

Queen's Park Trust

Revision v1.0, dated 29th April 2026



Volunteer Policy

Key Messages:

- Queen's Park Trust (QPT) recognises that voluntary work benefits our volunteers, supporters and staff.
- This policy sets out the principles and practice by which we involve volunteers throughout Queen's Park Trust to ensure they recognise the contribution they make.

1. Introduction

- 1.1 QPT is committed to maintaining high standards in the recruitment of volunteers to allow the trust to do more.
- 1.2 This policy provides the principles and best practice in the involvement of volunteers within the trust.
- 1.3 In this policy, where we use 'must/shall', we mean it is a specific policy, legal or regulatory requirement affecting trustees and the trust. The Trustees and the trust must comply with these requirements. We use 'should' for items we regard as minimum good practice, but for which there is no specific policy requirement. Trustees and the trust should follow the good practice guidance unless there is a good reason not to.

2. Principles

Queen's Park Trust (QPT):

- recognises that voluntary work brings benefits to volunteers themselves, to supporters and to paid staff.
- will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to recognise their contribution to the trust's work.
- expects that all staff shall work positively with volunteers and, where appropriate, must actively seek to involve them in their work.
- recognises that volunteers require satisfying work and personal development and must help volunteers meet these needs and provide training for them to do their work effectively.

- shall endeavour to identify and cover the costs of involving volunteers as far as is reasonable.
- recognises that the management of volunteers requires designated responsibilities within specific posts.
- shall endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Scope

This policy and the principles contained within it apply to all Queen's Park Trust (QPT) employees including anyone working and undertaking duties on behalf of the trust.

4. Responsibilities

4.1 Board

The Board has responsibility for ensuring that a policy for volunteering is in place

4.2 The CEO

The CEO, through delegation, is responsible for the implementation and compliance with this policy.

4.3 Shall regularly monitor the effectiveness of this policy to ensure that it is working in practice and shall review and update this policy as and when necessary.

Queen's Park Trust shall ensure that all volunteers can expect:

- to know what is expected of them
- to receive adequate support
- to feel appreciated
- a safe environment in which to perform their tasks/duties, as far as can be controlled
- to be insured
- to know their rights and responsibilities
- to receive reimbursement of relevant out-of-pocket expenses
- to receive appropriate induction and training
- to be free from discrimination
- to be offered the opportunity for personal development

4.4 QPT Employees

- shall be familiar with QPT's Volunteer Policy

- shall raise any concerns in relation to the execution of this policy to enable appropriate investigation.

4.5 Volunteers

Queen's Park Trust expect volunteers:

- be reliable and honest
- respect confidentiality and adhere to QPT's Data Protection Policy.
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- carry out tasks within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with the organisation's policies and procedures
- act in accordance with our values – Supportive, Innovative, Ambitious and always Act with Integrity

5. Procedures and Implementation

5.1 Recruitment

Recruitment of volunteers shall be from all sections of the community and shall be in line with the QPT's Equal Opportunities Policy. Where applicants are not placed in the role applied for, they must be provided with feedback.

There may be other safer recruitment procedures carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check.

5.2 Ex-offenders

We undertake not to discriminate unfairly against anyone. We should ensure that an open and measured discussion takes place about any offences that might be relevant to the role. We may ask potential volunteers to declare any unspent convictions. We shall only ask an individual about their full criminal record history where a DBS certificate at enhanced level, (also including a DBS Barred list check if the work is regulated activity) can legally be requested. Failure to reveal information that is directly relevant to the position sought could result in the volunteer being asked to leave the organisation. Any information disclosed shall be treated in accordance with QPT's confidentiality policy.

5.3 Volunteer Agreements and Voluntary Work Outlines

Volunteers may receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

5.4 Induction and Training

Volunteers may be given an induction and training appropriate to the specific tasks to be undertaken within a reasonable timeframe of commencing at the trust.

All volunteers must have access to all the organisation's relevant policies, including those relating to volunteering, health & safety, safeguarding vulnerable groups and equal opportunities.

We are committed to the development of training and support to equip volunteers with the necessary information and skills to carry out their tasks if possible. It is the responsibility of the volunteer to attend any relevant training that is requested by QPT.

5.5 Support, Supervision and Recognition

Volunteers shall have a named person to whom they can take their concerns and seek guidance and support.

Volunteers shall have access to regular support and supervision. 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 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 shall be given the opportunity, where relevant, to share their views and opinions with the trust's wider staff.

5.6 Expenses

Queen's Park Trust recognises that the reimbursement of expenses incurred in travelling 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.

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

QPT has a consistent approach to the reimbursement of expenses which are the same for volunteers, staff, etc.

5.7 Insurance

The Neighbourhood Watch (NHW) liability insurance policies will cover volunteers while carrying out agreed if within the NHW role. NHW does not insure the volunteer's personal possessions against loss or damage.

5.8 Confidentiality

Queen's Park Trust shall ensure the Confidentiality Policy is accessible and clear.

5.9 Data Protection

Personal details kept on volunteers may include the application form, references, placement details, emergency contact, correspondence and any other relevant information and will be held in accordance with our Data Protection Policy.

Individuals who have access to confidential information about other staff or volunteers, or supporters, whether obtained verbally or by written communication, have a duty of confidentiality regarding such information. No unnecessary personal information regarding a member of staff or resident may be passed to a third party without consent from the individual concerned. Individuals shall be reminded of their obligations under the Data Protection Act 2018 not to leave personal data lying around, either on VDU screens or on computer print outs, or in any other format, and that they can be held personally liable for not complying with or acting in contravention of the Act.

All volunteers must adhere to QPT's Data Protection Policy.

5.10 Copyright

Volunteers grant Queen's Park Trust the non-commercial non-exclusive right for QPT to use any materials created by the volunteer in the course of performing their volunteer activities. The volunteer will be credited whenever possible.

5.11 Health and Safety

Queen's Park Trust must take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with our Health and Safety policy.

5.12 Lone Working

Although Queen's Park Trust has a duty of care towards volunteers, volunteers are responsible for their own personal safety and should not allow themselves to be put in a vulnerable position.

QPT does not wish or expect volunteers to take unnecessary risks, and should a volunteer feel that an activity or appointment would present an unacceptable risk, they must discuss the situation with QPT.

All volunteers should discuss lone working and the processes around it as part of their QPT should they wish to.

5.13 Equal Opportunities

Volunteers and staff must work in accordance with our Equality and Diversity Policy and will work to prevent discrimination on any grounds.

5.14 Gifts

Any offer, gift, favour or hospitality directed at individuals should be treated with caution.

All personal gifts from contractors, outside suppliers and similar persons and organisations should be discouraged, refused or donated to charity.

All gifts received should be reported, including the nature of the gift, and the identity of the sender, to QPT as soon as they are received so that records can be kept and integrity and transparency can be maintained.

The only exceptions to this are insignificant items of token value such as pens, diaries, calendars etc., received at Christmas or at other times for use in the course of carrying out their duties.

5.15 Dignity at work

If Queen's Park Trust decides to adopt a Dignity at Work Policy to help deal with problems that volunteers may have that can't be resolved informally then this will be made accessible to all volunteers.

5.16 Completion of Volunteer Period

When volunteers leave their role, they may be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They must also be given the opportunity to discuss their responses to the questionnaire should they wish to.

Based on their voluntary work, volunteers will have the right to request a reference, although Queen's Park Trust may decline to provide a reference if the volunteer declines to adhere to Queen's Park Trust's stated policies and procedures.

Approval and review

Policy approved by:	Ray Lancashire
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