WARWICK VOLUNTEERS

Standard Operating Procedures

This Standard Operating Procedure (SOP) sets out practices and procedures to ensure the good working of Warwick Volunteers and a shared understanding between permanent staff, student leaders and the student membership of Warwick Volunteers.

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Recruitment, Induction and Training

- Warwick Volunteers is committed to providing appropriate and effective induction and training for volunteers.

- All new Warwick Volunteers members will be provided with basic information about the rights and responsibilities of volunteers, and the support provided by Warwick Volunteers.

- Each project will have its own policy for selection and training of volunteers, which will be agreed with the Project Leader and any external organisation involved. *(See also the policy on Screening).* All selection procedures must pay proper regard to equal opportunities.

- Warwick Volunteers will try and place volunteers on projects they want to do, but will not always be able to guarantee this. In such circumstances, Warwick Volunteers will provide support for the volunteer to find an appropriate alternative placement.

- Safeguarding training will be provided for all volunteers who will be working with children and Adults at Risk.

- Comprehensive training will be provided for the Warwick Volunteers Exec and Project Leaders. This training will be reviewed annually by the Exec, staff and Project Leaders.

Screening when working with children or Adults at Risk

- Warwick Volunteers has a duty of care to protect its volunteers and the members of the community it works with. All projects within Warwick Volunteers contain elements of risk for volunteers and service users alike and protection needs to be in place in order to minimise risk and liability. This is a summary, please refer to the Screening Policy on the Warwick Volunteers website for full details.

- Warwick Volunteers will undertake DBS (Disclosure and Barring Service) checks for volunteers when requested by a partner organisation. For projects run by Warwick Volunteers, a risk assessment will be undertaken to determine the need for a Disclosure check, following guidance issued by the DBS.

- If a volunteer has not been resident in the UK for a period of six months or more in the previous five years, the volunteer will also be required to obtain the equivalent of a DBS check from the country in which they have been resident based on the nature of the volunteer role and requirements of the partner organisation. This check is called a Certificate of Good Conduct (COGC) by the University of Warwick, but it is given other names in some countries.

- Some projects may require further screening and selection processes to help ensure that volunteers are given suitable placements. These might include application forms, short interviews, and/or further references to be obtained.

Support and Contact

Warwick Volunteers is committed to supporting its volunteers and maintaining open lines of contact between members of the Exec, Project Leaders, staff and volunteers.

Project Leaders will be the first point of support and contact for a volunteer if they have any problems or issues they wish to raise. Project Leaders will be supported by the Warwick Volunteers Exec and staff team; individual volunteers can at any time refer to the Warwick Volunteers Office for support.

Expenses

- Warwick Volunteers believes that volunteers should not suffer a financial penalty because of their involvement in our projects and will actively encourage volunteers to claim all out-of-pocket expenses from either Warwick Volunteers or, where appropriate a community partner.

- The Warwick Volunteers Expenses Policy and, where additional safeguarding is required, Screening Policy contains details of what expenses can be claimed.

Data Protection

- Personal data of students who join Warwick Volunteers is stored on Warwick Volunteers membership database, including the: volunteer's name, student ID number email address, telephone number, Warwick Volunteers training record and project preferences for the purposes of administering their membership with Warwick Volunteers. In addition, and outside the membership database, this data may be aggregated by the University of Warwick with other information including: gender, year of study, department and home/international status are collected in order to report back to the University on the success of Warwick Volunteers and to aid development of the service.

- The legal basis for processing this personal data is "Legitimate Interest" in that it is necessary for the performance of your membership and participation in the volunteer project(s). The Privacy Policy is available on the Warwick Volunteers Website. https://warwick.ac.uk/about/community/volunteers/volunteering/privacy/

- Volunteer's personal data will not be shared or disclosed to any third parties external to the University of Warwick except project leaders (who may be other students or external organisations) for the purposes running your chosen volunteer project(s). It will not be transferred outside of the EEA and will be kept securely by the University of Warwick and will be retained for a period of 7 years.

