

## Volunteers Policy

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<b>Revision Date</b>	May 2023
<b>Department</b>	Customer Services
<b>Author</b>	Customer Experience Manager
<b>Reason for Policy Creation/Revision</b>	Policy Review
<b>Data Protection</b>	All information held conforms to Hanover's Data Protection Policy and Procedure
<b>Equalities</b>	No impact
<b>Sustainability</b>	No impact
<b>Proof Read By</b>	Director of Customer Services
<b>Date Approved</b>	26 July 2023
<b>Approved By</b>	SMT
<b>Next Review Due</b>	26 July 2026
<b>Audience – Training and Awareness Approach</b>	Prospective volunteers – internal and external to Hanover. Reading the policy will be part of the volunteer induction
<b>Effective Date</b>	28 July 2023
<b>Internal References – Policies &amp; Procedures (Located on The Hub)</b>	N/A
<b>External References</b>	N/A

## VOLUNTEERS POLICY

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### 1. Policy Purpose

- 1.1 This policy describes how we propose to encourage, develop, and support volunteer involvement in Hanover's work, doing so in such a way that properly meets the needs of our volunteers as well as those of our customers and employees.
- 1.2 The policy also describes how we will support our employees to volunteer.
- 1.3 Our Volunteer Plan, aligned to our Happy Customer strategy, details how our volunteering service benefits customers.

### 2. Policy Scope, Explanations or Requirements

- 2.1 Hanover develops and manages housing and related services, often in partnership with other organisations, aimed at meeting the needs of our customers.
- 2.2 Our philosophy is to provide services which contribute to the quality of life of our customers, and to promote customer choice and participation in matters affecting them.

### 3. Role of Volunteers

- 3.1 Our services are provided directly by our employees and those employed by other organisations.
- 3.2 We recognise that volunteers offer a valuable contribution to meeting the aims expressed above.
- 3.3 We are clear that the role of volunteers will complement and not replace the roles of paid employees or other service providers.

### 4. Definitions

- 4.1 Hanover's **Volunteer Service** operates all volunteering activities undertaken at Hanover for our customers.
- 4.2 Our **Volunteer Coordinator** coordinates the Volunteer Service.
- 4.3 For the purposes of this policy a **volunteer** is a person who undertakes organised work for the benefit of our customers, beyond the immediate family or friends of the volunteer. The work is undertaken by choice and is unpaid. They will work as part of Hanover's Volunteer Service.
- 4.4 A Hanover employee may also undertake unpaid volunteering for Hanover customers in certain circumstances, as described below. Whilst undertaking such work they will work as part of Hanover's Volunteer Service.
- 4.5 Additionally, Hanover employees may volunteer for **other** third-sector organisations (as outlined below) and be paid by Hanover for a limited period for such activity.

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### **5. Employee Responsibility**

- 5.1 The Volunteer Coordinator will be responsible for approving, managing, and coordinating volunteer programmes within the Volunteer Service. They will manage the volunteer directly, retain a copy of the Voluntary Service Agreement for each volunteer and maintain a central record of active volunteers.
- 5.2 Our managers will be responsible for any of their employees who volunteer for other third-sector organisations.

### **6. Principles which will be observed in relation to offering Volunteer Service at Hanover**

#### 6.1 We undertake to:

- 6.1.1 organise volunteer work effectively and efficiently with sufficient resources provided to achieve this;
- 6.1.2 foster a relationship with volunteers, which is one of mutual commitment, where both the volunteer and Hanover observe their rights and responsibilities;
- 6.1.3 promote at all times a clear role for volunteers, which addresses the relationship between them, those who manage and work with them, and those who receive their services;
- 6.1.4 engage volunteers not as an alternative to paid employees, but as a valuable way to extend choice of service to our customers, which would otherwise not be affordable or available;
- 6.1.5 apply equivalent good practice, including all legal and policy requirements, to the engagement of volunteers, and to the good practice we apply to employees;
- 6.1.6 apply our duty of care towards volunteers regarding their health, safety and welfare, whilst they are engaged with us;
- 6.1.7 support volunteers through funding and other forms of help, where available;
- 6.1.8 provide a copy of the Guide to Voluntary Working to all volunteers and those interested in volunteering

#### 6.2 **We expect volunteers to:**

- 6.2.1 carry out their work in a way that corresponds to the aims, values and good practice of Hanover;
- 6.2.2 work within the provisions of their remit, including all reasonable instructions;
- 6.2.3 be reliable and trustworthy, and to respect confidentiality;
- 6.2.4 attend training and support sessions where required;
- 6.2.5 adhere to all provisions applicable to their health, safety and welfare and those of third parties

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### **6.3 We follow the good practice principles listed below:**

- 6.3.1 Tasks undertaken by volunteers will be clearly defined and agreed, so that all persons involved know their respective roles and responsibilities.
- 6.3.2 We will provide necessary training to enable volunteers to discharge their role competently and with due regard to health and safety practice.
- 6.3.3 We will keep a record of work done by volunteers to assist monitoring of our policy. Volunteers will have access to their records.
- 6.3.4 Volunteering will complement work of paid employees – it will not replace that work
- 6.3.5 Volunteers will be able to present their views to Hanover. This will include their participation in consultative and information sharing activities.
- 6.3.6 Existing and future Policies will be checked to include issues affecting volunteers.
- 6.3.7 A Volunteer Plan will be developed by the Customer Experience Manager and Volunteer Coordinator which outlines Hanover's ambitions for its Volunteer Service.

### **7. Types of Volunteering we will Promote within the Volunteer Service**

- 7.1 We will consider applications for work and projects which complement the work of paid employees.
- 7.2 Schemes may include the provision of services that would otherwise be unavailable, for example:
  - befriending
  - digital skills training
  - handy person services

### **8. Volunteering opportunities for Hanover employees**

- 8.1 Hanover employees may volunteer their own time to spend with Hanover customers. This should be out with the service they work for and must be a voluntary role provided by the Volunteering Service (for example, an Asset Management employee could undertake providing IT skills support to a customer in a development). This cannot be done as part of their working hours and must be arranged through the Volunteer Coordinator on an unpaid basis.
- 8.2 Hanover employees are also permitted to volunteer for other third-sector organisations or charities for up to seven hours (pro rata) per year of the employee's working (paid) time. Such employees must discuss this with their manager and their Human Resources People Partner and have it approved before undertaking the volunteering activity.

### **9. Data Protection (Where Applicable)**

- 9.1 Personal data relating to volunteers will be used and stored in accordance with Hanover's Data Protection policy and procedure.

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### **10. Monitoring & Evaluation**

10.1 Active volunteers will be consulted on this policy.

### **11. Reporting Requirements**

11.1 There will be an annual report to the Senior Management Team (SMT) on the progress of the Volunteer Plan.

### **12. Review**

12.1 This policy will be reviewed every three years or earlier if required.