


Volunteering Policy		
Issue Date	July 2021	
Reviewed Date	June 2024	
Next Review Due	June 2026	

Policy Statement:

Gloucestershire Nightstop recognises the invaluable contribution of volunteers in supporting our mission to provide assistance to young people at risk of homelessness. This policy outlines our commitment to recruiting, training, and supporting volunteers effectively, ensuring their safety, well-being, and the quality of service they provide.

Training:

All volunteers at Gloucestershire Nightstop will undergo comprehensive training conducted by our staff. This training will include:

- Role-specific training tailored to the duties of each volunteer, including Emergency Hosting, Long-term Hosting, Driving, Daystop, Befriending, and office-based support.
- Health and Safety training to ensure volunteers are aware of potential risks and how to mitigate them.
- Safeguarding training to equip volunteers with the knowledge and skills to protect the welfare of young people.
- Regular updates and specific courses offered to maintain competence and awareness.

Health and Safety Checks:

The safety and well-being of our volunteers and the young people we serve are paramount. Therefore, all volunteers will undergo health and safety checks, including:

- Assessment of the suitability of their premises for hosting young people (for Hosts).
- Verification of driving licenses and vehicle safety checks (for Drivers).
- Regular inspections of facilities used for office-based support and other activities.
- Implementation of appropriate safety measures in accordance with relevant regulations and guidelines.
- Lone working: refer to lone working policy

DBS Checks:

To ensure the safety of young people, all volunteers, including Hosts and Drivers, will be required to undergo Disclosure and Barring Service (DBS) checks. This includes:

- Enhanced DBS checks for all members of the hosting household over the age of 18.
- Regular updates and rechecks in accordance with legal requirements and organisational policies.

Regular Supervision:

Volunteers at Gloucestershire Nightstop will receive regular supervision to provide support, guidance, and feedback. This includes:

- Quarterly drop-in supervisions from the Volunteer Manager to discuss progress, address any concerns, and provide additional training or resources as needed.
- Annual one-on-one supervisions to evaluate performance, set goals, and ensure volunteers' needs are being met.
- Flexibility in supervision arrangements, including face-to-face or virtual meetings, scheduled or directly with the Volunteer Manager.

Variety of Volunteers:

Gloucestershire Nightstop welcomes volunteers from diverse backgrounds and with various skills and interests. Our volunteer opportunities include:

- Hosts: Individuals who provide temporary accommodation, a listening ear, and warm meals to young people on a night-by-night basis.
- Drivers: Volunteers who transport young people to and from host homes safely and reliably.
- Ad-hoc volunteers: Individuals who offer assistance with other services as needed, including administrative tasks, fundraising, and event planning.
- ESV (Employee Supported Volunteering) volunteers: Employees from partner organisations who contribute their time and skills to support our mission, including event planning and coordination.
- Board Members: Individuals acting as Trustees and Directors, responsible for overseeing the governance, performance, and strategic direction of the charity.

Eligible Expenses

Volunteers can be reimbursed for necessary expenses directly related to their volunteer activities, including:

-Travel Expenses:

- Mileage for personal vehicles at 45p per mile.
- Bus, train, and taxi fares.
- Parking fees and tolls.

-Safe Night Expenses:

- £15 week night, £20 weekend night (*covering utilities, food, etc*)

-Miscellaneous expenses:

- Extra things such as cinema, takeaway etc- discretion of the Volunteer Manager/ pre agreed by duty or oncall worker

Procedure for Claiming Expenses

To claim expenses, volunteers should:

1. **Collect Receipts:** Keep all original receipts.
2. **Complete the Form:** Fill out the Volunteer Expense Claim Form from the Volunteer Coordinator or website.
3. **Submit:** Submit the form and receipts to the Office Manager within 3 months of the expense being incurred.
4. **Approval:** The Coordinator will review and approve claims. Volunteers will be contacted if there are any issues.
5. **Reimbursement:** Approved claims will be reimbursed by BACs within 10 working days.
6. **Review and Approval** All claims must be reviewed and approved by the Volunteer Coordinator. Claims not complying with this policy may be denied.

Conclusion:

This policy reflects Gloucestershire Nightstop's commitment to creating a supportive and inclusive environment for volunteers, ensuring their training, safety, and well-being are prioritised. By adhering to this policy, we aim to maintain the highest standards of service delivery and positively impact the lives of young people in need within our community.