- The University of Warwick is the Data Controller of this information and is committed to protecting the rights of individuals in line with Data Protection Legislation. Please visit the University's Data Protection webpages https://warwick.ac.uk/services/idc/dataprotection/ for further information in relation to your rights and how the University processes your personal data. The University's Data Protection Officer, can be contacted through infocompliance@warwick.ac.uk and any requests or complaints should be made in writing to the University's Data Protection Officer.

Photographs, Videos and Social Media

Photos, videos and social media are a great way to showcase volunteering activities and can be used effectively to market volunteering to prospective volunteers, for publicity, to share what volunteers have achieved and the benefits they have brought about through volunteering. However, there are Data Protection factors and University policies that must be followed when using images in particular (remember, Data Protection applies to all images of living people), references to named individuals and in the way accounts are maintained on social media.

Guidelines on taking photographs or videos containing images of people for Warwick Volunteers projects.

Images of people, definition: any photograph/video which contains a person or people, or a part of a person from which they could be identified e.g. back of head shots, tattoos. Taking photos/videos, WV complies with Student Opportunity Policy and the University of Warwick Engagement Group guidelines on taking images.

- Personal devices should not be used, all images should be taken by WV staff using Student Opportunity owned equipment or by a University approved and contracted professional photographer.

- Volunteers should not personally take any photographs or videos themselves whilst volunteering.

- Photographs and videos may be arranged through WV staff or via the Publicity Officer who will then liaise with the staff team.

- Photo shoots will be planned in advance, with planning including setting out the proposed use for the images, obtaining permissions and consents.

- Images which include people will be recorded and stored on the on WV photos shared folder for a period of 7 years in line with Record Retention Policy.

Unfortunately, unless WV have written permission to use photographs taken by external organisations, we will not be able to use them in Warwick Volunteers publicity.

Guidelines on social media use in publicity for, and reporting on, Warwick Volunteers projects.

An official University of Warwick social media account is defined as any account representing a department/faculty/team/service or similar in an official corporate context. It does not apply to accounts for individual members of staff/students using social media in a personal context. Before any Warwick Volunteers social media account is created a project leader, or volunteer, must get approval from the Warwick Volunteers Office. This account will then be added to the University's social media directory.

Official University of Warwick accounts are owned, ultimately, by the University of Warwick. For projects/accounts where the University is collaborating with another institution, account ownership will be determined on a case-by-case basis.

Refer where possible to the University [guidelines](#).

Volunteers should

- Not post offensive, illegal or libellous material.

- Not post sensitive or confidential information.

- Not share passwords.

- Not post or use copyrighted material – including, but not limited to, photography, music and video without the explicit permission of the copyright holder. Volunteers are, however, encouraged to use creative commons media, provided the sources are attribute correctly. Good sources of creative commons media include Compfight and Wikimedia Commons.

- Reset passwords if a team member who has access to your social media profiles leaves.

- Be open, honest and human.

- Where possible, have more than one team member responsible for updating and monitoring accounts.

- Post regularly, ideally at twice a week during the working week and monitor your accounts and respond to incoming messages.

- Where possible, do not delete comments or responses from your followers unless they are illegal/libellous/sexist/racist etc. – people are entitled to their opinion even if it is a negative one, avoid censorship where possible.

- Refer to the social media framework to help shape your social media voice and style.

- Share posts from other users, as this is a big part of social media, just be careful what and who you share content from as shared posts do allow you some to establish some distance between your account and the original author, volunteers may still be held accountable if they share anything offensive, illegal, libellous or similar.

Working with Student Executive and Warwick Volunteers Office through central social media accounts:

The Student Executive, Publicity Assistants and Warwick Volunteers office operate accounts on several popular platforms, these can used to support additional activity. The **WV Instagram account** can be used for both stories and video and is targeted mostly at students, whereas the **WV Twitter** is primarily used by staff for University and local community posts, not for student engagement. The **WV Facebook account** appeals across a broad spectrum of potential audiences and if you want to post video content the **WV YouTube channel** is there to host content, although videos do not need to be professionally produced, they must have high audio quality and include content that adds value. If volunteers wish to engage with these accounts, they should contact the Warwick Volunteers Office.

