



**Recyke y'Bike Ltd
Volunteering Policy**

Document Name	Volunteering Policy
Document Type	Policy and Procedures
Owner	Recyke y'Bike
Date Created	December 2018
Date of Revision	5 April 2024
Date for Review	April 2026
Details of Review	This Volunteering Policy will be clearly communicated to staff, trustees and volunteers. The CEO will be responsible for ensuring that this is done. The Volunteering Policy will be reviewed every two years by the Recyke y'Bike Board of Trustees. The CEO will ensure that any changes are clearly communicated to staff, trustees and volunteers.
Associated Documents	Volunteer Handbook
Signed	Name: Graham Archer Position: Chair

	Signature:  Date: 7 August 2024
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1. INTRODUCTION:

We value and welcome volunteers to RYB

This Volunteer Policy sets out how we will recruit, induct and train volunteers. We want to demonstrate to our current and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Recyke y'Bike. It outlines how all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us to enable them to contribute to the charity in a safe and enjoyable manner.

2. OUR VISION AND MISSION FOR VOLUNTEERING

Volunteering is a great way to share enthusiasm and knowledge for bikes and/or recycling. It's a way to avoid loneliness or isolation, learn new skills and meet people with similar interests. By volunteering for Recyke y'Bike a positive contribution will be made to the community and the environment. Volunteers are vital to our work.

We have a range of opportunities for volunteers to get involved in. For example, we need volunteers to help clean and check bikes for dismantling, remove and replace components, drive the van to collect bikes, help with events, support sales to customers, creating content for Recyke y'Bike's social media, and with general upkeep of our premises.

3. ATTRACTING VOLUNTEERS AND VOLUNTEER AGREEMENT

Most volunteers find out about Recyke y'Bike via our website or word of mouth and complete an online expression of interest form. Once we receive an expression of interest form and have contacted references, our Volunteer Co-ordinator will get in touch to arrange an informal interview. This interview is an opportunity for potential volunteers to get more information on specific opportunities, meet some of the team and tour the premises. We then decide together which option best matches an individual's interests, skills and availability and also our needs. The volunteer will be expected to sign in and out so we know who is on the premises in case of a fire.

4. REFERENCES AND DBS CHECKS

All volunteers must supply the details of two people who can provide a reference. They must not be a close friend or family member. Volunteers who cannot provide one or both references (such as asylum seekers new to the country) must be supervised at all times while on site.

Volunteer roles that involve regulated activity with children or vulnerable adults, or who wish to volunteer on days when our Young Volunteer programmes are running and who may therefore have contact with children and young people, will be subject to a DBS check. Until then they will be supervised at all times while on site. The costs of DBS are met by Recyke y'Bike.

5. INDUCTION AND TRAINING

It does not matter how much knowledge or experience the person has as there will be opportunities to learn. We have a variety of roles to suit every level of interest and expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

- information about Recyke y'Bike, our vision, mission and our future plans
- the role of the volunteer
- introduction to some volunteers and staff;
- a tour around our facilities;
- copies of the Volunteer Handbook which includes key points of our important and relevant policies (Health and Safety, Equality and Diversity and Safeguarding)
- essential procedures such as timekeeping, signing in and refreshment facilities
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give Recyke y'Bike and the volunteer time to ensure they are suited to each other. This is not an assessment; it is just so that we can be sure the volunteer gets the best benefit from the volunteering experience and maximise the time given freely.

6. SUPPORT

All Recyke y'Bike staff play a role in supporting volunteers.

The primary contact for volunteers is the Volunteer Co-ordinator, who carries out volunteer inductions and has regular informal discussions with volunteers about their progress.

The CEO and Shop Managers also play a key role in supporting volunteers and making sure that they are given appropriate work to do and the training to do it.

There are also formal group meetings such as the AGM and team building/development/training sessions where volunteers can share ideas and give feedback. This will help to ensure that Recyke y'Bike are doing all we can to make the volunteering experience an enjoyable and meaningful one.

7. RECOGNITION AND REWARD

We could not do all the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or a shoulder to lean on. We aim to hold regular social evenings and events where all volunteers and staff can meet.

8. EXPENSES

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out-of-pocket expenses, if required, will be reimbursed, including expenses for travel and meals (if working more than 4.5 hours in one session). In order to claim expenses a valid receipt or ticket must be provided and this should be given to the Shop Manager. Teas, coffee, biscuits and crisps are provided throughout the day.

9. INSURANCE, HEALTH AND SAFETY, ACCIDENTS, AND RISK ASSESSMENT

Recyke y'Bike has a valid insurance policy so that volunteers are covered by public liability insurance. This covers the volunteering activities undertaken. Reminders of our Health and Safety Policy will be given and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on site.

10. RESOLVING PROBLEMS

We hope that volunteers will have a very enjoyable experience volunteering with us. However if their role as a volunteer does not meet with their expectations or with the commitments we have made to them, we want them to feel comfortable about letting us know.

First of all, they should talk to the Volunteer Co-ordinator or Shop Manager, and they should be able to sort it out before it becomes a problem. Their contact information is in the Volunteer Handbook.

If this does not resolve things they can speak to the General Manager who can take the issues forward.

11. CONFIDENTIALITY

We expect all volunteers to adhere to confidentiality guidelines which will be explained to them before they begin volunteering with us. This also includes the use of social media and contact with the press.

12. EQUALITY, DIVERSITY AND INCLUSION

Recyke y'Bike is committed to embracing diversity and promoting equality and inclusion. When representing Recyke y'Bike as a volunteer, it is expected they support our commitment to promoting equality.

13. VOLUNTEERING WHILE ON BENEFITS

Those receiving benefits can still volunteer with us, provided that we follow the legal guidelines. We have information from the Department for Work and Pensions which we talk through with volunteers regarding the hours they can do and what expenses they can claim for while volunteering.

