



Enriching Lives of People with Disabilities & Maximising Potential  
#OneLifeLetsLiveIt

# Volunteers Framework 2019 – 2024



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# SECTION 1

## Wirral Evolutions Ltd : Introduction

- Definition
- Purpose
- Guiding Principles
- Why Volunteer
- Volunteer Benefits Pathway
- Company Context

## 1.0 DEFINITION OF VOLUNTEERING

Within Wirral Evolutions Ltd we define volunteering as **'any activity which involves spending time, unpaid, doing an activity which aims to benefit the people we support.'**

### 1.1 PURPOSE

The purpose of this Volunteers Framework 2019 - 2024 is to set out clearly and in one place a coherent and compelling narrative for **'embedding a culture of volunteering, reward and recognition'** as a fundamental priority of Wirral Evolutions Ltd Strategic Framework 2024<sup>1</sup> vision **'to enable the people we support to have choice and exercise control over their own lives.'** It will: -

- ✚ acknowledge the current practice of excellent volunteering support
- ✚ standardise high quality volunteering support across the whole organisation
- ✚ expand the wide range of diverse skills and experiences within our volunteer workforce
- ✚ provide opportunities for training and community involvement
- ✚ recognise and demonstrate the value of our volunteering workforce

### 1.2 GUIDING PRINCIPLES

Initial research with our volunteers indicated that their greatest satisfaction is 'feeling proud' of the work that they do supporting our people and services. Through previous learning we have gained greater insight into understanding that volunteering takes several forms which is underpinned by the following key principles:

- ✚ **Choice & Mutual Benefit** – *'Volunteering is a choice made freely by everyone for a worthy cause in receipt of a 'feel good' benefit or learning experience'*
- ✚ **Diversity** – *'Volunteering is open to all'*
- ✚ **Recognition** – *'Valuing the social and economic contribution made by volunteers'*
- ✚ **Support** – *'Investing in volunteers through training, development and dedicated support'*
- ✚ **Quality** – *'utilise industry volunteering standards and work in partnership with others to add value to the people we support'*

### 1.3 WHY VOLUNTEER?

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering can be enormous. Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you, the volunteer. The right match can enable volunteers to: -

- ✚ keep mentally and physically stimulated
- ✚ have a sense of purpose and pride
- ✚ expand their social network and friendships
- ✚ enhance new skills and experiences along the volunteer pathway as illustrated in 1.3
- ✚ advance their career

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<sup>1</sup> Available at <http://www.wirralevolutions.org/content/page/321-about-us>

## 1.4 VOLUNTEER BENEFITS PATHWAY

People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge as a pathway into employment. Regardless of the motivation, what unites them all is that they find it both benefitting and rewarding.

Volunteers bring a range of expertise to particular tasks or projects and their expertise often complements and adds value to the skills of staff and the people we support. Wirral Evolutions welcomes volunteers in all service areas and is committed to engaging with volunteers in a way that complements and expands the service.



## 1.5 COMPANY CONTEXT

Wirral Evolutions Ltd<sup>2</sup> was incorporated in 2015 as a Local Authority Trading Company (LATCo)<sup>3</sup> – this strategic and innovative approach to delivering day services and opportunities for adults with learning and physical disabilities, was one of the first in the North West of England.

Wirral Evolutions Ltd currently provide support services for adults with a wide range of learning and physical disabilities. The size of the adult population in Wirral with a learning disability aged 18 and over is estimated at 5,914 (2016) with a slight predicted increase to 6042 by 2030<sup>4</sup>. There is a noticeable trend of people with learning and physical disabilities living longer with more complex care needs and a relative decrease in the 18-25-year olds in the Wirral as a percentage of the overall population. National research also indicates that people with learning disabilities die 15-20 years earlier than the general population<sup>5</sup>.

Alongside these trends, the support for more personalised choice for people is set to continue for the foreseeable future. In response, the NHS long term plan<sup>6</sup> Universal Personalised Care comprehensive model<sup>7</sup> seeks to improve the care for people with learning disabilities and autism by:

- ✚ Shared decision making
- ✚ Personalised care and support planning
- ✚ Enabling choice, including legal rights to choose
- ✚ Social prescribing and community-based support
- ✚ Supported self-management
- ✚ Personal health budgets and integrated personal budgets

To respond to the wide range of needs of the people we support, Wirral Evolutions provides services that enable positive outcomes ensuring that: -

- ✚ Lives are enriched (physical and mental health)
- ✚ Wellbeing is improved (enjoyment, self-esteem, happiness, feel good and friendship)
- ✚ Life skills are developed (confidence, choice, exercising control, communications and self-awareness)
- ✚ Community integration is a way of life (volunteering, employment, education & training, social connectivity)

This is achieved through a wide range of people centred services and activities across several locations<sup>1</sup> in Wirral. These are illustrated below: -

- |  |   |
|--|---|
| ✚ Creative expression (arts, pottery, crafts, music) | ✚ Information Technology                                  |
| ✚ Physical wellbeing (sport and leisure)             | ✚ Education and learning                                  |
| ✚ Hospitality and catering                           | ✚ Community engagement (volunteering & employment)        |
| ✚ Horticulture, conservation, woodwork               | ✚ Advisory and advocacy support (travel, health, housing) |
| ✚ Beauty, sensory and relaxation                     |   |
| ✚ Vocational qualifications                          |   |

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<sup>2</sup> Companies House - 09589553

<sup>3</sup> The Local Authority (Companies) Order 1995

<sup>4</sup> Wirral Learning Disabilities Data and Intelligence (July 2016)

<sup>5</sup> University of Bristol Norah Fry Centre (2018), The Learning Disabilities Mortality Review (LeDeR) Programme: Annual report 2017

<sup>6</sup> NHS UK Long Term Plan

<sup>7</sup> NHS Model of Personalised Care

# SECTION 2

## Wirral Evolutions Ltd : Strategic Framework 2024

- **Strategic Volunteer Priorities**
- **Positive Benefits of Volunteering**
- **Where are we now?**
- **Where do we want to be?**
- **How do we get there?**

