

Silver Salisbury Group

Volunteer Policy v1.00

1. Purpose:

The purpose of this policy is to define the relationship between Silver Salisbury Group (SSG) and our volunteers. Volunteers are a vital asset to our charity, enabling us to support and enrich the lives of older people in Salisbury and the surrounding areas in South Wiltshire. This document outlines SSG's commitment to providing a safe, supportive, and rewarding environment for volunteers, while clarifying the standards of conduct and mutual expectations.

2. Scope

This policy applies to all individuals who undertake voluntary work on behalf of Silver Salisbury Group, including occasional helpers, regular project volunteers, and members of the Board of Trustees.

3. Policy Statement:

Silver Salisbury Group is committed to involving volunteers in a meaningful way that complements the work of paid contractors. We believe volunteering should be mutually beneficial. SSG ensures that:

- **Inclusivity:** Volunteering opportunities are open to all, regardless of background, in line with our Equality and Diversity commitments.
- **Support & Training:** All volunteers will receive clear guidance on their role, and ongoing support from a designated point of contact.
- **Safety:** The health, safety, and well-being of our volunteers and beneficiaries are paramount. Volunteers will not be asked to undertake tasks for which they are not trained or comfortable.
- **Expenses:** Volunteers should not be out of pocket. Valid, pre-approved travel and out-of-pocket expenses incurred during volunteering will be reimbursed upon submission of receipts.
- **Volunteers are aware of Silver Salisbury's Code of Behaviour (see appendix 1)**

3. Regulatory Framework

SSG operates in compliance with all relevant UK legislation and guidance. This policy intersects with the following regulatory frameworks:

- **Data Protection:** Volunteer and beneficiary data is handled strictly in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- **Safeguarding:** Because our work involves older adults (some of whom may be vulnerable), all volunteers in contact with visitors must adhere to the SSG Safeguarding Policy. Where applicable, volunteers in regular contact with the public will be required to undergo a Disclosure and Barring Service (DBS) check.

- **Health and Safety:** Volunteers are protected under the Health and Safety at Work etc. Act 1974 and are expected to follow SSG's safety guidelines to protect themselves and others.

4. Communication

This policy will be communicated to Trustees, regular volunteers and contractors during induction.

5. Dealing with concerns

We aim to resolve any issues quickly, fairly, and informally wherever possible.

- **If a volunteer has a complaint:** They should raise it initially with their designated coordinator. If the issue remains unresolved, it can be escalated to the Board of Trustees.
- **If there are concerns about a volunteer's conduct:** The designated coordinator will discuss the matter privately with the volunteer to offer support, retraining, or clarification. If standard adjustments do not resolve the issue, or in cases of serious misconduct, SSG reserves the right to bring the volunteering arrangement to an end.

6. Policy owner : any and all of the Trustees

SSG Authorisation:

Date	Name
30 July 2026	V1.00 approved at the Trustees' Meeting
Review Due	30 July 2028

Appendix 1: Silver Salisbury's Code of Behaviour



Silver Salisbury code of behaviour

Principles

As an adult working with Silver Salisbury you have a responsibility to ensure that everyone engaging with the Silver Salisbury programme, particularly children, young people and vulnerable adults, are protected from harm. It is the responsibility of each adult working with Silver Salisbury to ensure that:

- ✓ their behaviour is appropriate at all times;
- ✓ they observe the rules established for the safety and security of children, young people and vulnerable adults;
- ✓ they follow the procedures following suspicion, disclosure or allegation of abuse;
- ✓ they recognise the position of trust in which they have been placed; and
- ✓ in every respect, the relationships they form with the children, young people and vulnerable adults are appropriate

All persons who wish to work with Silver Salisbury, must accept and understand this policy. They must also agree to put Silver Salisbury's policies on safeguarding children and vulnerable adults into practice.

Meeting your responsibilities

To give positive guidance the Code of Behaviour (below) provides a list of 'do's and don'ts' to help you ensure that:

- ✓ the welfare of the children and/or young people and/or vulnerable adults for whom you have a duty of care is safeguarded;
- ✓ you avoid compromising situations or opportunities for misunderstandings or allegations.

Code of behaviour

- a) **DO** put this code into practice at all times;
- b) **DO** treat everyone with dignity and respect;
- c) **DO** set an example you would wish others to follow;
- d) **DO** respect the right to personal privacy of a child, young person or vulnerable adult;
- e) **DO** avoid unacceptable situations within a relationship of trust, *eg:* a sexual relationship with a young person or vulnerable adult over the age of consent;
- f) **DO** allow children, young people and vulnerable adults to talk about any concerns they may have;
- g) **DO** encourage others to challenge any attitudes or behaviours they do not like;
- h) **DO** avoid being drawn into inappropriate attention seeking behaviour, *eg:* tantrums and crushes;



- i) **DO** make everyone aware of *Silver Salisbury's* procedures for safeguarding children, young people and vulnerable adults;
 - j) **DO** remember this code even at sensitive moments, *eg:* when responding to bullying, bereavement or abuse;
 - k) **DO** remember someone else might misinterpret your actions, no matter how well-intentioned;
 - l) **DO** take any allegations or concerns of abuse seriously and refer immediately.
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- 1. **DO NOT** trivialise abuse;
 - 2. **DO NOT** form a relationship with a child, young person or vulnerable adult that is an abuse of trust;
 - 3. **DO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual;
 - 4. **DO NOT** play physical contact games with children, young people or vulnerable adults;
 - 5. **DO NOT** use inappropriate language - writing, phoning, email or internet;
 - 6. **DO NOT** let allegations, suspicions, or concerns about abuse go unreported;
 - 7. **DO NOT** just rely on your good name to protect you.

Safeguarding process to follow

In the event of a safeguarding issue, follow this process:

- Seek consent from the person concerned. If you feel that they do not have capacity to consent, you can act without consent but you must log your decision.
- Collect all available, relevant facts and appropriate information.
- Make a written record of the concern, using the persons exact words as much as possible..
- Tell the person involved what you are going to do about the concern and note any views that they may have regarding how they wish the matter to be dealt with.
- Tell only the people who need to know – such as your safeguarding officer (Jon Gapper 07748702287).
- Consider the balance between listening to someone's wishes and needing to refer information where others may be at risk.
- Inform the person involved about the outcome of any process.

If someone is injured or at immediate risk, take immediate action. Seek help by dialling 999 for police or ambulance.

For all safeguarding concerns please call Multi Agency Safeguarding Hub on 0300 456 0111

OR if out of hours 0300 456 0100

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Signed Drew 15/01/2024	