



## Shotteswell Village Hall – Volunteer Management Policy

Registered Charity No: 502948

### **Introduction**

Shotteswell Village Hall (SVH) is a registered charity and is run and managed by an elected committee in accordance with its Trust Deed dated 12<sup>th</sup> August 1971. The Village Hall does not employ anyone directly to assist with the running of the hall. Volunteers are individuals who undertake activities on behalf of our organisation, unpaid and of their own free choice.

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

Our objective is to make the Village Hall the social hub of our community for everyone within the village and the surrounding areas.

### **Principles**

We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

## **Support**

All volunteers will receive an induction into Shotteswell Village Hall and the area they will be involved in. Training will be provided as appropriate. Any member of the committee can be contacted and where required the issue or suggestion will be raised at a committee meeting. We request that all volunteers discuss what involvement they would like to have and air any problems.

## **Problem Solving**

We will attempt to deal with any problems informally and at the earliest opportunity. Volunteers will be made aware of the organisation's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

## **Expenses**

Volunteers will be given clear information about what expenses can be claimed and how to make a claim. Reimbursement will be made on provision of a receipt for approved expenditure.

## **Activities**

General operational, cleaning and maintenance duties are undertaken by the committee and other volunteers from the village. Legal requirements, such as PAT testing, Periodic Checks etc, in addition to specialist works, are fulfilled by employing appropriately qualified contractors. All activities shall be approved by the committee. All persons engaged in any activity on the site are required to operate safely and in accordance with any guidelines provided for that particular activity in addition to the general policies of SVH.

## Insurance

Full insurance cover is provided by Zurich Insurance plc Village Hall Plus Insurance Scheme “Select for Charities and Social Organisations” Policy and provides Buildings, Contents, Public and Employer Liability and a range of other liabilities which are detailed in the Policy Documents. Insurance directly relevant to the committee and other volunteers are:

- Financial and Administration Liability covers the directors or trustees and certain employees in senior positions for claims made against them personally due to the capacity in which they work for SVH. Protection is also provided to SVH (Corporate Liability) for financial losses arising from your general business as well as any professional services we offer in accordance with our charitable or not-for-profit services; there is also Crime cover for dishonesty of employees and volunteers and for theft of our financial assets by criminal activity. These covers are shown in the main policy document.
- Directors, Trustees and Officers Liability covers Personal liability of Insured Persons for financial loss arising from a wrongful act, and liability of the Insured Organisation where it is bound or permitted to indemnify the Insured Person.
- Crime (including Fidelity Guarantee) Direct losses of money, property or securities arising from fraud committed by employees or volunteers, or by third party computer fraud; theft of funds by fraudulent transfer by third parties, forgery and counterfeiting.
- Personal Accident cover provides agreed benefits in respect of selected categories of persons following death or disablement arising from an accident and/or an assault. Persons over the age of 90 are excluded. The extended cover for persons over 75 is not included.
- Legal Expenses provides cover for legal costs and compensation incurred in defending actions against your organisation. Cover is available for Employment Disputes, Legal Defence, Personal Injury, Tax Protection and Contract Disputes.

Implemented by Committee: January 2019

Review Date: **January 2027**

Last reviewed: **January 2026**

Signed: *B Jammott* Position: **Chairman**

*Claire Jeffrey* Position: **Vice-Chair**