## 2.0 STRATEGIC VOLUNTEER PRIORITIES

Wirral Evolutions Ltd aspires to grow both the quantity of volunteers and quality of the volunteering experience as part of a vibrant, innovative culture that will **enrich the lives and opportunities of people with learning and physical disabilities through maximising their personal potential.**

By embedding a culture of volunteering, reward and recognition, our Volunteers Programme we will provide: -

- ✚ A wide range of diverse, skilled and experienced volunteers
- ✚ Enhanced learning, training and development for and by our volunteers
- ✚ Opportunities to celebrate and recognise the valued contributions from our volunteers
- ✚ Significant partnerships and build creditability within our local communities

## 2.1 POSITIVE BENEFITS OF VOLUNTEERING

Giving to others can help protect your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose. While it's true that the more you volunteer, the more benefits you'll experience, volunteering doesn't have to involve a long-term commitment or take a huge amount of time out of your busy day. Giving in even simple ways can help those in need and improve your health and happiness.

Volunteering will :

- ✚ Connect you to others
- ✚ Provide fun and fulfilment to your life
- ✚ Aim to make you feel good both in your mind and body
- ✚ Enable you to have a meaningful experience
- ✚ Recognise your value and contribution to the people we support as part of achieving Wirral Volunteering Standard (CAW)
- ✚ Provide you with an induction and initial learning and development programme
- ✚ Provide you with regular communication, support and supervision meetings, in an individual or group setting
- ✚ Help advance your career, skills and experiences



## 2.2 WHERE ARE WE NOW?

Through effective engagement and consultation with the people we support, their families and carers, wider stakeholders, shareholder and partnerships, Wirral Evolutions Ltd co-designed a 'Strategic Framework'<sup>8</sup> which provides a clear focus and commitment to our work for the next five years. Our purpose, vision, mission, values and contributory benefits are brought to life in the framework.

Currently, Wirral Evolutions Ltd has approximately 70 people actively volunteering on a weekly basis. During 2018-2019, our valued volunteers contributed 14,000 hours involved with activities for the people we support, which is remarkable. Our volunteers fill a wide variety of roles across the services including horticulture / gardening, cycling, sport, cooking, drama and music, woodwork and restoration, floristry, horse-riding and much more. Their input to these activities greatly enhances the experience of the people we support.

While there have been ad hoc arrangements, there is however, a lack of formalised structure for recruitment, training and development across Wirral Evolutions Ltd. Through support, reward and recognition, we will provide reassurance and commitment to our volunteers.

There is also a Volunteer Action Group held bi-monthly, providing an opportunity for volunteers to meet each other, keep updated and support Wirral Evolutions Ltd to develop and implement this volunteer framework in a timely manner.

It is widely acknowledged throughout the services that the level of support from volunteers is excellent. We could improve this further by implementing pathways to ensure we provide a valuable experience for volunteers and enhance the lives of people we support.

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<sup>8</sup> [Wirral Evolutions Ltd - Strategic Framework 2024](#)

## 2.3 WHERE DO WE WANT TO BE?

We will endeavour to ensure that our volunteers' choice to volunteer with us will be full of **rewarding personal experiences**; also ensuring that volunteers know that their roles are **recognised and appreciated** for the real difference they make to the lives of people we support and the Wirral communities that they live in.

### Wirral Evolutions Ltd 'Commitment to Our Volunteers'

- ✓ Provide a meaningful experience for our volunteers
- ✓ Recognise the value and contribution of volunteers
- ✓ Explain the standards we expect of volunteers, and encourage and support them to achieve and maintain these standards
- ✓ Flexibility in relation to the volunteer's commitments; honouring the time commitment volunteers have agreed to invest in us
- ✓ Providing an induction and initial learning and development programme, health and safety training, and on-going learning and development as required for specific volunteer roles and individual development
- ✓ Provide regular support & supervision meetings, in an individual or group setting, with available on-going support between meetings
- ✓ Reimburse all agreed volunteer expenses in line with the policy
- ✓ Treat volunteers with respect at all times upholding Wirral Evolutions Ltd standards and procedures
- ✓ Resolve difficulties or grievances that a volunteer may have whilst volunteering
- ✓ Communicate effectively with our volunteers and involve them in the development of our work and services
- ✓ Achieve the Wirral Volunteering Standard (CAW)

## 2.4 HOW DO WE GET THERE?

Volunteering is integral to Wirral Evolutions Ltd ongoing commitment to enhancing service quality and we are seeking to embed the importance of volunteers in every aspect of our work.

Our strategic priorities are to:

### 1. Embed a Culture of Volunteering across Wirral Evolutions

To achieve this strategic priority we will:	What success looks like:
Encourage a culture of open, effective and honest dialogue between staff, volunteers and amongst volunteers	Opportunities for staff and volunteers to openly discuss volunteering issues within services established
Evaluate services currently involving volunteers to assess capacity to involve additional volunteers and develop new roles	New volunteering opportunities across services identified
Incorporate volunteering capacity in planning for new and development of existing services	Improved sustainability and growth
Explore new funding to develop volunteering pathways	Adequate funding to grow volunteering across Wirral Evolutions achieved

## 2. Enhance Volunteer Learning, Development, Support and Reward

To achieve this strategic priority we will:	What success looks like:
Ensure volunteers are prepared to carry out their role	Enhanced skilled volunteering workforce
Support the development of skills by volunteers, as appropriate, to carry out their voluntary activities	The numbers of volunteers with qualifications/training increased
Enable careers information in schools to present volunteering as an option for gaining skills and experience	Increased recognition of volunteering to support career development
Reward volunteers for their achievements	Celebrate and recognise volunteering achievements through social media and events
Listen to what our volunteers say about volunteering	Annual volunteer survey and response/action to feedback

## 3. Build Awareness and Reputation of Wirral Evolutions Ltd Volunteering Across Partner Agencies and the Community

To achieve this strategic priority we will:	What success looks like:
Increase publicity about volunteering across social media, website and other communication channels	Number of volunteer case studies showcased through social media and website
Build stronger links with other community organisations to develop volunteering	Showcase volunteering at events and nominate volunteers for awards in the community

# SECTION 3

## Wirral Evolutions Ltd : Supporting Documents

### *Appendices*

- *Volunteer Policy*
- *Recruitment Process - Flowchart*
- *Role Description*
- *Volunteer Record*
- *Induction Checklist*
- *Volunteer Agreement*
- *Exit Questionnaire*
- *Application Form*
- *Reference Form*
- *Volunteer Expenses*
- *Volunteer Handbook*
- *Terms of Reference*

## **APPENDIX A - VOLUNTEER POLICY**

### **1. Introduction**

People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge as a pathway into employment. Regardless of the motivation, what unites them all is that they find it both challenging and rewarding.

