

Position responsible: Director of Fundraising
Approved by: ELT

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Related Documents	<ul style="list-style-type: none"> Equal Opportunities Policy Health and Safety Policy Complaints Policy Safeguarding Policy Freedom to Speak Up Policy Data Protection Privacy Notice – Volunteers Volunteer Agreement
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Further information	Health and Safety Act 1974
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1.0 Introduction

1.1 Since its establishment in 1971, Magpas Air Ambulance has grown and developed over the years through the considerable effort and dedication of its volunteers. They continue to be an important and integral part of the charity. We value all of our volunteers' contributions to the organisation and believe that they should also benefit from the experience of volunteering for Magpas Air Ambulance. We are committed to supporting volunteers to achieve their best potential within our organisation whilst continuing to advance the development and ongoing success of the charity.

2.0 Procedures

2.1 Recruitment

2.1.1 Advertising of volunteer opportunities will be through volunteer bureaus, local community press and publicity, social media and word of mouth. The volunteer lead is responsible for establishing and maintaining an effective volunteer application process from initial enquiry through to successful placement. As part of this process, Magpas Air Ambulance will expect a potential volunteer to complete an application form, supply referees and complete an organisational induction and training where relevant. We aim to discuss all applications at an informal interview, hoping to explore and match expectations of the applicant with the posts available in the charity. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account the needs and resources of the organisation, our brand and reputation.

2.2 Diversity and Equal Opportunities

2.2.1 Our organisation is firmly committed to diversity and equal opportunities in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

2.2.1 For further information refer to our Equal Opportunities policy.

2.4 Expenses

2.4.1 All Magpas volunteers give freely of their time and skills to benefit others in their local communities and further afield. To ensure volunteering opportunities are open to as many as possible, Magpas recognises expense should not be a barrier to volunteering. Whilst operating within the limits of the charity, Magpas will reimburse reasonable out-of-pocket expenses. For further guidance on volunteer expenses see Appendix 1.

2.5 Health and Safety

2.5.1 All staff and volunteers have a duty under the Health and Safety at Work Act 1974, (Section 7) not to endanger themselves or others by their acts or omissions and to co-operate with Magpas Air Ambulance as necessary to comply with current legislation. In addition, they have a duty under section 8 of the Act not to intentionally or recklessly interfere with, or misuse, any equipment provided in the interest of health, safety and welfare at work.

2.5.1 Specifically staff and volunteers must:

- Abide by the charity's health and safety requirements and statutory health and safety at work obligations.
- Comply with all training regarding health and safety.
- Familiarise themselves with the organisations policies and procedures and risk assessments relevant to their role.
- Bring to the attention of the relevant Line Manager any defective equipment or potential hazards.
- Report all adverse incidents in line with the significant event reporting Policy and Risk Assessment Policy.

2.7 Confidentiality

2.7.1 Magpas Air Ambulance places great emphasis on the need for the strictest confidentiality in respect of health and personal data. Everyone working within the patient sector is under a legal duty to treat as confidential any patients' information held in whatever form. In addition to obvious material such as medical records this also includes "non-health" information such as names, addresses and personal data; whether provided by the patient, relatives or members of staff.

2.7.2 Equally, all personal data relating to supporters, staff and volunteers is confidential. All volunteers are required to sign a confidentiality agreement at induction.

2.7.3 Volunteers should be aware that Magpas Air Ambulance is required by law to safeguard children and vulnerable adults from significant harm. If a volunteer receives information which they believe indicates a safeguarding risk they must notify their supporting staff member(s) and/or the volunteer lead immediately. For further information refer to our Safeguarding Policy.

3.0 Supporting Volunteers

3.1 Induction, Training and Supervision

3.1.1 All volunteers will receive an organisational induction to familiarise them with the vision, mission and values of the organisation and the services it provides. The induction will also equip the volunteer with the appropriate organisational policies and procedures needed to fulfil their role. Volunteers will understand the role of the department they are part of and

how this fits in with the organisation as a whole and will be introduced to the volunteer lead and the staff member(s) that will support them during their volunteering time at Magpas Air Ambulance.