Insurance

- Volunteers taking part in authorised Warwick Volunteers activities are covered by the University's Public Liability insurance. Where volunteers are working with a recognised external partner, Warwick Volunteers will have confirmed that these partners have existing Public Liability policies. Where volunteers are simply signposted to opportunities it is the responsibility of the volunteer to check that appropriate cover exists.
- Volunteers travelling in their own car for volunteering must ensure they are covered on their personal car insurance policy.
- Cover is subject to a risk assessment being completed for the volunteering activity by the volunteering project leader and the volunteers following regulations and guidelines.
- It is the responsibility of Warwick Volunteers staff and Project Leaders to ensure that projects adhere to these standards.

Risk Management Framework

Introduction

Warwick Volunteers offers students at the University of Warwick the opportunity to engage in a wide range of community volunteering activities.

This framework outlines the risk management practices used within Warwick Volunteers. The effective management of risk is essential for a number of reasons:
- To ensure the health, safety and wellbeing of volunteers, and members of the public with whom volunteers work.
- To ensure the effective delivery of Warwick Volunteers' projects.
- To maintain and develop the reputation of Warwick Volunteers, and by association the University of Warwick.
- To ensure that volunteering opportunities offered are compliant with UK law.

This framework should be read in conjunction with relevant University policies, in particular the policies related to Health and Safety, available at http://www2.warwick.ac.uk/services/healthsafetywellbeing and University Public Liability Insurance, available at http://www2.warwick.ac.uk/services/finance/insurance/keypolicies/publicandproductsliability/

Purpose of the Risk Management Framework

- To define the different categories of volunteering activity facilitated by Warwick Volunteers;
- To outline the key responsibilities for risk management within Warwick Volunteers;
- To reduce the likelihood of undesirable consequences arising from Warwick Volunteers' activities, including:
    - A volunteer being injured or suffering ill health as a result of their volunteering activity;
    - The actions of a volunteer causing injury or ill health to others;
    - The failure to deliver grant-funded projects;
    - The actions of a volunteer damaging the reputation of Warwick Volunteers and/or a partner organisation.

Categories of Volunteering Opportunity

Warwick Volunteers offers a wide range of volunteering opportunities and has a variable level of involvement in the design and management of these opportunities. Effective risk management requires that all parties are aware of their responsibilities, and are aware of, understand and enact the procedures in place to manage risk.

Warwick Volunteers activities fit in to one of four broad categories, which determine the approach to risk management. These categories relate to the volunteering opportunity and not to the relationship with an external organisation, and so it is possible that different activities with an external organisation may be categorised differently. The four categories are:

1. **External Advert**
   This category relates to requests from external organisations to promote volunteering opportunities. Warwick Volunteers does not have any involvement with the management of these activities.

   a. *Checks undertaken by Warwick Volunteers*
      Before Warwick Volunteers will advertise a volunteering opportunity, a member of staff will undertake the following checks:
      i. The activity is with a not-for-profit organisation
      ii. The activity is of direct benefit to the community
      iii. The activity is based in an area where Warwick students live (generally Coventry or Warwickshire) or can be carried out from home (eg online).
      iv. The activity offers a personal development opportunity to volunteers <u>or</u> is a one-off event that is likely to be of interest
      v. If the activity is for the purpose of fundraising, we can advertise as long as the cost and time involved in placing the advert is not too great. If the opportunity involves a volunteer collecting money, the money must be paid directly to the charity for whom it has been raised and not come through Warwick Volunteers.
      vi. The activity does not require volunteers to work alone in the community e.g. home visits to the elderly or mentoring meetings in local cafes.
      vii. The organisation has a clear policy on paying expenses such as Travel. An organisation which does not reimburse expenses (often small, local community organisations) may be advertised if it provides an opportunity likely to be of particular interest to students and this information will be clearly stated on the advertisement.
      viii. There are no obvious concerns about the nature of, or management of, the activity, such as negative reports from previous volunteers.
      ix. Volunteer roles comply with UK employment law.(eg. Minimum wage does not apply)
      x. Volunteer role does not duplicate or replace a paid role.
      xi. The activity is <u>not</u> for the purpose of political campaigning or for direct promotion of religion