Volunteers bring a range of expertise to tasks or projects and their expertise often complements and adds value to the skills of staff. Wirral Evolutions welcomes volunteers in all service areas and is committed to engaging with volunteers in a way that complements and expands the service.

The policy is for staff that work with, and provide support to, volunteers within Wirral Evolutions and for volunteers themselves.

### **2. Commitment**

Wirral Evolutions recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit the people who attend our services, staff, local communities and the volunteers themselves. Wirral Evolutions values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering across all of our sites and projects.

Wirral Evolutions recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### **3. Definition**

Wirral Evolutions regards volunteering as, 'any activity which involves spending time, unpaid, doing an activity which aims to benefit the people we support.'

### **4. Statement of values and principles**

Volunteering is an activity that is highly valued, supported and seen as essential to the health and development of Wirral Evolutions, but is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff and is underpinned by the key principles contained in the Strategic Framework.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers a culture of Volunteering at Wirral Evolutions.

The volunteer role is a gift and asset based relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise the organisation cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

## **5. Volunteer Co-ordination**

All volunteers will have a nominated member of staff to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who to contact within each setting to receive support and who will provide regular keep in touch meetings. The nominated person with overall responsibility for the development of voluntary activities within the organisation is Head of Quality. This person is responsible for the overall management and welfare of the organisation's volunteers.

## **6. Recruitment & Selection**

Wirral Evolutions is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks.

Volunteering opportunities will be widely promoted in ways that make them accessible to all members of the community.

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with the organisation or referred to Community Action Wirral's online volunteering portal.

All volunteers will be asked to produce two references and will be invited to attend an informal interview. They will also be required to undertake a Disclosure and Barring Service check (DBS) which will include a check against the relevant Independent Safeguarding Authority (ISA) barring list.

Volunteers will have a clear and concise role description, which will be reviewed regularly. The role description will be prepared in conjunction with the volunteer and the designated person referred to above.

New volunteers will have a corporate and local induction into the organisation. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

## **7. Training & Development**

All volunteers will be made aware of and have access to the organisation's relevant policies, including those relating to volunteering, health & safety, safeguarding and equal opportunities.

The development of training and support for volunteers is a high priority for Wirral Evolutions in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated person referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Training in the management of volunteers will be provided for those staff with direct responsibility for same.

## **8. Support, Supervision and Recognition**

Volunteers will have a named person within the setting to whom they can take their volunteering concerns and seek guidance and support.

Volunteers will have access to regular support and quarterly keep in touch meetings. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the named person referred to above.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at team meetings etc. A process will be developed in order to give formal recognition of the contribution of the organisation's volunteers (e.g. internal awards, articles in newspapers and newsletters, thank you letters etc.)

## **9. Expenses**

Wirral Evolutions recognises that the reimbursement of expenses incurred in traveling to and from the place of volunteering or in the course of volunteering is important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

The organisation's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from the organisation and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.

The organisation has a consistent approach to the reimbursement of expenses. It is the responsibility of the designated person referred to above to make volunteers aware of the procedure for the reimbursement of expenses.



## **10. Insurance**

The organisation's liability insurance policies include the activities of volunteers and liability towards them. The organisation does not insure the volunteer's personal possessions against loss or damage.

## **11. Confidentiality**

The organisation will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by the organisation relating to the volunteer.

## **12. Settling Differences**

The organisation aims to treat all volunteers fairly, objectively and consistently. Where a concern is highlighted either by a volunteer or about a volunteer, this will be dealt with using Wirral Evolutions policies and procedures and guidelines for settling differences.

The manager of the setting is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the organisation to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the organisation's wider policies and procedures will be referred to.

