted and face booked to the wider community of followers. For more information please contact John Stammers at john.stammer@exetercvs.org.uk
- If you an enquiry in regards to an old or new opportunity, please contact Debbie Bradford at Debbie.bradford@exetercvs.org.uk
- When a volunteer registers on the national do-it database, it generates an email which is sent to Exeter Volunteer Centre. The Volunteer Centre Co-ordinator will reply to the volunteer with information and contact details regarding the opportunity that they have applied for. The Volunteer Centre Co-ordinator will then email requesting the organisation contact the volunteer for potential interview

How can you support Exeter Volunteer Centre?

- When you have filled your opportunity please let the Volunteer Centre know, as it keeps everything relevant and up to date
- Once a year the Volunteer Centre will ask you to fill out a survey so we can develop and improve our services to registered organisations
- Once a year we need to evaluate volunteers that the Volunteer Centre has referred to your organisations. This would be very much appreciated

If you have any questions or queries around best practice and Volunteer Management, policies and procedures, please contact the Volunteer & Participation Manager, Emily McCarthy at emily.mccarthy@exetercvs.org.uk

Thank you for taking the time to read this document.

Appendix 6 – Complaints Procedure

The purpose

Volunteer Centres Exeter and Torridge strive to provide a helpful and high standard of service both to the members of the public and to the organisations with whom we work.

This Complaints Procedure details how we will deal with a complaint made by someone who has come into contact with one of our Volunteer Centres and who is subsequently not happy with any aspect of our work.

If a user of our services feels that they wish to complain about the service they have received, you should encourage them to tell or write to the Volunteer Centre in question. A copy of this procedure should be made available to the user.

All possible or actual complaints must be reported to the Manager immediately.

During the Process

- The complainant is encouraged to bring a friend along to any meeting arranged to discuss the matter of the complaint, to give them support
- They may withdraw their complaint, but without prejudice to our legal entitlements

The Procedure

- We will take all complaints seriously
- We will keep a written record of all the complaints we receive
- We will try to satisfy complaints at an initial discussion with the Chief Executive of the Volunteer Centre in question, which we shall aim to have within two weeks of the initial complaint
- We will ensure that complainants are given a copy of the Complaints Procedure before that meeting
- If they are not satisfied as a result of the meeting with the Chief Executive, they can put their complaint in writing to the Chair of the CVS housing the Volunteer Centre
- Within three weeks of receiving their complaint, the Chair will arrange to meet with them personally. At this stage any person against whom the complaint has been made will be asked not to contact the complainant. Similarly, they will be asked not to contact you
- Once any investigation by the Trustee Board is complete, they will be sent a letter giving an answer to their complaint and informing them of any action being taken by the Volunteer Centre
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- If the complaint has not been dealt with satisfactorily the following agencies may be able to offer:

Volunteering England: Telephone: 0845 305 6979 Email:
volunteering@volunteering.org

Charity Commission: Telephone: 0845 300 0218

Complaint Form Completion

- All parties must ensure that the complaint log is completed and that the complainant has a copy throughout all stages of the complaint
- Any written evidence should be copied and attached to the original form and if any physical evidence should be photographed a copy should be attached to the original documentation
- All should be signed and dated, and a copy attached to the original

Appendix 7: Complaint Log

Name: _____

Address: _____

Date received	Verbal or written	Description of complaint, including the person who is complained against	Staff initials receiving the complaint	Date of action taken and by whom	Outcome	Initials of all parties

Appendix 8: Comments and Suggestions Log

Name: _____

Address: _____

Date received	Verbal or written	Description of comment, including the person who is making the suggestion	Staff initials receiving the comment	Date of action taken and by whom	Outcome	Initials of all parties

Appendix 9: Compliments Log

Name: _____

Address: _____

Date received	Verbal or written	Description of compliment, including the person who is praising	Staff initials receiving the compliment	Date of action taken and by whom	Outcome	Initials of Manager