   b. *Involvement of Warwick Volunteers*
      Warwick Volunteers will restrict its association with activities in this category to no more than the following:
      i. An item in the Warwick Volunteers weekly newsletter
      ii. A post on Social Media
      iii. A brief listing on a seasonal WV webpage eg. Christmas/Easter/Summer Volunteering Opportunities

c. *Implications for Risk Management*
   The implications for risk management of activities in this category are:
   i. Published news items/adverts must clearly state that this is an externally managed opportunity
   ii. Warwick Volunteers will provide general advice to potential volunteers to take a cautious approach to engaging with external volunteering activities, and to satisfy themselves that appropriate arrangements are in place to manage the activity
   iii. Published news items/adverts will instruct potential volunteers to contact the external organisation directly

2. **Volunteer Centre / Registered Project**
   This category relates to on-going volunteering opportunities managed by external organisations, University departments and Students' Union Societies which do not fall in the Partnership Project category (see 3). Warwick Volunteers undertakes more detailed screening of these activities before promoting them but does not have any involvement in their management.

   d. *Checks undertaken by Warwick Volunteers*
      In addition to the checks undertaken for a Category 1 activity, a member of staff will undertake the following checks:
      i. Detailed information on the volunteering activity is obtained via an Organisation Registration form
      ii. The organisation has appropriate policies in place for:
         • Health and Safety management
         • Public Liability Insurance which covers volunteers of at least £5m (policy details should be included on the form or a copy of the certificate provided)
         • Induction and training for the tasks to be done, with ongoing access to support and supervision.
      iii. Complies with current Warwick Volunteers data sharing policies
      xii. The organisation has a risk assessment in place for the activity and a copy has been received by Warwick Volunteers. Warwick Volunteers will not comment on the contents of any risk assessment in this category in line with direction from UoW Insurance Services.

   e. *Involvement of Warwick Volunteers*
      In addition to the activities listed under a Category 1 activity, Warwick Volunteers may also include the following:
      i. Advertising community partner and volunteering opportunities on Warwick Volunteers' Volunteering Portal. An invitation to the organisation to attend volunteering fairs and events on campus
      ii. An invitation to the organisation to hold information sessions or training events on campus

   f. *Implications for Risk Management*
      The implications for risk management of activities in this category are:
      i. Although Warwick Volunteers is not involved in the management of these activities, listing on the Warwick Volunteers website and attendance at the volunteering fair may lead to a perception that these activities are offered and managed by Warwick Volunteers
      ii. Information provided on these activities, such as web listings, should make it explicit that these activities are provided by an external organisation, and that Warwick Volunteers is not responsible for the management of the activity.

      iii. Warwick Volunteers will provide general advice to potential volunteers to take a cautious approach to engaging with external volunteering activities, and to satisfy themselves that appropriate arrangements are in place to manage the activity

      iv. Organisation Registration forms and website information will be updated by the organisation annually to ensure that they remain current.

      v. Where appropriate, Warwick Volunteers will agree a 'memorandum of understanding' (Project Agreement) with the external organisation to outline the conditions on which Warwick Volunteers has agreed to list the volunteering activity. The Project Agreement will be reviewed annually to ensure it remains current.

3. **Partnership Project**

This category relates to volunteering activities that take place in external organisations. In most cases, Warwick Volunteers members and/or staff will be involved in the design and management of the volunteering activity.

These activities will usually be branded as a 'Warwick Volunteers project', and the responsibility for the management of these activities will be shared between Warwick Volunteers and the external organisation.

g. *Key features of a Partnership Project*
      i. The activity is working with a not-for-profit organisation in the community local to the University or its region
      ii. The activity is a specific student 'project' that enables student volunteers to contribute to the design of the activity
      iii. The activity is not for the purpose of political campaigning or for direct promotion of religion
      iv. If the opportunity involves a fundraising element, this element must not take up much of Warwick Volunteers' staff time or resources and any monies raised must be paid directly into the funds of the charity for whom it has been raised (not via Warwick Volunteers accounts).
      v. The volunteering opportunity is compliant with UK employment law.