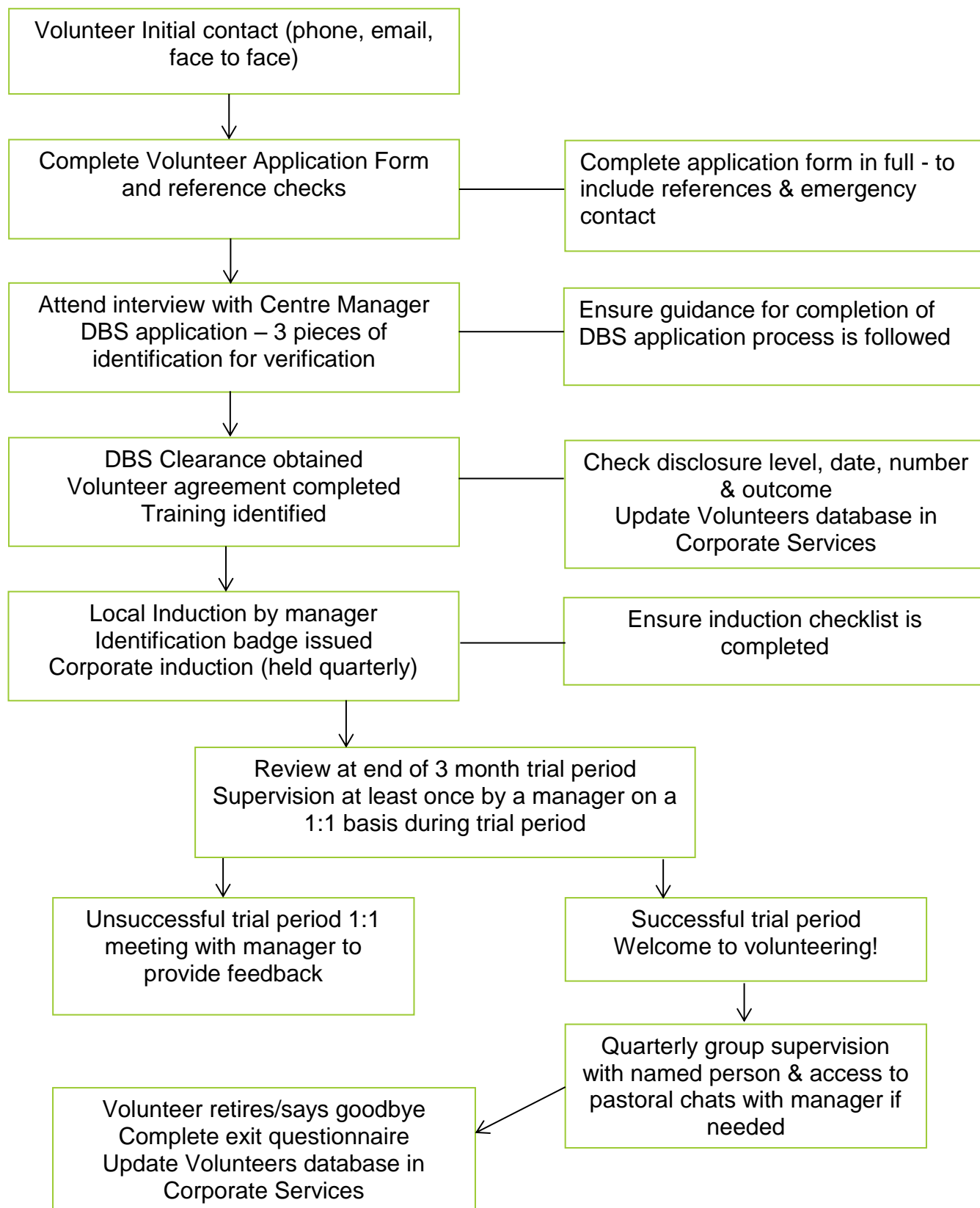
## **13. Rights and Responsibilities**

The organisation recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering
- receive appreciation
- have safe working conditions
- be insured for volunteer activities
- know their rights and responsibilities if something goes wrong
- receive relevant out-of-pocket expenses
- receive appropriate training
- be free from discrimination
- be offered the opportunity for personal development

The organisation expects volunteers to:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- work within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with the organisation's policies

**Volunteer Recruitment Process – Flowchart**

## [ORGANISATION] [ROLE NAME] Role Description

Role Title:	
Responsible to:	
Where (Location):	
Time commitment:	
Role description:	
Main tasks:	
Required skills, qualities and experience	
Training and support available:	
Any other requirements:	
Recruitment process:	
Date role created:	

## Volunteer Record

**Volunteer Name:** \_\_\_\_\_

Step in Process	Date	Notes
Enquiry received (State in person, email, phone etc.)		
Information Pack sent		
Application Form received		
References sent		
References received		
Informal interview held		
Disclosure check complete		
Starting date agreed		
Local induction complete		
Company induction complete		
Training complete		
Support session held		
Leaving date		

## Log of contact

Date	Notes

### Volunteer Induction Checklist

**Volunteer's Name:** \_\_\_\_\_

#### Welcome to Wirral Evolutions – Corporate Induction

	Additional information	Date complete	Responsible person <sup>1</sup>
Welcome to Wirral Evolutions (WE)			C
The mission statement, values, the history and future plans Copies issued			C
Details of our client group			C
Roles of volunteers and Volunteering Culture within Wirral Evolutions			C
Wirral Evolutions Family Tree			C
How decisions are made within WE			C
Discuss what WE expects from you and what you should expect in return			C
Give details of Corporate and mandatory training to be undertaken and the timescale for this, what commitment is involved and the reasons for this, especially if there is any compulsory training			C
Your own responsibilities for health and safety at WE			
Information on WE bimonthly Volunteer Action meetings, communications and social events			C

<sup>1</sup> C = corporate responsibility, L = local (management) responsibility

**Welcome to your volunteer role at \_\_\_\_\_ (Name of service)**

	Additional information	Date complete	Responsible person <sup>2</sup>
Introduction to your volunteer role and what you will be doing			L
Talk through the volunteer role description			L
Introduction to other volunteers within setting or project			L
Discuss what the Centre expects of you and what you should expect in return			L
Discuss any concerns about the role			L
Give details of training to be undertaken and the timescale for this, what commitment is involved and the reasons for this, especially if there is any compulsory training			L
Agree the support available to you, who this is from, in what form, and how often			L
Discuss the boundaries of your role, including to whom you are accountable and whether you will be working alone or in a team. We will provide guidelines for example on what to do if offered a gift or asked to perform additional tasks by people supported.			L
Provide a copy of your role risk assessment and discuss what you will need to do to be safe and comply with the insurance			L
Information on Centre volunteer meetings, communications and social events			L
Discuss the purpose of the volunteer agreement			L
Identify the named person for you to contact			L
Provide ID badge or any required equipment or uniform			L
Set a review date to talk about how your volunteering experience is going			L

<sup>2</sup> C = corporate responsibility, L = local (management) responsibility

## Welcome to the policies and procedures:

	Additional information	Date complete	Responsible person <sup>3</sup>
Provide information on policies and procedures within Wirral Evolutions and how to access them			L
First Aiders and location of First Aid kits within Centre and Projects			L
Promote the importance of equality, diversity and inclusion and refer to Wirral Evolutions 's own policy			L
Provide information on who to contact in an emergency and ensure that Wirral Evolutions has obtained emergency contacts for you on the application form			L
Talk through the Health and Safety Policy and Procedures			L
Fire exits; location of break glass points and extinguishers; emergency evacuation procedures and weekly alarm test; fire marshals			L
Accident procedures explained			L
Building entry and security outlined			L
Your own responsibilities for health and safety within centre and associated activities			L

