



HALESWORTH COMMUNITY AREA TRANSPORT

VOLUNTEER POLICY

Background

Halesworth Community Area Transport (HACT) was set up in 1993 to provide affordable, safe, accessible transport to any voluntary/charitable organisation in Halesworth and district and to any individual person with some form of mobility problem, on a not for profit basis, with the help of volunteers.

HACT aims to provide support by giving groups access to the organisation vehicles, thus enabling them to fulfil many activities in life that more able people take for granted. For instance: going shopping, day trips, lunch clubs, and therapy sessions, as well as enabling groups to go on holiday together.

- Procedures are fixed within HACT to outline that volunteers are given every opportunity to volunteer, to be protected and treated appropriately. HACT recognises that everyone has the right to volunteer regardless of religious belief, political opinions, ethnicity and cultural background, gender, sexual orientation, marital status, with or without dependents, disability, age, or any other justifiable factor. HACT promotes volunteering through driving the minibuses, participating in general meetings, working on the Trustees and on occasional working groups.

HACT is committed to involving a diverse range of local people in its work, in both formal volunteering and in a community activity capacity. HACT do this because it believes that:

- by recognising and utilising the skills, knowledge and experience of local people it can provide better services;
- volunteers can bring a different perspective from that of paid workers which is valuable to the development of the organisation;
- by involving volunteers HACT can offer opportunities for participation, learning and development for individuals;

Recruitment of Volunteers

HACT is committed to serving and representing the people of Halesworth and district and wishes to see all sections of the community represented among its volunteers. Volunteer opportunities are widely promoted throughout Halesworth and area and will endeavour to make recruitment and selection materials available in a format accessible to any individual or group upon request. HACT implements a fair, effective and open system of recruitment and selection of volunteers and treats all information

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collected in this process confidentially. All potential volunteers must complete registration forms, provide references, attend an interview, and, if applicable, undergo a driving observation check. The process is conducted by appropriately briefed/trained staff, and aims to allow both parties to give and receive sufficient information to assess whether the volunteer opportunities available match the skills, qualities and needs of the potential volunteers. If unsuccessful, individuals will be offered an opportunity to discuss the outcome and identify possible alternatives within or outside HACT.

HACT will adhere to its equal opportunities statement when recruiting and selecting volunteers. Volunteer opportunities will be promoted in accordance with the agreed method for recruiting volunteers so that there is wide accessibility offered.

Additional factors include:

- HACT has a Role Description for each volunteer post, (volunteer driver, admin etc). Each Role Description will clearly define the purpose of the role and tasks involved. The role of the volunteer will clearly be communicated to all staff;
- managers and supervisors will receive training from the Community Transport Association and other Community Transport operators etc, to ensure good management;
- all volunteers placed with HACT will be provided with support and guidance;
- volunteers will be provided with written documentation on any policies or procedures relevant to the placement and company policies;
- all information regarding volunteers will be strictly confidential.

Induction and Training

- Volunteers will be given the necessary skills and knowledge to be able to carry out the role being asked of them.
- All volunteers will be appointed a staff member or other mentor to be responsible for welcoming them and introducing them into the organisation.
- HACT will provide appropriate training to enable volunteers to carry out their role effectively. In the case of volunteer drivers, training will be provided immediately and updated as required.
- HACT will regularly review the training needs of each volunteer as part of on-going support and supervision.

Expenses

- Reasonable out-of-pocket expenses will be reimbursed monthly, including travel and meals; volunteers should ensure they obtain receipts for any expenses for which they claim.



Supervision and Support

- All volunteers will be offered access to support and supervision on a regular basis;
- HACT will take appropriate opportunities to acknowledge the value of contributions made by volunteers.

Insurance

- Volunteers are insured under HACT employers' liability cover; volunteers are also covered by the organisation's vehicle insurance whilst driving and boarding/alighting vehicles.

Health and Safety

- All facilities in which volunteers are placed will meet health and safety standards in accordance with current legislation and insurance.
- Drivers using their own cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.
- It is illegal to use a hand-held mobile phone whilst driving. HACT instructs all drivers not to dial out or answer any mobile phone calls or read or text messages while driving for HACT, even if the vehicle is stationary, for example at a set of traffic lights.
- HACT recognise the rights of volunteers to have safe working conditions and all volunteers will have access to a copy of the Health and Safety Policy.

Grievance and Disciplinary Procedures

- The relationship of the organisation with volunteers is one of mutual responsibility and commitment within which both HACT and volunteers have rights and responsibilities.
- HACT recognise that volunteers need to know what their rights and responsibilities are if something goes wrong and to have Complaints, Disciplinary and Grievance Procedures which detail actions to be taken if the need arises.



Reviews

- The HACT Trustees will regularly review the Policy to ensure its implementation and to its relevance to working practice;
- The Administrator will implement the Policy on a day to day basis supported by the Trustees

HACT policies are reviewed annually and their effectiveness is measured during day to day monitoring of HACT work and any changes are made and communicated as necessary.

See also the Equal Opportunities Policy, Health and Safety Policy, Grievance Policy, Disciplinary Policy and Complaints & Accolades Policy.

Signed on behalf of Halesworth Area Community Transport:

Signed.....*JM Howell*.....

Position.....Operational Manager.....

Dated.....13th January 2023.....