h. *Involvement of Warwick Volunteers*
Warwick Volunteers will assume responsibility for designing and managing the delivery of these projects, although elements of the project management may be undertaken by the partner organisation
      i. Warwick Volunteers will reimburse out-of-pocket expenses for student volunteers
      ii. Warwick Volunteers will process DBS checks and volunteer screening
      iii. Warwick Volunteers will provide training required to enable students to successfully undertake the volunteering activity if this is not already provided by the external organisation.

i. *Implications for Risk Management*
The implications for risk management of activities in this category are:
      i. A 'memorandum of understanding' (Project Agreement) will be agreed with the partner organisation to agree areas of responsibility in managing the project, to avoid confusion or misunderstandings. The Project Agreement will be reviewed annually to ensure it remains current.
      ii. Warwick Volunteers will undertake a project risk assessment at least once per year.

iii. Warwick Volunteers will ensure that appropriate risk management procedures are in place on the project, and that all those responsible for managing the project, including volunteer Project Leaders, have sufficient skills and knowledge to undertake effective risk management.

iv. The activity will be covered by the University of Warwick's Public Liability Insurance policy.

4. **Warwick Volunteers Project**
 This category relates to volunteering activities that are designed and delivered by student members of Warwick Volunteers, or Warwick Volunteers staff.

   j. Key features of a Warwick Volunteers Project
   i. The activity is undertaken for the benefit of the community local to, or within the region of the University

   ii. The activity offers a personal development opportunity to volunteers <u>or</u> is a one-off event that is beneficial to student wellbeing.

   iii. The activity is a specific student 'project' that enables student volunteers to contribute to the design of the activity or is a one-off event designed and managed by Warwick Volunteers staff.

   iv. The activity is <u>not</u> for the purpose of political campaigning or for direct promotion of religion

   v. If the opportunity involves a fundraising element, this element must not take up much of Warwick Volunteers' staff time or resources and any monies raised must be paid directly into the funds of the charity for whom it has been raised (not via Warwick Volunteers accounts).

   vi. All safeguarding is in place and training completed before volunteers commence volunteering

   vii. The volunteering opportunity is compliant with UK employment law

   k. Involvement of Warwick Volunteers
    Warwick Volunteers has sole responsibility for designing and managing the delivery of these projects.

   l. Implications for Risk Management
    The implications for risk management of activities in this category are:
   i. Warwick Volunteers will undertake a project risk assessment at least once per year.
   ii. Warwick Volunteers will ensure that appropriate risk management procedures are in place on the project, and that all those responsible for managing the project, including volunteer Project Leaders, have sufficient skills and knowledge to undertake effective risk management.
   iii. The volunteering activity will be covered under the University of Warwick's Public Liability insurance policy.

Risk Management Responsibilities

The Warwick Volunteers Manager is responsible for ensuring that sufficient procedures are in place to implement the framework outlined above.

The Warwick Volunteers Coordinator is responsible for:
- Ensuring that all paperwork relating to risk management is stored and updated in line with the framework outlined above.

Volunteer Development Officers are responsible for:
- Ensuring that appropriate checks are undertaken on category 1 and category 2 activities before these are promoted to volunteers.
- Ensuring that volunteers are advised that risk management for categories 1 and 2 is the responsibility of the advertised organisation. This can be done by means of the external opportunity statement.
- Ensuring that sufficient risk assessments are undertaken on category 3 and category 4 projects and all paperwork is stored and updated in line with framework outlined above.
- Ensuring that appropriate arrangements are in place with partner organisations to undertake effective risk management.
- Ensuring that volunteers are issued with appropriate risk management information
- Supporting volunteer Project Leaders to undertake their risk management responsibilities

Volunteers undertaking a project leadership role are responsible for:
- Undertaking a risk assessment on their project activities
- Informing project volunteers and others associated with the project of the risk management procedures in place on the project
- Ensuring that project activities are delivered in line with the risk management procedures of the project and that accidents, incidents or near misses are reported to the WV Office.

Project volunteers are responsible for:
- Adhering to risk management procedures in place on their project.

Date of last review: June 2023
Date of next review: June 2024