<sup>3</sup> C = corporate responsibility, L = local (management) responsibility



## Welcome to the Centre and any practicalities and domestic details – Nominated Centre Staff

	Additional information	Date complete	Responsible person <sup>4</sup>
Talk through accessibility of the facilities such as accessible toilets, kitchen, opening hours, parking, and relaxation areas			L
Provide a tour of the facilities and the local community if relevant			L
Provide information about other organisations who share the building or area			L
Discuss any dress code			L
Give helpful tips about the local community such as car parking, bus route and nearest sandwich shop			L
Discuss how to claim expenses, what can be claimed and issues relating to benefits			L
Introduction to the telephone system			L
IT log on; computer username and password (if applicable?)			L
Give details of where things are kept and how to get any keys that may be required			L

<sup>4</sup> C = corporate responsibility, L = local (management) responsibility

## Volunteer Agreement

Volunteers are an essential and valued part of Wirral Evolutions and we aim to make the experience enjoyable and rewarding for all volunteers.

This agreement tells you what you can expect from us, and what we hope for and need from you.

### What you can expect from Wirral Evolutions

#### Induction and Training

- To introduce you to the work of Wirral Evolutions, your volunteering role and the Volunteer Handbook.
- To provide the initial and ongoing training you need to perform your role well.
- To update you about developments within Wirral Evolutions and the progress we are making towards our aims
- To ensure you feel you are a valued part of Wirral Evolutions

#### Support and Guidance

- To provide a named person who is able to support you in your role, help you to resolve any problems and offer guidance
- To help you develop in your volunteering role(s) with us through ongoing training opportunities and through meeting other volunteers and sharing stories and experiences
- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To keep you informed of any possible changes to your volunteer role.

#### Expenses

- To reimburse your expenses for travel to and from home and where you volunteer, and to and from your home and any training or events, within reason and in accordance with our **Expenses policy**.

#### Diversity and Equal Opportunities

- To ensure that diversity is valued and everyone is dealt with in accordance with our equal opportunities and diversity policy.

## **Safeguarding and safer practice**

- To ensure that you are aware of and following procedures designed to promote the welfare of the people we support, and protect them from harm, and to help guard you from any risk of unfounded allegations.

## **Health and safety**

- To provide procedures, guidelines and support to enable you to operate in a safe and healthy environment, in line with our health and safety policy.

## **Insurance**

- To provide adequate insurance cover for volunteers (excluding personal possessions) whilst carrying out their volunteering roles as approved and authorised by us.

## **Problems**

- To try to resolve promptly any difficulties, and to deal fairly with any complaints, you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our **Complaints policy**

## **What we expect from you**

We hope you will:

- Perform your volunteering role reliably and to the best of your ability.
- Maintain and improve your skills, and keep up-to-date with changes, through attending our training and events and by reading information from us.
- Actively seek and share feedback on the difference you are making.
- Meet the time commitments, duration of association and standards of service which we have mutually agreed to.
- Keep Wirral Evolutions informed if you are unable to attend on a particular day or for a specific period.
- Give us as much notice as possible if you are unable to continue as a volunteer.
- Follow our policies, procedures and codes of practice, including safeguarding, confidentiality, equal opportunities, health and safety.

## What we need from you

The nature of our work requires that you, as appropriate to your volunteering role:

- Enable us to secure two appropriate references.
- Undergo an initial check and regular re-checks via the Disclosure and Barring Service (DBS) in line with Wirral Evolutions policies and procedures.
- Inform us of any new convictions, cautions or reprimands within two weeks of the offence.
- Advise us of any changes to your health that could affect your volunteering within two weeks of diagnosis.

This agreement aims to ensure that the relationship between Wirral Evolutions and a volunteer is clear to both parties and does not create a contract of employment nor a legally binding obligation. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the activity requested. Wirral Evolutions does not undertake to provide regular activity or payment or other benefit for any volunteering undertaken.

This agreement is in honour only, and is not intended to be a legally binding contract and either Wirral Evolutions or the volunteer can end the agreement at any time.

Signed .....

Print name..... Date.....

Signed on behalf of Wirral Evolutions.....

Print name..... Date.....

### Volunteer Exit Questionnaire

We really appreciate the contribution you've made whilst you've been volunteering with us. To help us to continue to improve the experience for future volunteers, we would really appreciate you taking a few minutes to give us your feedback.

Your Name:	
Your Volunteer Role:	
What have you enjoyed most about your volunteering?	<input type="checkbox"/> Getting involved in something I care about <input type="checkbox"/> Getting to know more about the work of the organisation <input type="checkbox"/> Being active/outdoors <input type="checkbox"/> Meeting new people <input type="checkbox"/> Learning new skills <input type="checkbox"/> Other (please give details)
What experience have you enjoyed most whilst volunteering with the organisation in the last year?	
Why was this and what made it so memorable?	
Please let us know why you have decided to stop your volunteering?	<input type="checkbox"/> Moving away <input type="checkbox"/> Got a related employed position <input type="checkbox"/> Change in personal circumstances <input type="checkbox"/> Ill Health <input type="checkbox"/> Other (please give details)
Please give details of anything you think could improve the volunteering experience at the organisation.	

<p>Please provide any additional comments you feel appropriate.</p>	
---	--

# I'm Interested

## In volunteering Wirral Evolutions Ltd

### SECTION 1 - PERSONAL

Full Name:

Date of Birth:

Address:

Postcode:

Telephone:

Email:

### SECTION 3 - YOUR SKILLS AND EXPERIENCE


### SECTION 6 - YOUR MOTIVATION

# I'm Interested

## In volunteering Wirral Evolutions Ltd



### SECTION 4 - EMERGENCY CONTACT INFORMATION

Full Name:

Relationship to you:

Address:

Postcode:

Telephone:

### SECTION 5 - REFERENCES

#### Referee 1

FullName:

Address:

  
  
  
  
Postcode:

Telephone:

Email:

#### Referee 2

FullName:

Address:

  
  
  
  
Postcode:

Telephone:

Email:

### SECTION 6 - DECLARATION (Important – Please Read)

Please note that all successful applicants are required to undergo a DBS check.