3.1.2 Volunteers will be trained by the supporting staff member(s) to undertake their individual roles. The supporting staff member(s) will also be responsible for ongoing supervision and support in line with the organisational resources available.

3.1.3 Magpas Air Ambulance will provide the resources and equipment such as t-shirts, computers or event stands to enable the volunteer to successfully carry out their role.

3.2 Volunteer Agreement

3.2.1 Volunteers will be required to read and sign a volunteer agreement which sets out the expectations of both the volunteer and the organisation. This details the responsibilities of each and describes the expected behaviours of all volunteers. Where there is a discrepancy between the agreement and the conduct of a volunteer or the organisation then this should be raised to the Volunteer Lead to resolve. If the volunteer lead is unable to resolve satisfactorily it should be dealt with in line with the organisational complaints policy.

3.2.2 For further information refer to complaints policy.

3.3 Recognising the contributions of Volunteers

3.3.1 Magpas Air Ambulance is keen to recognise the important contribution of volunteers where possible. The organisation aims to do this both internally, with regular on and offline communications and volunteer specific events, as well externally by submitting award applications and promoting volunteer contributions through press, PR and social media activity.

Appendix 1 Volunteer Expenses – guidance

1.0 Background

- 1.1 Magpas Air Ambulance has always acknowledged the commitment of its volunteers and the positive impact volunteering has on the organisation. To ensure that volunteering for the charity is open to as many people as possible, it recognises that expenses should not be a barrier.
- 1.2 As a registered charity, we have a duty to account carefully for all our expenditure. This expenses guidance aims to ensure that all volunteers are reimbursed for reasonable out-of-pocket expenses incurred. The expenses are as set out in this document and will be reviewed as required by the Executive Leadership Team.
- 1.4 Please note that legitimate expenses that are claimed by volunteers are not liable to income tax and national insurance.

2.0 Definitions

- 2.1 The current expenses that are deemed reasonable and will be reimbursed by Magpas Air Ambulance to volunteers are:
 - Fuel or travel costs to and from an events and associated car parking costs

3.0 Claims procedure

- 3.1 Fuel Claims
 - 3.1.1 The current mileage reimbursement agreed by the Trustee Board is 45 pence per mile. This rate is set by HMRC.
 - 3.1.2 Claims should be submitted by the fifth of each month to the appropriate line manager using an expenses claim form (see appendix 2).
 - 3.1.3 Payment to volunteers will be made by bank transfer within two weeks of the claim being submitted.
 - 3.1.4 Magpas will not reimburse penalty fares or fines for driving offences.

4.0 Welfare Benefits

- 4.1 Those receiving welfare benefits are welcome to volunteer with Magpas Air Ambulance but should be aware of how volunteering and subsequent expenses may or may not affect their benefit payments.
- 4.2 The guidance below should be read in conjunction with advice obtained from the Job Centre Plus or the Benefits Agency:
 - 4.2.1 Job Seekers Allowance (JSA)—as long as claimants can prove that they are still actively seeking work and are available to work within one week and ready to go to an interview in 48 hours, there is no limit to the amount of volunteering a JSA claimant can do.

- 4.2.2 Income Support—this benefit is not usually affected by the amount of volunteering work that is undertaken by claimants.
- 4.2.3 Employment Support Allowance—this benefit is not usually affected by the amount of volunteering work that is undertaken by claimants.
- 4.3 Volunteers must only receive expenses against expenses incurred.
- 4.4 You must tell the Job Centre Plus or the Benefits Agency that you intend to start volunteering to ensure that they are happy with the amount of time that you intend to spend volunteering. Failure to do so may result in withdrawal of benefits. Magpas Air Ambulance has no duty to inform on volunteers' behalf, but will assist with any enquiries through the claimant.

5.0 Further information

5.1 Further information is available from the following sources:

- www.gov.uk/expenses-and-benefits-travel/overview
- <https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances>
- <https://www.gov.uk/tax-relief-for-employees/uniforms-work-clothing-and-tools>
- Job Centre Plus
- Benefits Agency