Having a criminal record won't necessarily prevent you from volunteering at Wirral Evolutions as any decision will be made after considering the individual circumstances of each case.

Please use the box below to advise of any unspent convictions we may need to be aware of.

Signature:

Date:



## Volunteer Reference Form

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Name of person you are completing reference for :

First

Last

The above named person has expressed an interest in becoming a volunteer with Wirral Evolutions Ltd and has given your name as a referee.

Wirral Evolutions Ltd provides daytime opportunities and support services for adults with a wide range of learning and physical disabilities.

If you are happy to complete the reference, all information contained on this form will remain totally confidential. We would appreciate your honesty in your evaluation of this person.

Please answer the following as fully as possible:

How long have you known this person?

In what capacity have you known them?

Do you feel this person would be suitable to work with adults with disabilities?

Yes ☐

No ☐

Please rate this person on the following attributes (please mark only one for each attribute):

	Poor	Average	Good	Excellent
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works well with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to take instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you describe this person's knowledge and skills?

Please use the box below if you have any further comments:

**Declaration**

I confirm that all the information supplied above is true and correct.

I do not wish this information to be disclosed to the applicant. ☐

I have no objection to this information being disclosed to the applicant. ☐

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Contact telephone number (optional): \_\_\_\_\_

---

## Volunteer Expenses

We are really grateful when you give your time to Wirral Evolutions, and believe it's important to make sure that you're not out-of-pocket for doing so. This page contains all you need to know about volunteer expenses.

### What are Volunteer Expenses?

A volunteer expense is an expense that you incur when giving your time to Wirral Evolutions, such as travel by rail or bus. Wirral Evolutions reimburses reasonable out-of-pocket expenses in line with our volunteer expenses policy – your volunteer manager will agree with you what is reasonable for your role when you start, up to an agreed maximum level.

### How can I claim Volunteer Expenses?

Once in your role, your volunteer manager will provide you with claim forms. Please make sure you keep hold of all your tickets and receipts as you will need to provide these to reclaim your money.

### What's in place for Volunteers who can't claim expenses like this?

We do know that some people can't afford to pay for their travel expenses upfront and then claim the funds back. Where exceptions apply, we will find suitable arrangements to make sure that no one is out-of-pocket and to ensure that money is not a barrier to anyone getting involved in volunteering with Wirral Evolutions. Please speak to your volunteer manager if this applies to you.

### When completing the Claim Form

You'll need to let us know:

- how much you're claiming
- the date that you incurred this expense
- what the expense is for

See attached example.

Please use this form for recording any out-of-pocket expenses you incur whilst volunteering for Wirral Evolutions.

## Volunteer Expenses

Expenses forms should be given to Centre Manager either weekly or monthly, as agreed. Please remember to keep receipts, bus tickets, parking tickets etc. and staple them to your claim as we cannot reimburse expenses without them.

The types of expenditure that we can reimburse you for are:

- The most suitable method of travel will be agreed in advance with your Centre Manager
- Standard fares for public transport will be paid if discounted fares are unavailable
- Parking expenses if there is no free parking available at a reasonable distance.
- Other genuine expenses associated with your volunteering if authorised in advance by Centre Manager

Date	Type of expense	Amount

**Total**

The above are an accurate record of my volunteering expenses

..... (Printed name)

..... (Signature)

Authorised by .....

Date .....



Enriching Lives of People with Disabilities & Maximising Potential  
#OneLifeLetsLiveIt

# VOLUNTEER HANDBOOK



## Hello and Welcome

Thank you for choosing to volunteer with Wirral Evolutions. We have a great tradition and culture of volunteering and volunteers are at the very heart of our projects and activities on Wirral. You are essential to lots of things we do! It's our ambition to make sure anyone who gives their time to us feels valued, understood and proud to be part of Wirral Evolutions. This handbook is here to explain the things you need to know about volunteering with us.

We really hope it's helpful to you from the start of your volunteering and right through the experience. If you'd like more detailed information on any of the subjects covered, please speak to your Supervisor, and they'll be more than happy to help you. Thank you once again for choosing Wirral Evolutions and deciding to make a big difference to the lives of the people here.

Jean Stephens

### Purpose

We enrich the lives and opportunities of people with learning and physical disabilities through maximising their personal potential #OneLifeLetsLiveIt

### Mission

Our mission is to work together to inspire lives, remove barriers and widen horizons for the people we support

Wirral Evolutions offers daytime support and opportunities across the Wirral to almost 500 people with learning and physical disabilities including those with complex needs, within diverse settings. We try to ensure their days are meaningful, productive and enjoyable – whether it's using a wheelchair swing, hydrotherapy or working towards an award in the woodland cabin. Our focus ranges from connecting with the environment, sports, health and wellbeing, promoting independence, drama, music, horticulture, to hospitality and catering in real work situations to name a few!

### Where you can get involved with Wirral Evolutions Ltd

There're lots and lots of ways for you to get further involved in our work and below is a map of our projects and centres across Wirral<sup>1</sup>.



<sup>1</sup> Full details of our locations can be found on our website - <http://www.wirralevolutions.org/>

“My 3 years volunteering at Cambridge Road was not only tremendously enjoyable and really good fun at times, it also served as such a great apprenticeship for my career in health and social care!”

Chris Shaw

## Introduction to your Volunteering

This handbook is designed to give you an insight into the way WE work and how this could affect you. Hopefully, it will support you in carrying out your activities. Please note that this guidance should not be seen as legally binding, nor is it intended to create a contractual relationship with our volunteers. However, as a matter of respect and dignity, we believe that volunteers deserve to be treated fairly and inclusively.

## What you can expect from us

- We will treat you with respect, consideration and appreciation for your volunteer commitment to us.
- We will offer you information about our activities and services. We will also support you to choose which of our projects you'd like to get involved in and give you a clear understanding of your role, its tasks and the hours that you choose to volunteer
- We will give volunteers a voice and we'll ask for your views and ideas.
- We will provide you with support through regular Volunteer Action Group meetings and regular keep in touch meetings with supervisory staff.
- We will offer you fair, honest and timely feedback on your work and commit to updating you on how your volunteering is making a difference.



## What we expect from you

We expect high standards from everyone working with people we support, whether paid or volunteers.

You can ensure that you get the most out of your volunteering at Wirral Evolutions if you please try to do the following:

- You will support our values and always treat people we support, staff, and fellow volunteers with respect, consideration and appreciation.
- Act in a professional way whenever you represent WE in public
- Act in a way that doesn't discriminate against or exclude anyone in our services and community.
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved in a project
- If you don't fully understand your role and responsibilities, please ask your supervisor for a chat.
- You will be asked to complete the Disclosure & Barring Service form which will ask for a variety of information including: Current and some previous addresses; gender; date of birth, original documents confirming your identity, details of any current convictions. You must receive clearance before you commence.

## How we'll support you

Now the initial recruitment process is complete, there are a few things that need to be carried out before you can start your activity with us.

We will give you an induction and essential training and other support we have available to help you carry out your role. We want to make sure that you enjoy your role and get the most out of it.

- We will cover reasonable out of pocket expenses up to an agreed level. Tickets and receipts must be provided in order to reclaim this money. It remains the decision of the volunteer as to whether they want to claim expenses or not.
- It is important to let us know if you do have any health issues – this will rarely stop you volunteering with us, however it does allow us to consider any reasonable adjustments we can carry out to make your activity easier.
- We will provide you with all the insurance you need to volunteer with us. (This excludes personal possessions.)

## Corporate Induction

During your corporate induction you will be given a general overview of Wirral Evolutions and its projects. Once you have chosen the role and project that you want to volunteer for, you will also receive a local induction in your chosen setting. This will explain the nature of the work, the people you will be working with and the support and services offered there with more role specific and domestic information pertaining to your volunteering. Inductions will also cover health and safety requirements.

Please use the induction as an opportunity to ask any questions and to highlight any areas you would like further training and support in.

If you'll be volunteering with us over a period of time, we have a settling in period of 3 months which gives us both a chance to assess how things are working out.

## Training

We want to ensure that you feel happy and confident to carry out your role. As part of our commitment to supporting volunteers we will provide you with training in the following essential areas:

**Health & Safety    Equality & Diversity    Emergency First Aid**  
**Safeguarding    Manual Handling (Objects)**

Where there is a need for role specific training to enable you to carry out your activity, we will provide this. If you believe you have a specific training need, please speak to your Volunteer Supervisor.

## Supervision

You will always have a named Volunteer Supervisor who will be your first point of contact whilst carrying out your activity. Your supervisor will oversee the activities you carry out, as well as being on hand to deal with any queries or issues you may encounter during your time with us.

Your Volunteer Supervisor will arrange 'one-to-one' and volunteer group sessions with you as and when required. This is an informal opportunity to discuss your activity, pick up any latest news and make any suggestions.

You can refuse demands made of you if you consider them unrealistic, beyond the scope of your role or if you feel you do not have the appropriate skills to carry them out.

## Attendance

We will discuss with you at induction the amount of time you are able to provide us with on a regular basis. If you are unable to attend for any reason, please try to let your Volunteer Supervisor know as soon as possible in order for us to try to maintain the service you provide. If you're planning to go on holiday, please let your supervisor know that you'll be unavailable for certain dates and when you plan to return.

## Ending your activity

When you wish to end your volunteering activity with us, you can do so at any time. However, we would ask that you let us know as soon as possible of your intention to leave. This will make it easier for us to plan.

We have a Volunteer Exit Questionnaire form that we would be grateful if you could complete. This form allows us to monitor our activities and make positive changes for future volunteers. Once completed, this form can be returned to your Volunteer Supervisor or their line manager.

Volunteers who are leaving the organisation who have made a regular commitment to it will also be offered an exit interview, a reference and/or a statement of achievements.

“Volunteering gives me a sense of purpose and connects me with the wider community.”

Quote from a Wirral Evolutions volunteer.

## Essential Information

As a volunteer, you'll need to be aware of the following policies and procedures at Wirral Evolutions. Please take some time, as part of your local induction to have a good read through and familiarise yourself with them. We will ask you to sign our Policy Checklist after you have read them and asked any questions.

**Safeguarding Policy**

**Health & Safety Policy**

**Dignity at Work Policy**

**Confidentiality**

**Code of Conduct for Non-Employees**

**Equality & Diversity Policy**

## Safeguarding

We have a duty to protect the most vulnerable in our community and to ensure the safety and wellbeing of all the people we support in our services. If, in the course of your activity, you become concerned about the wellbeing of anyone, you should alert your Volunteer Supervisor or another member of staff immediately.

All our paid staff are trained to deal with these situations and will be able to help. Please do not try and resolve any situation yourself, even with the best of intentions.

## Gifts and Hospitality

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts to or from staff or anyone receiving support services from Wirral Evolutions.

## Health and safety

We are committed to looking after the health, safety and wellbeing of everyone who works for us, is on our premises or uses our services. This commitment applies equally to our large team of volunteers who are vital to the services we provide. Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by our employees.

It's therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Volunteers with specific responsibilities for health and safety will receive training and guidance to help them to fulfil their responsibilities. Suitable risk assessment(s) are prepared for all activities being carried out in our name and guidance notes as to how to carry out any work highlighted by Risk Assessments.

It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/ or the general public.
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by Wirral Evolutions.
- Inform your supervisor of any personal health and safety requirements that you have. If you have any doubts regarding your health and safety role or responsibility please speak to your supervisor soon as possible.

## **Accidents and incidents**

All accidents and incidents must be reported to management as soon as possible. If you feel that it's a real emergency, please contact the emergency services immediately.

## **Personal safety and ID cards**

On your application form you will have provided us with an emergency contact, who we will contact in the unlikely event of an emergency. You will be issued with a volunteer ID card which you should always have with you when carrying out your activities.

## **Boundaries**

Clear boundaries are important for staff, volunteers and people we support. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that staff and volunteers may sometimes have contact with clients in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest.

## **Confidentiality**

Volunteers must maintain confidentiality during their time with us. For this reason, when you complete an application form you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, Wirral Evolutions employees and our work is kept private, unless sharing this information is required by law.

## **Data protection**

Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual's consent to do so. Please refer to our Data Protection Policy

## **Diversity**

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

## **No smoking policy**

Smoking is not permitted at or in any Wirral Evolutions property or when staff and volunteers are involved with any of our activities.

## **Insurance**

Wirral Evolutions has Employer's Liability Insurance, this provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with our activities. As a registered volunteer you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties, which are due to Wirral Evolutions negligence at activities and events. This excludes personal possessions.

## **What we wear**

As a volunteer for Wirral Evolutions, you're also an ambassador for the organisation. You're responsible for presenting a positive image to visitors, the people we support and the community. Please use your judgement to dress appropriately for the activities you're asked to carry out. If you're ever unsure about what to wear, just ask your Supervisor.

## **Problems within your role**

If you encounter a difficulty with any aspect of the role, please talk to your Supervisor as soon as possible for advice and support. If the role isn't working out as hoped, please let them know. Together you should try to work out any difficulties. If it is agreed it can't work, this shouldn't be seen as a failure. Speak to your Supervisor about finding a more appropriate role, or ask them find out about other opportunities.

## **Dealing with complaints**

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service. We define a complaint very broadly, as a statement of dissatisfaction. This covers any kind of comment – spoken or written – which relates to dissatisfaction, whether or not it's labelled as a complaint, and whether or not it needs a formal response.

We have a centralised complaints procedure to ensure that we capture all feedback. If you wish to make a complaint or you receive a complaint from someone about your service or anything to do with our work, please pass the information on to the manager at the service.

**Wirral Evolutions Ltd**

The Grange

Grove Road

Wallasey

Wirral

CH45 0JA

0151 637 2030

Email: [admin@wirralevolutions.org](mailto:admin@wirralevolutions.org)

## APPENDIX L - TERMS OF REFERENCE : VOLUNTEERING ACTION GROUP

Headings		Terms
1	Purpose	The group's purpose is to provide the volunteer perspective on volunteering and the development and implementation of the Volunteer Framework. It will also provide peer support & focus on embedding the volunteer culture in line with the Strategic Framework 2024.
2	Accountability	The Volunteer Action Group is a non-executive group and has no executive powers, other than those specifically delegated in these terms of reference
3	Reporting	The group shall report to the Wider Stakeholder Group on how it discharges its responsibilities and draw to the attention any issues that require action on a quarterly basis
4	Principles	Each member agrees to work co-operatively to achieve the objectives of Wirral Evolutions Ltd adopting the following principles: <ul style="list-style-type: none"> <li>✚ Be collective advocates for people we support</li> <li>✚ Foster openness and productive debates amongst members</li> <li>✚ Apply independent thinking and objectivity</li> <li>✚ Promote continuous improvement and celebrate achievements</li> <li>✚ Embrace the values of inclusion and equality</li> <li>✚ Uphold the code of conduct principles</li> <li>✚ Advocate good practice in relation to safeguarding standards</li> <li>✚ Adopt an outcome focused approach allowing for local flexibility and innovation</li> <li>✚ Recognise that groups will be at different stages of development</li> </ul>
5	Roles and responsibilities	<ul style="list-style-type: none"> <li>✚ To review the Volunteer Framework on an annual basis making recommendations for improvement.</li> <li>✚ To embed a culture of volunteering</li> <li>✚ For Wirral Evolutions Ltd to share information about organisational proposals and plans</li> <li>✚ To work with Wirral Evolutions Ltd to identify areas of concern and opportunities, with a focus on continual improvement.</li> </ul>
6	Membership, Recruitment and Selection	<ul style="list-style-type: none"> <li>✚ A member of the Executive Team will form part of the membership of the Group</li> <li>✚ Representative membership will be from each of the services</li> </ul>
7	Remuneration of membership	✚ Travel and other reasonable expenses can be reimbursed in accordance with Wirral Evolutions expenses policy
8	Conflict of interest and confidentiality	<ul style="list-style-type: none"> <li>✚ All representatives to adhere to the Company's conflict of interest policy and process</li> <li>✚ Representatives are expected to respect confidentiality of specific topics discussed at the meeting as requested by other members, Wirral Evolutions Ltd, or guest speakers</li> <li>✚ Documents circulated, and the notes from the meetings, can be shared externally unless expressly stated as confidential or in draft form</li> <li>✚ The group is not a mechanism to raise or deal with individual complaints; these should be directed through appropriate channels in the usual manner</li> </ul>
9	Administration and reporting arrangements	<ul style="list-style-type: none"> <li>✚ The Group will meet quarterly at a suitable location determined by the Chair</li> <li>✚ Agendas prepared and distributed by Business Support one-week prior to the meeting</li> <li>✚ Action notes prepared and distributed by Business Support, two weeks post the meeting</li> <li>✚ The Terms of Reference will be reviewed annually by the Group</li> </ul>



# SECTION 4

## Wirral Evolutions Ltd : Version Control

## 4.0 VERSION CONTROL

The Volunteer Framework will be reviewed annually. However, it may be reviewed as and when required, for example, due to changes in supporting documents.

Revision History			
Date	Version number and summary of changes	Officer	Next Scheduled Review
04/10/19	Final review/amendment and sign off	Lorraine Moran	October 2020
11/11/19	V2 – amendment to Appendix H (Volunteer Application Form)	Lorraine Moran	October 2020